About IIA-Australia

IIA-Australia is affiliated with The Institute of Internal Auditors - the leading body representing internal auditors. Globally, the Institute represents more than 195,000 members in 190 countries.

In Australia, the IIA-Australia has a connection of nearly 7,000 professionals inclusive of 3,000 members. Governed by a Board and supported by a national office, the IIA-Australia’s activities include the following:

- Providing standards, guidance and information on internal auditing best practices
- Providing professional development activities and certification
- Bringing together internal auditors to share information and experiences in internal auditing
- Upholding standards by undertaking quality assurance services
- Advocating, promoting and publicising the profession to industry professionals, universities, government, public and private sectors
- Contributing to the global profession with representation on international committees and the global board.

E enquiry@iia.org.au
P 1800 236 366
W www.iia.org.au
The Institute of Internal Auditors-Australia is delighted to invite you and your team to attend our annual Health Sector Assurance Forum. This event will bring together experienced speakers who will offer insights and expert guidance. It will provide delegates with a sector-based forum to exchange knowledge on the critical issues impacting internal audit, risk, compliance, governance and quality professionals working across the health sector.

The program will feature a variety of sessions, covering strategic issues that are shaping the health sector environment; interactive discussion sessions to address the unique risk management challenges of the sector; and technical sessions to provide “how to” practical insights of undertaking internal audits and assurance activities specific to the health sector. These sessions will be delivered by both medical practitioners as well as assurance professionals.

Key issues to be addressed at the forum include, the impacts of the Royal Commission into Aged Care Quality and Safety; the latest on National Quality and Safety Standards; managing health data; health care risk management; auditing the patient experience; clinical handover; auditing drug administration; and cyber security.

Benefit from gaining knowledge from speakers with sector expertise, industry professionals and internal audit stakeholders. Importantly, take advantage of the networking and knowledge sharing opportunities available at the forum.

We look forward to the opportunity of seeing you and your team at the forum.
<table>
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<tr>
<th>Time</th>
<th>Session/Activity</th>
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<tr>
<td>8.15am – 8.30am</td>
<td>Registration and Arrival Refreshments</td>
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<td>8.30am – 8.40am</td>
<td>Welcome Address and Opening Remarks</td>
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<td>8.40am – 9.20am</td>
<td><strong>Session 1</strong>\nDelivering health services in the twenty first century\nAll Australians expect and are entitled to receive best available health care in their time of need. This session will explore some of the operational challenges in delivering quality health services modern Australia.\n› The impact of population growth and demand on services\n› Regulatory changes and demands\n› Workforce requirements and safety\n› Managing split between private and public patients and the related funding gap risk\n› Impact of the growth of third-party health service providers\n› Making the most of new and emerging technologies in the sector\n› Understanding the importance of applying effective governance, risk management and controls to deliver quality health services\nToby Hall, Group CEO, St Vincent’s Health Australia</td>
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<td>9.20am – 10.00am</td>
<td><strong>Session 2</strong>\nRoyal Commission into Aged Care Quality and Safety – How will it impact the health sector?\nWith the aged care sector under scrutiny over recent times this session will focus on the key areas of investigation and the likely changes that will be imposed on the sector in the future.\n› The Royal Commission – How did we get here?\n› Identifying the break downs in governance oversight, operational procedures, ethics and culture\n› Assessing the readiness of the sector to effectively deliver the increasing demand of aged care\n› Revisiting governance and control arrangements to deliver better aged care services\n› Key areas where the assurance function can support their organisations in ensuring quality health care\nLinda Mellors, Chief Operating Officer, Mercy Health</td>
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<td>10.00am – 10.40am</td>
<td><strong>Session 3</strong>\nNational Quality and Safety Standards update\nThis session will provide an update on the second edition of the National Quality and Safety Health Service Standards and the Australian Health Service Safety and Quality Accreditation Scheme. It will include:\n› Key requirements in the NSQHS Standards (second edition)\n› Possible changes to business operations\n› Role of internal audits in ensuring safety and quality for patients\nMargaret Banks, Program Director, Australian Commission on Safety and Quality in Health Care</td>
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<tr>
<td>10.40am – 11.10am</td>
<td>Morning Tea and Networking Break</td>
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<td>11.10am – 12.30pm</td>
<td><strong>Session 4 (Panel Discussion)</strong>\nHealth care risk management – What is keeping the sector up and night?\nThis panel and group discussion will explore what risks are top of mind for those working in the sector, discussing:\n› Current and emerging risks\n› What should be on internal audits radar and where internal audit can assist more\n› Wish lists and solutions to endemic problems in the sector\n› Defining responsibilities over risk management\n› Getting assurance – What will help the sector sleep at night?\nPanel Members:\nDr James Mackie, Medical Director, Patient Safety, Clinical Excellence Commission\nDr Philip Hoyle, Medical Director, Royal North Shore Hospital\nLinda Mellors, Chief Operating Officer, Mercy Health\nElizabeth Crouch, Board Member, Health Infrastructure &amp; Western Sydney Local Health District\nCoenraad Robberts, Group Director: Risk &amp; Assurance Services, SA Health</td>
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<tr>
<td>12.30pm – 1.30pm</td>
<td>Lunch and Networking Break</td>
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SESSION 5

