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3rd Annual Retirement Living & Senior Care

SOUTHEAST ASIA 2016

27 September 2016 | Pre-Conference Workshop
28-29 September 2016 | Main Conference
Kuala Lumpur, Malaysia

**Investment and Operational Strategy
for the leaders of Senior Living &
Aged Care markets in Southeast Asia!**

150+

Attendees from international and regional developers, operators, investment partners, governments, architects, consultants, as well as other service and technology providers

30+

International and Southeast Asia speakers

20+

Hours of networking

5+

Exhibitors

3

Days of knowledge sharing

SPEAKERS FOR 2016 INCLUDE:

Ray Glickman CEO, Amana Living & Former CEO, City of Fremantle, Australia		Daniel Teo Chairman & MD, Hong How Group, Director, Tong Eng Group, Singapore		Chang Liu MD for Singapore, Mainland China & Hong Kong, ACCESS Health International, Singapore		Ruth Welling Founding Director, Optimum-Eden Malaysia & Optimum Aged Care Systems, Australia		John Collyns Executive Director, Retirement Village Association, New Zealand	
Fabian Bigar Director, NKEA Healthcare & NKRA Low Income Household PEMANDU, Malaysia		Julie Jackson Operations Director, AVEO China Limited, China/Australia		Peter Hennessy Director, Jeta Gardens Group, Australia		Edy Tahirman President Director & CEO, Generali, Indonesia		Tan Sri Datin Paduka Siti Sa'diah Sheikh Bakir Independent Non-Executive Director, KPJ Group, Malaysia	
Jun Sasaki Managing Director, Yushoukai Medical Corporation., Japan		Dr Tan Hwee Pink Academic Director, SMU-TCS iCity Lab, Singapore		Yazmin Azman Head of Strategy & Sustainability, Malaysia Healthcare Travel Council, Malaysia		Patrick Tsang General Manager - Planning & Development, Hong Kong Housing Society, Hong Kong		Karen Lee CEO, Home Nursing Foundation, Singapore	
Ankur Gupta Joint MD, Ashiana Housing Ltd, India		Sean Stephens Managing Partner, Essential Economics Pty Ltd, Australia		Colin Ng Chief Investment Officer, Goldis Berhad Malaysia & Executive Director, GTower, Malaysia		Dr Hernando Delizo Managing Director, Wellness Place, Philippines		Peter Brown Director, Care Resort Chiang Mai, Thailand	

WHAT IS NEW THIS YEAR?

- Insights from Institutional Fund and Real Estate Investors
- Operational-focused sessions on Home Care, Collaborations and Staffing
- Ideas to build an Age-Friendly Community and City
- Workshop for local entrants on operational best practices

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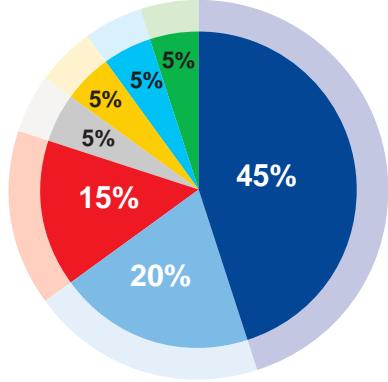
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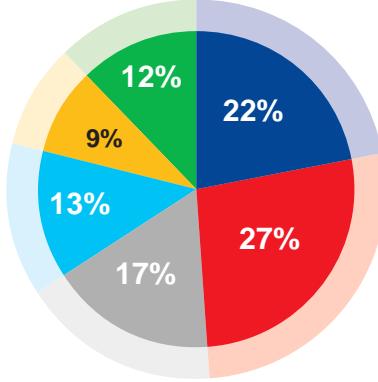


ATTENDEE BREAKDOWN



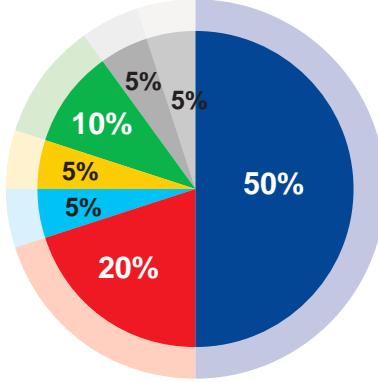
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- General/Facility Manager
- Head of Investment
- Other



