



# Disability at Work

THE NEXT FRONTIER

Conference Brochure

14-15 June 2018

Sofitel Sydney Wentworth

## EXHIBITORS



## OTHER SUPPORTERS

National Disability Services would like to acknowledge that this conference has been granted funding by the Department of Social Services under the Disability and Carer Support program.

For sponsorship, exhibition and advertising opportunities, contact Claire Blackmore on [claire.blackmore@nds.org.au](mailto:claire.blackmore@nds.org.au) or 02 9256 3192.

## EXPLORE 'THE NEXT FRONTIER' IN DISABILITY EMPLOYMENT AT DISABILITY AT WORK 2018

The two-day Disability at Work conference will examine innovative ways to activate and engage people with disability in employment opportunities.

It is designed for employment service providers (open, supported, social enterprises and transition to work) and professionals interested in promoting a broad range of employment opportunities for people with disability.

Following feedback from recent years, we've made some changes to how our 2018 Disability at Work conference will look. Day One will focus on big picture issues for providers, including outcomes measurement, attracting participants, the policy landscape and prioritising employment. Day Two will include four concurrent streams covering Open Employment, Supported Employment, Work Ready and BuyAbility.

2018 promises to be a year of significant opportunities and challenges for employment service providers. A new DES contract in 2018 will have a greater focus on participant choice and control, as well as employer engagement and there will be many other changes, too.

Disability at Work looks to engage you in the new world of disability employment and give you the best resources for success in the 2018-19 year.

**REGISTER ONLINE NOW!**  
**WWW.NDS.ORG.AU**

## REGISTRATION FEES

If you are not sure which rate to pay, please email the membership team on [membership@nds.org.au](mailto:membership@nds.org.au) (all prices are per person and include GST)

### NDS MEMBERS

Early Bird Registration*	\$545
Standard Full Registration	\$570
Standard Day Registration	\$335
Group Registration**	\$545 pp

### NDS INDUSTRY SUPPORTER & RESEARCH AFFILIATE SUBSCRIBERS

Early Bird Registration*	\$650
Standard Full Registration	\$680
Standard Day Registration	\$395

### NON-MEMBERS

Early Bird Registration*	\$765
Standard Full Registration	\$795
Standard Day Registration	\$460

\* Early Bird rate applies to registrations and payments received by Friday, 18 May.

\*\* Group rate is applicable for National Disability Services Members only. Group rate is per person and applies to 4 or more delegates attending the conference from the same NDS member organisation. If we do not receive the minimum requirements for the group rate, you will be issued with an additional invoice for the difference between the full registration and group rate.

\*\*\*Registrations will close at 5pm AEST on Friday, 8 June

### REGISTRATION INCLUSIONS

The registration fee includes attendance to all conference sessions, morning and afternoon teas, lunches and satchel with program.

## PARTICIPATION REQUIREMENTS

The venue is wheelchair accessible. If you have any conference participation requirements (ie hearing loop, captioning, interpreters, large print program etc) please indicate when registering online by Friday, 25 May to ensure availability. These conference supports will be available upon request only. Delegates will need to organise their own personal carers.

## DISABILITY & CARER SUPPORT

NDS has received funding from the Department of Social Services to assist people with disability (along with their carers) to attend the conference. Support to attend the conference may be provided in the form of full or part funding to cover registration fees, travel costs, accommodation charges or conference support costs. The amount available to individuals will be dependent upon the number of people who apply for funding assistance.

If you would like to apply or require further information, contact Claire Blackmore on 02 9256 3192 or [claire.blackmore@nds.org.au](mailto:claire.blackmore@nds.org.au) by Friday, 11 May.

## COCKTAIL FUNCTION

**When** Thursday, 14 June 2018  
**Time** 5.30pm – 7.00pm  
**Venue** Sofitel Sydney Wentworth  
**Cost** \$65 per person  
 (cost not included in registration fee)

## WHAT TO WEAR

**Conference Sessions** Business attire  
**Cocktail Function** Smart casual/business attire

## REGISTRATION DESK

Registration will be open during the following hours:

**Thursday, 14 June** 8.00am – 5.00pm  
**Friday, 15 June** 8.30am – 2.00pm

## TAX INVOICES

All registration fees are inclusive of GST. Upon successful processing of your online registration, you will receive a confirmation letter and tax invoice by email within minutes of registering.

