



# GIANT STEPS 20 19

Towards better,  
safer care



21 - 22 November  
Melbourne Convention and Exhibition Centre

**SCV**  
Safer Care  
Victoria

# GIANT STEPS 2019

Welcome to GIANT STEPS	Page 3
About the event	Page 4
Getting around	Page 6
Important information	Page 8
Full program	Page 10
Keynote speakers	Page 16

## Welcome to GIANT STEPS 2019



Our program is packed. Our speakers are prepped. The yoga mats are being rolled out. And the support dogs can't wait to meet you.

At GIANT STEPS we have created something special for you. Yes, we are meeting the need for Victoria's own healthcare quality and safety conference – but we've done so much more. We have handcrafted a unique, incredible experience – one that will give you valuable insights and lessons to take away, in a comfortable and relaxing environment to help you learn and network.

### Thank you for coming and paying

We run more than 100 free events for clinicians, leaders and consumers every year, so we were

blown away when this paid event sold out so quickly. We hope we are returning your investment in us – both in time and money.

### Will we be back?

That's up to you! Make sure you rate each session through the event app, respond to our post-event survey, or just email us at [events@safercare.vic.gov.au](mailto:events@safercare.vic.gov.au).

Enjoy!

**Professor Euan Wallace AM**  
CEO Safer Care Victoria

(And for the record, my dream dinner guest is Cleopatra!)

## Download our app



### Get access to full information about our conference, plus:

- win an **Apple Watch** by playing the GIANT STEPS Click game
- plan your days and know where you need to be
- connect with speakers and other attendees
- get alerts on any last minute changes
- post to social media.

Search for 'Safer Care Victoria events' in your device's app store.

Once downloaded, click on **GIANT STEPS 2019** and enter the password **GiantSteps19**.

Refer to detailed set-up instructions on page 8.



## Stay connected

#GiantSteps19 #withconsumers



# About the event

GIANT STEPS 2019 – Towards better, safer care is a two-day healthcare quality and safety event held in Melbourne, Victoria.

A pinnacle event in the healthcare sector, GIANT STEPS is aimed at those who are interested in finding a better, safer way to deliver healthcare in Victoria.

This event strives to achieve a different conference experience by bringing together high-profile inspirational speakers with international and local experts to deliver practical and dynamic masterclasses, workshops and presentations, while using the breaks to provide health-oriented, networking activities.

Our GIANT STEPS 2019 themes are:

- ✓ **quality improvement**
- ✚ **emerging health challenges**
- 🚩 **leadership**
- ♥ **delivering high-quality care.**

Our program has been designed to ensure each of these topics is addressed across the sessions.

## Drop by the Consumer lounge

Located in the GIANT hall, the Consumer lounge is a space we've created especially for peer networking and support. Come and say 'hi' – we'd love to see you there!

**The Consumer lounge is open from 8am on both days.**

## We're with consumers

GIANT STEPS 2019 has been awarded the #withconsumers tick by the Consumers Health Forum of Australia. This recognises our commitment to integrating consumer experiences and insights across all levels of work.

Safer Care Victoria is proud to support a number of rural and regional consumers to attend the event.





With thanks to  
**RLDatix™**

# Win an Apple Watch!



Play **GIANT STEPS Click**  
for your chance to win

GIANT STEPS Click is a fun photography-based challenge. Complete the challenges in each of the six categories – the person with the most points at the end of the event wins!

**To play:**

- 1 Download the GIANT STEPS event app and login as per the instructions on page 8.
- 2 Look for the GIANT STEPS Click game under 'More'.
- 3 Set up your profile and get snapping!