BY LOCATION

- Malaysia
- Thailand
- Indonesia
- Australia
- Other SEA
- Other Asia
- Other International

AGENDA AT A GLANCE

Pre-Conference Workshop (27 September 2016)	Conference Day 1 (28 September 2016)	Conference Day 2 (29 September 2016)
Practical insight into the structuring, operations and design of Retirement Living & Aged care facilities in Southeast Asia!	South East Asia Senior Living Industry – Review & Updates	Creating a Retirement Living & Working Culture in Southeast Asia
	Designing a Sustainable Market for Seniors & Investors	Capitalising on Retirement Tourism
Networking Lunch		
	Delivering new partnership and financing models	Solving the staff and training dilemma
	Aging-In-Place Through Home Care Models	Local success stories

For speaking opportunities, please contact Evie at
evie.lim@imapac.com or call +65 3109 0124

Pre-Conference Day Workshop (27 September 2016)

13:00	Registration & Light Refreshments		13:15 Welcome Remarks
13:15	World Trends in Senior Living Operations <ul style="list-style-type: none"> • The future direction of the Seniors Living industry • The essence of the product which motivates sales? • How has the industry changed to cope with changing client needs? <p>Susan Malone, Managing Director, Independent Management Group (IMG)</p>		<ul style="list-style-type: none"> • Choosing from the spectrum of care. • What does this mean for developers?
13:45	World trends in Senior Housing Architecture Design <ul style="list-style-type: none"> • Explore the difference of mature and emerging markets • Integration Design in Senior Housing Project • Designing 'with care' • Designing for different target markets <p>Patrick Ong, Architect & Partner, ThomsonAdsett</p>		<ul style="list-style-type: none"> • Designing community centres and resident units. • Explore the Effect of regulation differences • Case studies of 'state of the art' products.
14:15	Delivering service with standards and economy in mind <ul style="list-style-type: none"> • Hospitality based services are the way of the future. • What do residents of today and tomorrow expect? • How can we keep our promise of high services standards but do it in an affordable manner? <p>Susan Malone, Managing Director, Independent Management Group (IMG)</p>		<ul style="list-style-type: none"> • Can technology be the answer? • How much technology is too much?
14:45	Coffee break		
15:00	How to develop a successful and profitable project <ul style="list-style-type: none"> • Starting with acquisition of land, follow the process through to residents moving in • Use of the collaborative approach in Seniors Living developments <p>Susan Malone, Managing Director, Independent Management Group (IMG)</p>		<ul style="list-style-type: none"> • Identify and understand the commercial opportunity
16:00	Applied learnings from the industry <ul style="list-style-type: none"> • How can SE Asia benefit from past Industry experience? • Being a market leader in a new environment presents a great opportunity – if you get it right <p>Susan Malone, Managing Director, Independent Management Group (IMG)</p>		<ul style="list-style-type: none"> • How has the market changed & offered a world of new opportunities?
16:30	Discussion Tables <ol style="list-style-type: none"> 1. Implications of the spectrum of care offering <ul style="list-style-type: none"> • Should your product cater for all spectrums of care or should you limit it 2. Integrated Communities. Tapping into resources and delivering real community living <ul style="list-style-type: none"> • Why integrate with the wider community? <p>Susan Malone, Managing Director, Independent Management Group (IMG)</p>		<ul style="list-style-type: none"> • What are the positives & negatives of each point of view? • How could that make your product better and more saleable?
17:15	End of Pre-Conference Day		

Conference Day 1 (28 September 2016)