## CONFERENCE & COCKTAIL CANCELLATION POLICY

All cancellations must be made in writing to NDS. Full refunds will be paid up to Friday, 25 May. An administration fee of \$50 will apply to all cancellations. If you are unable to attend, substitute delegates from the same organisation are welcome. Please advise NDS of any cancellations or transfers in writing to [confs@nds.org.au](mailto:confs@nds.org.au).

No refunds will be made for non-attendance at the NDS Disability at Work Conference or cocktail function.

## CONFERENCE VENUE

**Sofitel Sydney Wentworth**  
 61-101 Phillip Street  
 Sydney NSW 2000  
 02 9228 9188  
[www.accorhotels.com/gb/hotel-3665-sofitel-sydney-wentworth/index.shtml](http://www.accorhotels.com/gb/hotel-3665-sofitel-sydney-wentworth/index.shtml)

Located in the heart of Sydney, Sofitel Sydney Wentworth offers luxury accommodation perfect for both business and leisure travellers. Business travellers have Sydney CBD and a range of conference facilities on the doorstep, while leisure visitors are within easy reach of many of Sydney's best bars, restaurants, shops, attractions and many of its public transport options. The Royal Botanic Gardens, Sydney Opera House, Sydney Harbour Bridge, The Rocks and Darling Harbour are just a short stroll away.

## PARKING

Sofitel Sydney Wentworth offer a discounted conference parking rate of \$53 per day. Parking is available at Wilson Parking 61-101 Phillip St, Sydney, entry via 2 Bligh Street.

## ACCOMMODATION

Conference participants are responsible for making their own hotel accommodation bookings direct with the hotel of their choice. NDS has negotiated special rates with nearby hotels over the conference dates. These hotels have limited availability of conference rate rooms and bookings are subject to cancellation clauses subject to the hotels discretion.

**To book, go to the accommodation link**  
[ep.ozaccom.com.au/public/DAW18/accommodation.aspx](http://ep.ozaccom.com.au/public/DAW18/accommodation.aspx)

## LIABILITY

In the event of industrial disruption or other unforeseen circumstances, NDS is unable to accept responsibility for loss of monies incurred by participants. Participants should make their own arrangements with respect to both personal and travel insurance.

## INFORMATION DISCLAIMER

The information provided in this document is correct at the time of publishing. Taxi and parking prices should be used as a guide only.

## PROGRAM DISCLAIMER

National Disability Services Limited (NDS) believes that the information contained in this publication is correct at the time of printing. However, NDS reserves the right to vary any of the speakers, topics or times referred to in this publication without further notice. Any conference or public forum referred to in this publication may involve the presentation of information by speakers or other persons (Presentations). The views expressed in any Presentations are not necessarily the views of NDS and NDS does not warrant or represent that the Presentations are accurate or suitable for any specific needs. The Presentations are intended to provide general information only that should not be relied on instead of other legal, medical, financial or professional advice.

## PRELIMINARY PROGRAM

DAY 1 THURSDAY 14 JUNE

8.00am – 9.00am	<b>Registration / Arrival Tea and Coffee</b>	
9.00am – 9.05am	<b>Housekeeping</b>	
9.05am – 9.10am	<b>Welcome to Country</b> Aunty Norma Ingram	
9.10am – 9.20am	<b>Welcome</b> Joan McKenna Kerr, President, National Disability Services	
9.20am – 10.05am	<b>Making employment a priority</b> Ken Baker, Chief Executive, National Disability Services	
10.05am – 11.00am	<b>The Customer Ocean. How to stand out. How to be chosen!</b> Kathryn Ossipoff, Strategic Advisor: Marketing, Brand, Digital	
11.00am – 11.30am	<b>Morning Tea</b>	
	<b>Open Employment</b>	<b>Supported employment</b>
11.30am – 1.00pm	<b>The next frontier in Open Employment</b> Peter Broadhead, DSS. Hear our panel of policy makers and service providers examine how this next frontier of reforms will be implemented in practice and how to identify and meet the possible challenges and opportunities for participants and providers.	<b>Panel - The Future of Wage Setting in Supported Employment</b> Ken Baker & Kerrie Langford, NDS & Nigel Ward & Sina Zevari, Australian Business Lawyers and Associates. This session will provide an opportunity to discuss and debate what form the classification structure and productivity assessment would take and how it could be phased in.
1.00pm – 2.00pm	<b>Lunch</b>	
2.00pm – 2.45pm	<b>Beyond the Numbers: Measuring the real impact of employment</b> Gillian Turnbull, Director - Consulting, Social Ventures Australia	
2.45pm – 3.45pm	<b>Sharp practice or savvy business?</b> ACCC	
3.45pm – 4.15pm	<b>Afternoon Tea</b>	
4.15pm – 5.15pm	<b>Creative thinking: Disability employment and the Arts</b> Jac Hrast, Dept of Communication and the Arts; Meagan Shand, Arts Access Australia & Sue Roff, Arts Project Australia	
5.30pm – 7.00pm	<b>Disability Employment Excellence Awards Ceremony &amp; Cocktail Function</b>	