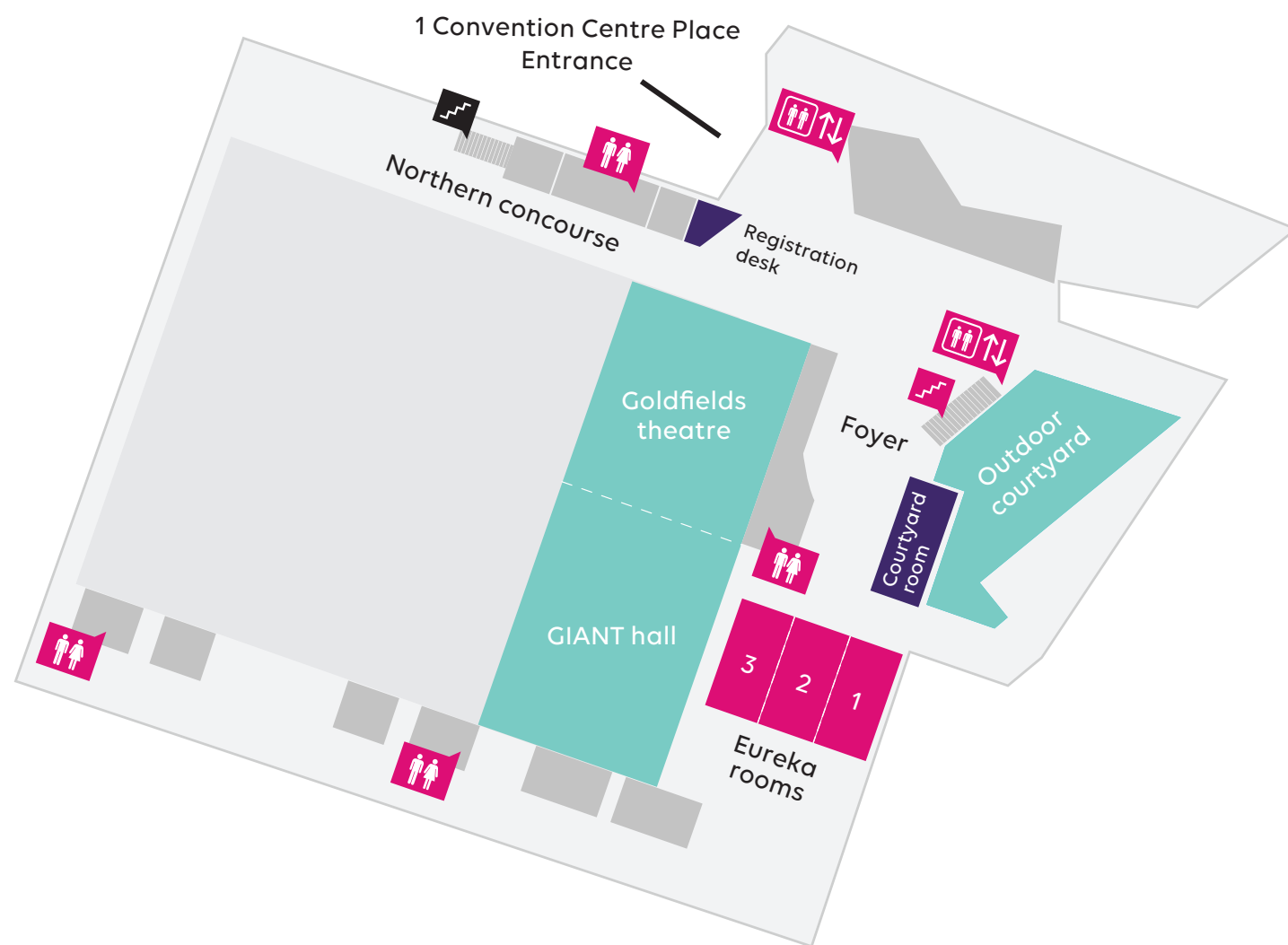
**Be creative, be quick and have fun!**



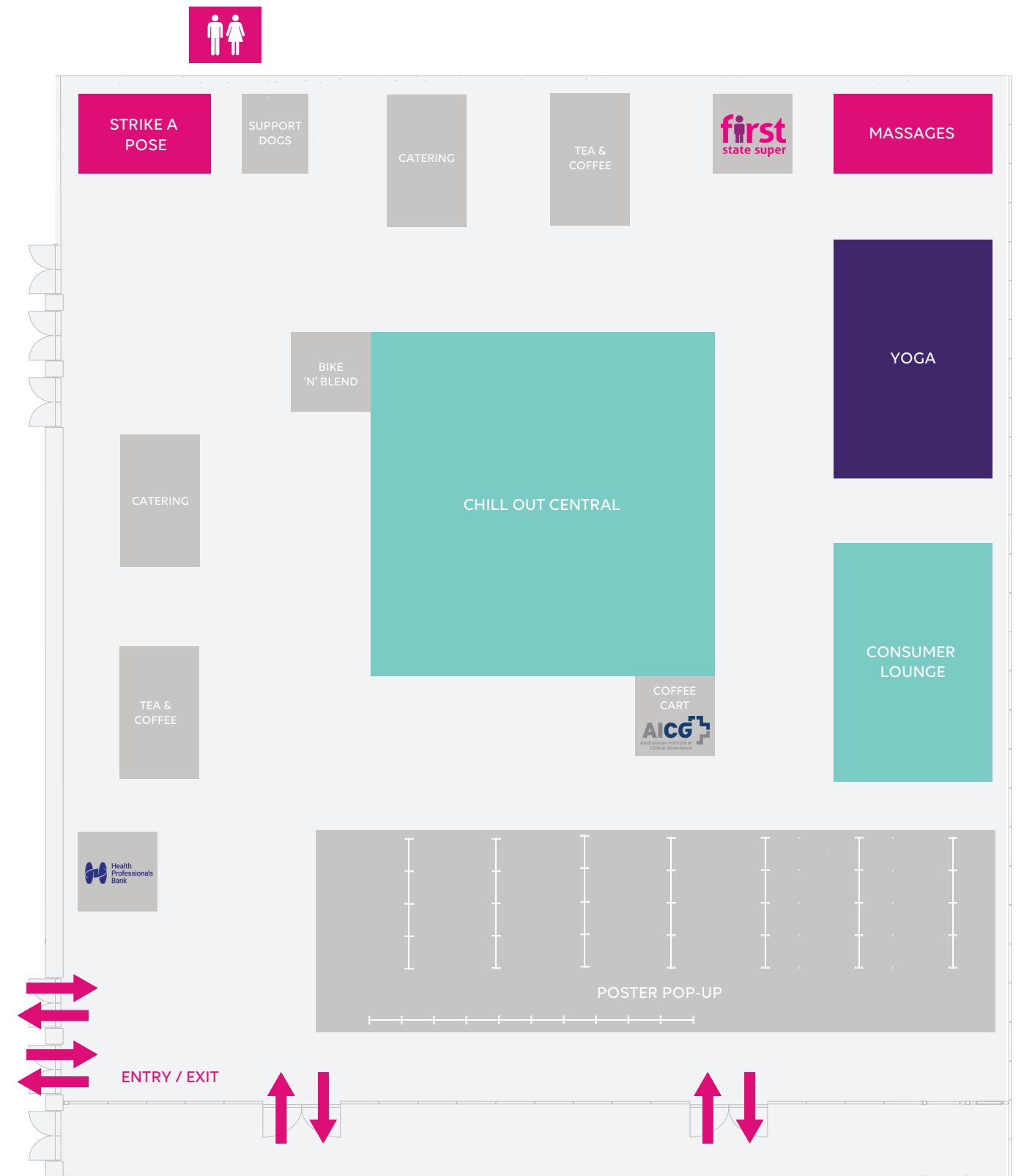
**GIANT STEPS 2019**  
Towards better, safer care

# Getting around

## Melbourne Convention and Exhibition Centre



## GIANT hall



# Important information

## Registration

You will need your ticket to enter all sessions and networking events. You can print your ticket using the printers at the GIANT STEPS registration desk, located in the foyer. If you have any questions, the registration desk will be staffed from 7am each day or look for a staff member in pink!

## Connecting to free wi-fi

If you wish to connect to the internet at Melbourne Convention and Exhibition Centre, follow the below steps:

- Select **GiantSteps19** in your wi-fi connections
- Enter the password **SaferCare19**.

## Download the GIANT STEPS app

The GIANT STEPS event app is a great way to keep your program handy, see what sessions are coming up, and connect with speakers and attendees.

You can also play the GIANT STEPS Click game for your chance to **win an Apple Watch!**

### Download and verification

- Search for 'Safer Care Victoria events' in your device's app store.
- Once downloaded, click on **GIANT STEPS 2019**.
- Enter the password **GiantSteps19**.
- Click 'Log In', enter your name and hit 'Next'.
- A verification email will be sent to the email address you used to register for the event. Enter the verification code from the email into the app.