8:30	Registration	8:55 IMA PAC welcome remarks
9:00	Chairman's opening remarks	Peter Hennessy, Director, Jeta Gardens Group
SOUTHEAST ASIA SENIOR LIVING INDUSTRY - REVIEW & UPDATES		
9:10	Keynote Presentation	Lesson From Australia: Create a unique retirement living & integrated aged care system the ASEAN way
		<ul style="list-style-type: none"> • How to overcome cultural challenges in building partnership model across Southeast Asia - from public, private to not-for-profit. • Will Mergers and Acquisition trend becomes the next level of collaboration model? • Explore the challenges and opportunities in nominated Hot Southeast Asia Retirement countries. <p>Ray Glickman, CEO, Amana Living, Former CEO, City of Fremantle (Australia)</p>
9:40	Industry Presentation	How to design future proofed facilities that move from care to lifestyle models?
10:05	Panel Discussion	Lifestyle vs care-based – finding the real trigger for Senior Living in Southeast Asia divergent market place
		<ul style="list-style-type: none"> • How do the panels expect the rise of chronic diseases drive the aged care and retirement living market in Southeast Asia? • How do operators balance these value drivers with the greater demand for lifestyle from a more affluent aging population? • What examples of this being successfully implemented in local markets is the panel most excited about? • Where does the panel see the future of mobile home care, assisted living, independent living and specialist lifestyle/care models in Southeast Asia? • How big is the opportunity of the retirement tourism model to Southeast Asian operators? <p>Panelists:</p> <p>John Chong, Executive Director, Total Investments (Malaysia) Ruth Welling, Founding Director, Optimum-Eden Malaysia & Optimum Aged Care Systems (Australia) Sean Stephens, Managing Partner, Essential Economics Pty Ltd (Australia)</p> <p>Moderator: Herman Kwik, Founder & CEO, RUKUN Senior Living (Indonesia)</p>
10:45	Networking Tea Break	
DESIGNING A SUSTAINABLE MARKET FOR SENIORS & INVESTORS		
11:15	Panel: Silver- Hair Wisdom: Seniors Reveals their Wish list	A group of seniors speak and share about their ideal retirement lifestyle, needs & spaces.
11:40	Industry Presentation	How to design and operate practical, flexible facilities which can be sustained within a reasonable budget

12:05

Panel Discussion**How to overcome the financing issues for long gestation periods in a “quick return” Asian business culture?**

- How can retirement living be more effectively positioned to Asian investors used to quicker returns and what role can the government play?
- How attractive is quicker returns of the fat-middle of the markets compared to the longer gestation period of high-end market?
- Is retirement living marketed well enough to institutional investors and how can it be compared favourably to other property portfolios?
- How can operators create models that can be readily duplicated and scaled?
- How have governments polices such as Pioneer Status incentives, Foreign Purchaser's policies and Zoning Plans impacted investor appetite?

Panelists:

Edy Tahirman, President Director & CEO, Generali (Indonesia)

Colin Ng, Chief Investment Officer, Goldis Berhad, Malaysia & Executive Director, GTower (Malaysia)

Fabian Bigar, Director (NKEA Healthcare) & (NKRA Low income Household), Performance Management & Delivery Unit (PEMANDU) (M'sia)

Sean Stephens, Managing Partner, Essential Economics Pty Ltd (Australia)

Moderator: Benjamin Cass, President Director, Living Well Communities (Indonesia)

12:30 Networking Lunch**DELIVERING NEW PARTNERSHIP AND FINANCING MODELS**

1:30

International Case Study**How to apply “Sell & Guarantee Buy Back” Scheme to Southeast Asia**

- The success and adoptability of New Zealand's “Sell & Guarantee Buy Back” Scheme
- How Southeast Asia can unlock the wealth of seniors tied up in their existing property assets
- How to ensure seniors are protected whilst maintaining attractive returns for private operators

John Collyns, Executive Director, Retirement Villages Association (New Zealand)

1:55

Case Study**How to create continuum care models through collaboration with Hospitals**

- Exploring the different partnership and consortia models that provide full service aged care retirement living and home care offerings
- How to adopt a new service model and combine clinic and wellness services that reach into the community beyond the retirement village
- Creating a holistic approach which provides total patient experience
- How to create a strong primary care system that relieves the long-term disease burden on your community

Mohd Farid Salim, CEO, KPJ Tawakkal Specialist Hospital (Malaysia)

2:20 Panel Discussion How to capitalize on the opportunity of partnering with insurance & healthcare operators

- Weighing up the different continuum care models - full service vs partnership vs consortia
- How can projects best leverage the unique expertise, knowledge and market insight that each partner offers?
- How different are the investment horizons of healthcare and insurance companies compared to real estate companies?
- How can the sector create more sustainable and scalable partnership models in Southeast Asia?

