



Care Opinion Australia

Conference Agenda

Wednesday 28 April 2021



3:00pm - 4:00pm (AEST) / 1:00pm - 2:00pm (WST)

National Speakers

Gaja Kerry Charlton, Yuggera Elder

Welcome to Country

Assoc. Prof Michael Greco

Introduction & house keeping

Amelia Graves, Clinical Nurse and Consumer

By sharing her story, hear how this consumer was able to drive positive change

Dr Frank Evans / Ann Hodge / Pip Brennan

Australian experiences and perspectives – a look into the landscape of Australian public online feedback

4:00pm - 5:00pm (AEST) / 2:00pm - 3:00pm (WST)

International Speakers

Dr Rebecca Baines

What are the results?

Current UK research into the world of public online feedback

Prof Jason Leitch CBE / Dr James Munro

Delving into the missing link of traditional feedback mechanisms, key learnings from across the UK and opportunities for improved patient experience within Australia

5:00pm - 6:00pm (AEST) / 3:00pm - 4:00pm (WST)

Post conference drinks - opportunity for virtual networking