Managing health data
A person’s health record is one of the most confidential and important pieces of information about an individual and with the sector’s ongoing move to the digital environment, protecting this sensitive data is critical:

- Data governance – Getting the foundations right
- Impact of myhealth record on data management systems
- The importance of getting cyber security right in a digitally enabled health sector
- Auditing data security – Data entry processes; data classification; data storage; data destruction; systems access; sharing data
- Complying with privacy requirements and breach notifications procedures

Jennifer Arnold AMIIA, Director, Internal Audit, Bupa
Darshil Mehta, Head of Data Strategy, Bupa, Aust & NZ

SESSION 6

Auditing the patient experience
This session will outline an audit process in auditing the non-medical experience taken by a patient from the admission to the discharge process.

- The “patient experience” – Addressing the challenge of defining “the experience”
- Identifying roadblocks that will detract from the patient experience in the patient paths
- How to recognise risks and control gaps in the patient pathway - Ascertaining inefficiencies in processes
- Measuring the performance of the pathway / patient experience – Quality outcomes vs cost of delivery

Filomena Ciavarella, Executive Director, Strategy, Quality and Improvement, Royal Children’s Hospital Victoria

SESSION 7

Audit hot spots – Practical insights into health sector internal audits
This session is designed to exchange ideas and provide practical “how to” insights of undertaking audits that are peculiar to the health care sector. Structured in a short talk style format this session will feature four short and sharp presentations from industry practitioners followed by a facilitated open forum discussion to share our collective knowledge in undertaking the following audits.

Talk 1 – Auditing clinical handover - Loren Easton, Senior Auditor, Sydney Local Health District
Talk 2 – Auditing drug administration - Louise Derley MIIA(Aust), Director Internal Audit, Northern Sydney Local Health District
Talk 3 – Auditing an emergency department - Claire Richards , Director, Audit, Assurance & Risk Consulting - Health, Ageing & Human Services, KPMG
Talk 4 – Auditing cyber security - Andrew Wearne MIIA(Aust), Global Chief Audit Executive, Ramsay Health Care

SESSION 8

Saving lives – The team effort, auditors and clinicians working together
This session will explore the secrets on developing good working relationships between clinicians and internal auditors to ensure an effective balance between governance and clinical procedures. In an on the couch format with a CAE and clinician who are doing this well, this session will explore:

- Talking to clinicians – The secrets to success in getting working culture right
- Aligning the audit plan with the clinical strategy
- Engaging clinicians as SMEs in the audit process
- Audit reporting and giving feedback to clinicians

Michael Clark PMIIA CIA, Chief Audit Executive, Sydney Local Health District
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How to register

Online Registration
Register online at www.iia.org.au and follow the prompts. Each delegate must complete a separate online registration form. Please note this is a secure website.

Registration forms
Alternatively registration forms can be returned by fax +61 2 9264 9240, email: conferences@iia.org.au or mailed to: PO Box A2311, Sydney South, NSW 1235, Australia.
IIA-Australia members must be financial at the time of registration to be eligible for the member rate.
Please complete and return the registration form along with full payment. Each delegate must complete a separate registration form.

Conference fees
All fees are quoted in Australian Dollars and are inclusive of the 10% compulsory goods and services tax (GST).