Panelists:

Dr Ejaz Ahmed, CEO, Noble Care Retirement Village (Malaysia)

Peter Hennessy, Director, Jeta Gardens Group (Australia)

Tan Sri Datin Paduka Siti Sa'diah Sheikh Bakir, Independent Non-Executive Director, KPJ Group (Malaysia)

Moderator: Ruth Welling, Founding Director, Optimum-Eden Malaysia & Optimum Aged Care Systems (Australia)

3:00 Afternoon Tea Break**AGING-IN-PLACE THROUGH HOME CARE MODELS**

3:40

International Case Study**Success Stories of YUSHOUKAI Group from developing professional Home Care System**

- The Vertical Integration Strategy for Business Expansion
- Investigate the long term benefits of creating a Home Care Channel

Jun Sasaki, Managing Director, Yushoukai Medical Corporation (Japan)

4:05

Local Case Study**How can home care technologies and community initiatives help transform society's attitude towards age in place initiatives?**

- How are technologies such as: Internet-enabled home monitors, apps for mobile health, and telemedicine bringing aspects of advanced care into patients' homes.
- How can collaborating with existing public and private community initiatives embed and age in place culture in Asian communities?
- How can technologists translate to move adoption for and aged care providers align
- How to assemble and train a multi-disciplinary team comprising doctors, nurses, therapists, home help assistants and operations.

Dr. Tan Hwee Pink, Academic Director, SMU-TCS iCity Lab(Singapore)

4:35 Panel Discussion Improving the integrated approach to aging-in- place – from technology-centric to user-centric

- How can elderly monitoring systems (EMS) lead to more targeted and personalised care provision and intervention for both the elderly and the caregiver.
- How strengthening the integration of ambient intelligence systems and care provisioning can create a more holistic approach to aging in place?
- How open architecture homecare systems minimize disruption to seniors and improve sustainable adoption through seamless interoperability?

Panelists:

Patrick Tsang, General Manager - Planning & Development, Hong Kong Housing Society (Hong Kong)

Karen Lee, CEO, Home Nursing Foundation (Singapore)

Dr. Wei Siang Yu, Chairman, Borderless Healthcare Group (Singapore)

Moderator: Chris Westacott, Managing Director, Golden Age Solutions (Australia) Pte Ltd

5:15 Chairman's Closing Remarks Peter Hennessy, Director, Jeta Gardens Group**5:30 End of Conference Day 1**

Conference Day 2 (29 September 2016)