## In-app features

- **Update your profile** – Tap the 'Profile' icon, then your name and 'Edit' to upload your photo, add contact information and link to social media.
- Make yourself visible by moving the 'Privacy Settings' toggle to 'Public'.
- Make sure you press 'Done' after you've made your changes.
- **Check the program** – Tap 'Schedule' to see your chosen sessions. Tap a session to ask a question, leave feedback, access live polls, or share to socials.
- **Stay updated** – Click 'More', then 'Activity feed' to see the latest event news and announcements, including schedule changes and reminders. Enable push notifications to receive important event updates.
- **Network with others** – Click 'More', then 'Meet someone nearby'. You can send a message, schedule an in-app meeting, or request an attendee's details through 'Add contact'. If they accept, they'll receive your details too. You'll be able to export your contacts later. When searching for attendees, make sure you click the 'Search' button to bring the names up.
- **Post to social media** – It's easy! Under 'More', tap 'Activity feed' and 'Post'. Your post may take a couple of moments to register.
- **Play GIANT STEPS Click Game** – Click 'More' and then 'GIANT STEPS Click game' for a chance to win an Apple Watch.

## Troubleshooting

- Having trouble downloading the app? Make sure your device is compatible with:
  - iOS 11.0 or higher
  - Android 7.0 or higherIf your device is not compatible you can visit the URL: <https://crowd.cc/giant-steps>
- Not receiving updates? You need to be connected to wi-fi to receive updates, such as content changes and push notifications.
- App still not functioning properly? Try deleting the event app from your device and downloading it again.

## Photographers

Please note there will be photographers present at GIANT STEPS. We may capture your image for use on the SCV website, social media and for future marketing purposes.

## Stay connected via #GiantSteps19

To make all your social media followers (and colleagues who didn't get tickets) jealous about the ah-mazing time you're having, tweet away! Remember to use the following hashtags on all your social media posts:

**#GiantSteps19 #withconsumers**

Let's get the **#GiantSteps19** buzz going strong in Victoria!

## Have a question?

Please connect with us through the GIANT STEPS event app, email [events@safercare.vic.gov.au](mailto:events@safercare.vic.gov.au), or see one of our staff wearing a pink t-shirt.

## Data Request Hub

## Accessing Victorian health data just got easier

The Victorian Agency for Health Information has launched the new VAHI Data Request Hub, a 'one-stop-shop' website for accessing hospital (HosData), mental health, alcohol and other drug treatment and perinatal data.

Completing a data request is now easy. Simply visit the site and follow the instructions.

### Key benefits of the Hub:

- a single point of contact to request a range of health data
- shorter, easier to complete request forms
- tablet and smartphone compatible, to increase access while on the move
- a live progress tracker that allows users to check on the status of their request at any time
- improved communication between those requesting data and VAHI analysts
- ongoing improvements through customer feedback surveys.

 [www.vahi.vic.gov.au/datarequest](http://www.vahi.vic.gov.au/datarequest)



# Day 1

## Thursday 21 November 2019

### Key

- ✓ quality improvement
- ✚ emerging health challenges
- 🚩 leadership
- ♥ delivering high-quality care

7am

**Registration open: Please print your ticket**  
**Foyer**

7.30–8.40am  
breakfast showcase

**'Think sepsis. Act fast.' sepsis scaling collaboration**  
**Courtyard room**

**Kelly Sykes**, Senior Project Officer, Safer Care Victoria  
**Karin Thursky**, Director, National Centre for Antimicrobial Stewardship

**When less is more: Choosing Wisely to improve healthcare**  
**Eureka room 3**

**Professor Harriet Hiscock**, Chair, Choosing Wisely scaling collaboration  
**Robyn Lindner**, Client Relations Manager, NPS MedicineWise  
**Tammy Dinh**, Improvement Strategy Adviser, Safer Care Victoria  
**Asmara Jammali-Blasi**, Senior Project Officer, Safer Care Victoria

**End of life care in the context of voluntary assisted dying**  
**Eureka room 2**

**Associate Professor Mark Boughey**, Director of Palliative Medicine, St Vincent's Hospital  
**Associate Professor Peter Hunter**, Clinical Program Director of Rehabilitation, Aged and Community Care, Alfred Health