CPE
Attendance at the forum will provide 7.5 CPE hours.

Health Sector Assurance Forum – Registration Fees

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#Groups - 3 or more people from the same organisation booking at the same time receive a 10% discount

Internal Audit is uniquely positioned to shape a risk-aware culture and influence the behaviours of those around it.
# Registration form

## Health Sector Assurance Forum

### 1. PROVIDE PERSONAL DETAILS – please use block letters

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Please indicate your membership number

- [ ] IIA Member

### 2. CONFIRM REGISTRATION TYPE AND FEES*

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### 3. SPECIAL REQUIREMENTS

**Dietary requirements**
Please specify if you have any meal requirements. Please note that some special meals will incur an additional change. You will be notified if this is the case for the food type you have indicated.

**Special assistance**
Please indicate if you have a disability or require assistance to participate fully. Please list the type of assistance you require.

### 4. PAYMENT DETAILS

**Method of payment (please choose an option)**

- [ ] I wish to pay by credit card*
  
  * 1.05% surcharge for Amex | 1.23% surcharge for Visa/MasterCard | 3% surcharge for Diners

**Please complete the following**

- Visa | MasterCard | Amex | Diners

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- [ ] I will transfer the above sum to the IIA-Australia bank account
  
  **Account Name:** The Institute of Internal Auditors – Australia
  **Bank:** Westpac Banking Corporation
  **Address:** 84 King Street, Sydney NSW 2000
  **Branch (BSB):** 032003 **Account Number:** 478233
  **Swift code:** WPACAU2S

  Please email a record to accounts@iia.org.au.

- [ ] I have enclosed an Australian cheque (cheques should be made payable to The Institute of Internal Auditors Australia)

### 5. RETURNING FORM

Please return form and payment to

Institute of Internal Auditors – Australia
PO Box A2311
Sydney South NSW 1235 Australia
conferences@iia.org.au

Each delegate must complete a separate registration form

E conferences@iia.org.au
T 02 9267 9155
T 1800 236 366
W www.iia.org.au
DEFINITIONS
The word ‘event’ refers to all our conferences, workshops, webinars, members meetings, professional development training courses, dinners and other networking occasions.

INVOICING, PAYMENT & REGISTRATION
If an invoice is requested for an event, payment must be received within 14 days of the invoice date. The registration for events will not be processed until full payment is received. The registration fees includes certificate of attendance, lunch and morning and afternoon tea.

CANCELLATION FEES
All cancellations must be notified in writing to IIA-Australia. No refunds will be given for non-attendance. The following cancellation fees apply for all events except SOPAC®:
• Cancellations received 15 days or more before the event: 15% fee applies
• Cancellations received between 14 days and 8 days before the event: 25% fee applies
• Cancellations received within 7 days before the event: 100% fee applies

CANCELLATION BY IIA-AUSTRALIA
We reserve the right to alter published programs, speakers and venues without prior notice. However, events are intended to be provided as advertised. Professional development training courses are subject to sufficient participant numbers. If the event has to be cancelled, you will be notified at least one week in advance of the event. Our liability is limited to a full refund of the event fee only. No compensation will be paid for any other costs incurred by the delegate, such as travel or accommodation. IIA-Australia accepts no liability if an event is cancelled or postponed for reasons beyond our reasonable control.

TRANSFERRING YOUR PLACE TO SOMEONE ELSE
If you are unable to attend an event, you can send someone else in your place provided that person meets the entry requirements of the event. Please notify us in advance so that we can update our delegate list. If the replacement delegate is not entitled to attend at the same price (for example if an IIA-Australia member sends a non-IIA-Australia member in his or her place) then the difference in fees must be paid before the event is held.

TRANSFERRING FEE TO ANOTHER EVENT
Transferring your registration to another event 15 or more days prior to the event incurs a fee of 10% of registration fees. Transferring registration to another event within 14 days prior to the event is not permitted.

LIABILITY
IIA-Australia does not accept responsibility for anyone acting as a result of information or views expressed by speakers. Delegates should take specific advice when dealing with specific situations. Opinions expressed are those of individual speakers and not necessarily those of the IIA-Australia.

INTELLECTUAL PROPERTY
The Intellectual Property Rights in the events are owned by, and shall remain vested in, the IIA-Australia and/or its appointed training provider(s).

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