8:30	Registration
8:55	IMAPAC welcome remarks
9:00	Chairman's opening remarks Ruth Welling, Founding Director, Optimum-Eden Malaysia & Optimum Aged Care Systems (Australia)
CREATING A RETIREMENT LIVING & WORKING CULTURE IN SOUTHEAST ASIA	
9:10	<p>A City for all Ages Insights from Care to Lifestyle: A City for all Ages</p> <ul style="list-style-type: none"> Understanding seniors as assets to your community Leaving room in the design of your residences to allow senior residences with room for user-centric input How to tap into the experience, values and needs of seniors by creating a multi-generation eco-system. <p>Integrating senior citizens into society</p> <ul style="list-style-type: none"> How do you fit senior citizens into a limited space? How do you put them in a place that they would like to live in? <p>Chang Liu, Managing Director for Singapore, Mainland China, and Hong Kong, ACCESS Health International</p>
9:40	<p>Industry Presentation Developing a Robust Business Model for Aged Care & Seniors Living Projects</p> <ul style="list-style-type: none"> Necessity of understanding the market Impact of culture on selecting the right business model in South East Asia Formulating winning strategies through blending Operations, Property & Finance elements Exploring funding options for seniors living projects in Asia <p>Tony Bridge, Managing Director, Bridge Advisory Group (Australia)</p>
10:05	<p>Panel Discussion Creating a Retirement Living Culture in Southeast Asia – educate, connect and engage</p> <ul style="list-style-type: none"> How to educate that Retirement Living isn't the end of the elderly's independence? How to create successful Social Programs for Elderly for aging-in place, How can greater engagement on health and wellness impact operating models <p>Panelists: Daniel Teo, Chairman & MD, Hong How Group, Director, Tong Eng Group (Singapore) Dr Belinda Wee, Director, St Bernadette Lifestyle Village, Good Shepard Loft (Singapore) Dr Hernando Delizo, Managing Director, Wellness Place (Philippines) Peter Brown, Director, Care Resort Chiang Mai (Thailand) Moderator: Julie Jackson, Operations Director, AVEO China Limited (China/Australia)</p>
10:45	Networking Tea Break
CAPITALISING ON RETIREMENT TOURISM	
11:15	<p>Industry Presentation Investigating Southeast Asia's retirement living hot spots as Retirement Tourism destinations</p>
11:40	<p>Local Case Study The real meaning of "long-term stay" - examining the interface between tourism and aged care</p> <ul style="list-style-type: none"> Understanding the community, its value drivers and its gaps Clearing up the confusion between tourism and aged-care Investigating the mismatch between the true meaning of long-term stay to your community vs the industry Instilling basic standards within this community that can lead to effective legislation and regulation How can the Chang Mai model be applied to other markets <p>Heather Smith, Head of Aged-Care Development, McKean Rehabilitation Center (Thailand)</p>
12:05	<p>Panel Discussion Medical vs retirement tourism - advancing the opportunity of attracting the West's lucrative high-end senior market to Southeast Asia</p> <ul style="list-style-type: none"> What can be learned from "grey zone" hotspots such as Hua Hin and Penang? What is the demographic of international retirement tourists heading to Southeast Asia? How are operators marketing retirement tourist destinations to international residents? What is the gestation period and risk on return from the current crop of operating models? How easy is it to integrate retirement tourism model into your existing operations? <p>Panelists: Benjamin Cass, President Director, Living Well Communities (Indonesia) Kurt Meerveld, Owner, Koh Samui Retirement Village Co Ltd (Thailand) Yazmin Azman, Head of Strategy and Sustainability, Malaysia Healthcare Travel Council (MHTC) (Malaysia) Moderator: Peter Hennessy, Director, Jeta Gardens Group (Australia)</p>
12:45	Networking Lunch
SOLVING THE STAFF AND TRAINING DILEMMA	
2:00	<p>Creating a Mutual Recognition Processes for Aged Care Professionals Across Southeast Asia</p> <ul style="list-style-type: none"> Understanding the benefits of recognizing industry standards across Southeast Asia. What should be the framework for credentialing and defining scope of clinical practice for aged care workers? Can the aged care model be integrated into the healthcare and nursing models? What lessons can be learned from the Australian, USA and European models? Should the industry take the lead through independent trade organizations rather than government led legislations? <p>Julie Jackson, Operations Director, AVEO China Limited (China/Australia)</p>
2:25	<p>How to integrate international best practice on human resourcing and training into local operations</p> <ul style="list-style-type: none"> How have international operators adapted the job profile of aged care professionals for Southeast Asian operations? How have international operators worked with local partners to overcome the language and cultural barriers in staff training? Are we close to developing a standardisation of best practices for combining international and Southeast Asian human resourcing practices? If so how can this standardisation be modelled to help drive a mutual recognition program across the region? <p>Chris Westacott, Director, Golden Age Solutions (Australia)</p>

2:55

International Case Study

How developing culturally sensitive in-house training programs can bridge the skill gap

Ankur Gupta, Joint MD, Ashiana Housing Ltd (India)

3:25 Afternoon Tea Break

LOCAL SUCCESS STORIES

4:00 Case Study 1: Retirement Villages Trung Anh Bui, Founder & Director, Binh My Nursing Home

4:25 Case Study 2: Retirement Tourism

4:40 Case Study 3: Continuum Care

Try Webowo, Founder & CEO, Insan Medika (Indonesia)

5:05 Chairman's Closing Remarks Ruth Welling, Founding Director, Optimum-Eden Malaysia & Optimum Aged Care Systems (Australia)

5:10 End of Conference

Praise for the past
Retirement Living & Senior
Care Southeast Asia



*Very good for industry
players who have interest
in this*

Ho Jwee Hong
General Manager
EcoWorld



*Better understanding of this
emerging need in the market.
This conference reaffirmed
my belief that there is great
potential for this service in
Malaysia.*

Cheow Siong Long
COO
Tasek Maju Realty

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3 Day Pass (Main Conference + Workshop) 27-29 September 2016	USD 2,995	USD 3,195	USD 3,395	USD 3,595
2 Day Pass (Main Conference) 28-29 September 2016	USD 2,195	USD 2,395	USD 2,595	USD 2,795
Pre-Conference Workshop 27 September 2016	USD 1,695	USD 1,795	USD 1,895	USD 1,995

EVENT VENUE



27-29 September 2016
Kuala Lumpur, Malaysia

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