**Clinicians as Partners: Who we are and how you can become involved**  
**Eureka room 1**

**David Pilcher**, Intensive Care Specialist, The Alfred Hospital

9–9.40am

**Official opening of GIANT STEPS 2019**  
**Goldfields theatre**

The Right Honourable Lord Mayor of Melbourne **Sally Capp**  
**Professor Euan Wallace**, CEO of Safer Care Victoria  
Followed by welcome to country and cultural performance

9.40–9.55am

**Patient story**  
**Goldfields theatre**

**Sarah Hawthorn**

9.55–10.40am  
keynote

**Stepping up: change needs courage**  
**Goldfields theatre**

**Professor Euan Wallace**, CEO of Safer Care Victoria

10.40–11.10am

**Morning tea**  
**GIANT hall**

11.10am–12.40pm

✓ **Scaling down and scaling up**  
**Goldfields theatre**

**Jennifer Rodgers**, Chief Nurse, Hospital Paediatrics and Neonatology, Women and Children's Directorate, NHS Greater Glasgow and Clyde

♥ **Putting Australia's First Peoples first**  
**Eureka room 1**

**How cultural safety saves lives**  
**Ben Gorrie**, Victoria Director, CATSINaM

✚ **Handle with care**  
**Eureka room 2**

**Andy Tagg**, Emergency Physician and Co-founder, Don't Forget The Bubbles  
**Lucy Mayes**, Author, *Beyond the Stethoscope*  
**Richard Mayes**, General Practitioner and Obstetrician, Lyttleton Street Medical Clinic

🚩 **Building the plane as you fly**  
**Eureka room 3**

**Managing from inside the peloton**  
**Jessica Amy**, Improvement and Innovation Advisor, Albury Wodonga Health  
**Tales of vulnerability**  
**Annie Moulden**, Paediatrician and Clinical Lead, Paediatric Clinical Network, Safer Care Victoria  
**Breaking the mould**  
**Tanya Farrell**, Chair, Consultative Councils on Obstetric and Paediatric Mortality and Morbidity (CCOPMM)

♥ **How could we forget?**  
**Courtyard room**

**Brianna Walpole**, Cognition Clinical Lead, Monash Health  
**Monica Holdsworth**, Manager Quality Management System, Safer Care Victoria

12.40–1.40pm

**Lunch**  
**GIANT hall**

1.40–3.10pm

✚ **Joy at work — Not just the kind thing to do, but the smart thing to do**  
**Eureka room 2**

**Shahina Braganza**, Senior Emergency Physician, Gold Coast Health  
**Andy Tagg**, Emergency Physician and Co-founder, Don't Forget The Bubbles

✓ **We used to do quality on Tuesdays**  
**Eureka room 3**

**Adjunct Professor Cathy Balding**, Managing Director, Qualityworks PL  
**Dr Narelle Watson**, Director Quality, Safety and Patient Experience, Western Health

✓ **Innovation in healthcare — Does it really exist?**  
**Goldfields theatre**

**Innovation: The Trojan horse for transformation**  
**Matiu Bush**, Deputy Director, Health Transformation Lab, RMIT  
**What it takes to foster innovation**  
**Ariana Carrodus**, Project Manager, Northern Health

🚩 **Small players, big impacts**  
**Courtyard room**  
**Stepping into transparency**  
**Sarah Fagan**, Health Services Manager, Alpine Health  
**Teaming up for better clinical governance**  
**Denise Fitzpatrick**, Regional Clinical Governance Coordinator, Ballarat Health Services  
**Engaging our critical friends**  
**Lois O'Callaghan**, CEO, Mallee Track Health and Community Service

♥ **Joining the dots to detect harm**  
**Eureka room 1**  
**Failure in aged care: What measures can we use to predict it?**  
**Associate Professor Deirdre Fetherstonhaugh**, Director, Australian Centre for Evidence Based Aged Care (ACEBAC), La Trobe University  
**How do you know? Don't rest on your dashboard**  
**Janet Weir-Phyland**, Executive Director, Nursing Services and Chief Nursing Officer, Alfred Health  
**Data overload: Medication safety in the age of artificial intelligence**  
**Dr Christopher McMaster**, Rheumatology Registrar, Austin Health

3.10–3.40pm  
**Afternoon tea**  
**GIANT hall**

3.40–5pm  
keynote  
**Leadership and change during difficult times**  
**Goldfields theatre**  
**Christine Nixon**, Former Chief Commissioner, Victoria Police

5–7pm  
evening event  
**Mix 'n' mingle event**  
**Outside courtyard area**  
This is a ticketed event. Visit the registration desk if you would like to purchase a ticket. Be quick there's only a few left!

