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4			M3 Creating the leadership environment... Blakey, Midson, McKenzie
5			M4 Maximising bottom line results... Summers, Wurf, Singh
6			2020 vision for the aged care?... Kelly, Druett, Batten, Thompson
7			Learning from others – different models from the UK & USA... Gifford, Williams
8			Will technology change our lives?... Dawson
9			Changing the image of aged care... Awards, May, Henry
10			T1 Living with compliance, regulation & legislation... Hurley, Motum, Dibley, Byrne, Anderson
11			T2 Delivering the leadership & quality framework... McDonald, Poulos, Perroud
12			T3 Strategies for recruiting & retaining an ageing workforce... Kendall, King, Dunkley
13			T4 Measuring and improving service delivery... Baxter, Hazelton, Gillin, Munn
14			The future agenda – 2020 and beyond... Ansell, Awards, Ellis
15			T5 Transformational change through technological innovation... Sclavos, Hope, Closs, Nealon, Carter
16			T6 International aged care system comparisons... Symons, Lefebure, Williams, Gifford
17			T7 New directions for financing Australian aged care... Underwood, Ansell, Traa
18			T8 Designing for the future... Fuller, Scomazzon, Lane, Schmierer

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