# Day 2

## Friday 22 November 2019

7am  
**Registration open**  
**Foyer**

7.30–8.40am  
breakfast showcase  
**Get the goss on DOS: Keeping your daily communications short, sharp, and sweet**  
**Eureka room 3**  
**Tristan Vasquez**, Industry Coach, Safer Care Victoria  
**Damon Grimwood**, Industry Coach, Safer Care Victoria  
**Matt Mafri**, Co-founder and CEO, TeamAssurance

**Yes, we can work with startups!**  
**Courtyard room**  
**Tristonne Forbes**, Accelerator Lead, CivVic Labs

**Implementation to evaluation: Closing evidence-practice gaps in healthcare**  
**Eureka room 1**  
**Rosemarie Boland**, Senior Project Officer, Safer Care Victoria

**Finding joy and engagement at work: How do we do it?**  
**Eureka room 2**

**Shared decision-making — What does it really mean and how do we do it?**  
**Eureka room 2**  
**Professor Dawn Stacey**, School of Nursing and Senior Scientist, Ottawa Hospital Research Institute and Chair in Knowledge Translation to Patients

9–9.40am  
keynote  
**How one person can change the world**  
**Goldfields theatre**  
**Lyn Swinburne AO**, Founder of Breast Cancer Network Australia and Chair of The Royal Women's Hospital

9.40–10.20am  
keynote  
**From the ward to the United Nations**  
**Goldfields theatre**  
**Bronwyn King AO**, Founder, CEO and Director of Tobacco Free Portfolios

10.20–10.40am  
**Keynote Q&As**  
**Goldfields theatre**  
**Lyn Swinburne AO** and **Bronwyn King AO**

1.40–11.10am  
**Morning tea**  
**GIANT hall**

11.10am–12.40pm  
✚ **Rebuilding from failure: The Djerriwarrh Health Service experience**  
**Eureka room 1**  
**Belinda Scott**, Chief Executive, Djerriwarrh Health Service

## Key

- ✓ quality improvement
- ✚ emerging health challenges
- 🚩 leadership
- ♥ delivering high-quality care

### ✓ Creating shared purpose

#### Goldfields theatre

**Helen Bevan**, Chief Transformation Officer, NHS Horizons

**Jennifer Rodgers**, Chief Nurse, Hospital Paediatrics and Neonatology, Women and Children's Directorate, NHS Greater Glasgow and Clyde

### ✚ Humanising healthcare: Stories from both sides

#### Eureka room 2

##### Beyond surviving to thriving: Improving care for cancer survivors

**Professor Michael Jefford**, Consultant Medical Oncologist, Peter MacCallum Cancer Centre

##### Upholding human rights in responding to mental health presentations

**Isabel Anton**, Principal Legal Officer, Mental Health Complaints Commissioner

##### Can we guess what's next for partnering with consumers?

**Belinda MacLeod-Smith**, Consumer Partnerships, Safer Care Victoria

**Matthew Zammit**, Quality Safety Auditor

### 🚩 Turning uncertainty into opportunity

#### Courtyard room

**Diana Renner**, Director and Co-founder, Uncharted Leadership Institute

### ♥ Wrestling wicked problems, and winning

#### Eureka room 3

##### A breath of fresh air

**Emma Dean**, Population Health Lead, Alfred Health

##### Managing obesity in healthcare

**Kia Noble**, Population Health Lead, Alfred Health

##### Five key lessons for overcoming wicked health challenges

**Sandro Demaio**, CEO, VicHealth

12.40–1.40pm

#### Lunch

#### GIANT hall

1.40–3.10pm

### ♥ Doctor, why can't you cure me? Negotiating difficult conversations

#### Eureka room 3

**Dr Ranjana Srivastava**, Oncologist, Monash Health

### ✓ Horses for courses: The right approach for the right problem

#### Eureka room 1

##### Adaptive responses to complex problems

**Simon Craig**, General Manager, Continuous Improvement, St Vincent's Hospital Melbourne

**James Campbell**, Director, Service Reform, Eastern Health

##### Learning to lead lean

**Jacinta Tierney**, Nurse Unit Manager, Eastern Health

### ✚ Being a brilliant change agent

#### Eureka room 2

**Helen Bevan**, Chief Transformation Officer, NHS Horizons

### 🚩 Sex is a quality issue

#### Courtyard room

**Dr Cheryl Carcel**, Senior Lecturer, University of New South Wales

**Professor Mark Woodward**, George Institute for Global Health

**Dr Zoe Wainer**, Head of Public Health and Medical Director, Bupa

### ✚ Please hear me!

#### Goldfields theatre

##### Creating exceptional patient experiences

**Kate Barnes**, Director Patient Experience and System Improvement, The Royal Women's Hospital

##### Your Thoughts Matter: Making person-centred healthcare real

**Professor Peter Martin**, Professor of Clinical Communication and End of Life Care, Deakin University

##### What matters to me

**Jennifer Rodgers**, Chief Nurse, Hospital Paediatrics and Neonatology, Women and Children's Directorate, NHS Greater Glasgow and Clyde

3.10–3.40pm

#### Afternoon tea

#### GIANT hall

3.40–4.45pm

keynote

### Unmask your potential!

#### Goldfields theatre

**Turia Pitt**, Athlete, author, humanitarian and motivational speaker



# Keynote speakers



## Turia Pitt

**Athlete, author, humanitarian and motivational speaker**

Turia Pitt is living proof that, with the right mindset, anything is possible. Caught in a grassfire while competing in a 100km ultramarathon in 2011, Turia suffered full thickness burns to 65 per cent of her body. But surviving is the least of her achievements. One of Australia's most admired and widely recognised people, Turia has gone on to become a bestselling author, two-time ironman champion and humanitarian - raising well over \$1 million for not-for-profit Interplast. Through her online presence, books and online programs, Turia has inspired millions to live with more confidence, drop their fears and smash epic goals.

## Dr Bronwyn King

**Founder, CEO and Director Tobacco Free Portfolios**

Bronwyn started her medical career working on the lung cancer unit at the Peter MacCallum Cancer Centre in Melbourne. The devastating impact of tobacco on her patients left a deep impression. Years later, after becoming a specialist radiation oncologist, Bronwyn discovered her unwitting investment in tobacco companies through her pension fund and she felt obliged to try to bridge the gap between the health and finance sectors. She then founded Tobacco Free Portfolios and her collaborative work with the finance sector has been instrumental in driving the tobacco-free finance agenda across the globe.



## Christine Nixon

**Former Chief Commissioner Victoria Police**

Christine Nixon, former Chief Commissioner of Victoria Police, was appointed in February 2009 to chair the Victorian Bushfire Reconstruction and Recovery Authority and tasked with the oversight and coordination of the largest recovery and rebuilding program Victoria has ever faced. From 2010 to 2011, Christine was the Victorian Government's Advisor on Bushfire Reconstruction and Recovery, a voluntary role. She remains a member of the Victorian Bushfire Appeal Fund panel. Christine was the 19th Chief Commissioner of Victoria Police, the first woman to become a police commissioner in Australia. She led 14,000 staff, operating across more than 500 locations and oversaw an annual budget of \$1.7 billion. She was a police officer for more than 30 years. Prior to becoming Chief Commissioner of Victoria Police, she had an extensive career in the New South Wales Police Force, attaining the rank of Assistant Commissioner, leading the Human Resource Command and three operation regions.



## Lyn Swinburne AO

**Chair, The Royal Women's Hospital  
Founder, Breast Cancer Network Australia**

Lyn Swinburne AO is a prominent women's advocate and spokesperson on behalf of Australians personally affected by cancer. Following her own diagnosis of breast cancer in 1993, Lyn founded Breast Cancer Network Australia – the Pink Ladies, arguably the nation's most influential consumer-based cancer organisation, which boasts more than 130,000 members. Her contribution to the Australian community has been recognised with many awards, including as Melbourne of the Year in 2007 and a finalist in the Australian of the Year (2006). In 2016, she was named as one of The Financial Review's Australian 100 Women of Influence, winning the national Social Enterprise and Not-for-Profit category. She now holds a range of non-Executive Director positions including as Board Chair at the Royal Women's Hospital in Melbourne.





## Professor Euan Wallace AM

CEO, Safer Care Victoria

Euan Wallace AM is an academic obstetrician and gynaecologist by training. He left a senior leadership role at Monash Health to join Safer Care Victoria. He has more than a decade of experience in healthcare governance and clinical improvement. Euan is also the Carl Wood Professor and Head of Department of Obstetrics and Gynaecology at Monash University where he leads a perinatal medicine research group. His research interests are in fetal development, maternal health, stem cell biology and patient safety. He currently supervises two PhD students undertaking primary research in quality and safety improvement.

### Please download our app to:

- see a full list of speakers
- connect with speakers
- provide feedback on sessions.

Available on Apple and Android.

**Search:** Safer Care Victoria events

**Select:** GIANT STEPS 2019

**Password:** GiantSteps19

## International speakers

### Helen Bevan

Chief Transformation Officer  
NHS Horizons

Helen Bevan has been supporting quality improvement within the health and care system for nearly 30 years. She has led and facilitated many nationwide initiatives to improve care, including in cancer services, urgent and emergency care, services for people living with dementia and care in the community. Helen has demonstrated a constancy of purpose and resilience to stay within the system over the years that is rare in internal change agents. She has managed to keep learning, growing and delivering change. Over time, her focus has shifted from managing big programs of change to approaches that mobilise and build energy and commitment to change on a very large scale. Helen has an ability to connect directly with thousands of frontline staff and patient leaders. She is the number one social influencer in the NHS, and one of the top influencers globally, reaching more than a million people each month through her social media connections, virtual presentations, commentaries and blogs.



### Jennifer Rodgers

Chief Nurse, Hospital Paediatrics and Neonatology, Women and Children's Directorate  
NHS Greater Glasgow and Clyde

Jennifer Rodgers is Chief Nurse for paediatric and neonatal services across Greater Glasgow and Clyde. Combining experience with academic learning, she completed her MSc in 2009 winning the prestigious Barber Prize. In 2012 Jennifer became the first paediatric nurse to complete the Scottish Patient Safety Fellowship, and in 2013 won the Scottish Nurse of the Year Award at the Scottish Health Awards. Jennifer is an advocate of person centred and family integrated care and her original project asking children to draw or write 'what matters to me' posters has been a key driving force and an integral part of the Scottish Person-Centred Care Collaborative and the international 'what matters to you' movement.



# Thank you

A special thank you to the sector representatives who joined Safer Care Victoria in a planning session in December 2018. This passionate group of Victorian health consumers, clinicians, executives, advocates and students were instrumental in helping us create the event as it stands today.

## **With thanks to:**

Cathy Balding, Rebecca Bartel, Liz Cox, Jacqui Gibson, Sam Harris, Rowan Hearn, Peter Hunter, Sean Jespersen, Jonathon Knott, Michelle Leech, Tim Pianta, Julian Rait, Laura Raiti, Jill Sewell, Nicole Smith, Tom Symondson, Nicola Yuen and Safer Care Victoria staff.

A very big thank you to the programming committee for their extraordinary effort and commitment in developing the amazing program you will all enjoy at GIANT STEPS 2019.

## **With thanks to:**

**Programming Chair** | Nicole Brady

**Committee** | Annie Moulden, Ben Nowotny, Tania Marsden, Monique Currin, Belinda MacLeod-Smith, Anne Hartican, Jessica Loschiavo and Bianca Levkovich.

And to the inexhaustible Safer Care Victoria events aficionados, Monique Currin and Jessica Loschiavo, a giant effort. Thank you.

# GIANT STEPS 2019

Safer Care Victoria would like to acknowledge the support of the following sponsors:

Major Sponsors



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**GIANT  
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