## PRELIMINARY PROGRAM

DAY 2 FRIDAY 15 JUNE

8.30am – 9.00am	<b>Registration / Arrival Tea and Coffee</b>			
9.00am – 9.05am	<b>Housekeeping</b>			
9.05am – 10.30am	<b>Unstoppable</b> Stuart Ellis-Myers, Motivational speaker			
10.30am – 11.00am	<b>Morning Tea</b>			
	<b>Open Employment</b>	<b>Supported employment</b>	<b>Work ready</b>	<b>BuyAbility</b>
11.00am – 11.40am	<b>Engaging employers in difference</b> Jo Marshall, Culturise	<b>The Next Frontier in Supported Employment</b> Michael Lye, DSS	<b>Customised employment and personalising support for employees in ADEs</b> Lisa Browne, Kalianna Enterprises & Gaelen Williams, NDS	<b>How to shine on panels: sales and marketing techniques</b> Andrew Hamilton, Hamilton Consulting
11.40am – 12.20pm	<b>The perspective of job seekers with psychosocial disability and DES</b> Alexandra Devine, Nossal Institute for Global Health		<b>Doing employment differently</b> Jamie Woods, Inclusion WA	<b>Putting your best foot forward: social procurement</b> Paul Vorbach, AcademyGlobal
12.20pm – 1.00pm	<b>More hires! More placements!! More fun!!!</b> Stuart Ellis-Myers, Motivational speaker	<b>Attracting and retaining supported employees under the NDIS</b> Andrew Hamilton, Hamilton Consulting	<b>The STEPS pathways independent living college model</b> Stuart Coward & Kerry Staines, STEPS Group Australia	<b>How to win tenders: articulating clear value propositions</b> Patrick Moriarty, OurCommunity
1.00pm – 2.00pm	<b>Lunch</b>			
2.00pm – 2.45pm	<b>The proactive provider</b> John Fitzgerald & Rex Eagle, GIVEN			
2.45pm – 3.30pm	<b>Yes. Three letters that change lives and the world</b> Dr Dinesh Palipana			
3.30pm	<b>Conference Concludes</b>			

## PLENARY SESSIONS OVERVIEW

### DAY 1

#### Beyond the Numbers: Measuring the real impact of employment

(2.00pm – 2.45pm)

Each individual has different aspirations and motivations when it comes to work and employment. They are driven by different goals and have different skills and capabilities and will therefore approach employment opportunities in, unsurprisingly, different ways. This means a successful employment program should be measured not by whether it was able to place that individual in a job, but rather what the individuals gets out of being there and what it helps them to achieve.

Currently, there is a big focus on counting the number of people with disability in employment as an indicator of success, but SVA believes we need to look beyond the numbers to measure the social outcomes that each person derives from their employment. Doing so will help us ensure we are delivering services to people with disability that are supporting them to achieve their employment goals in the most effective and impactful way possible. In this session, Gillian will talk about how to define and measure these outcomes in a way that looks beyond just numbers to focus on impact.

#### Sharp practice or savvy business?

(2.45pm - 3.45pm)

An increasingly competitive operating environment in the disability sector is leading providers to investigate new ways to attract and retain participants, become more efficient and profitable and demonstrate points of difference that give them that competitive edge.

At what point does this search for a competitive edge cross the line from savvy business behaviour to sharp practices? This session will examine some of the provider practices that are emerging in this next frontier. It will look to identify the difference between savvy business behaviour, anti-competitive practices and fraudulent activity.

#### Creative thinking: Disability Employment & the Arts

(4.15pm -5.15pm)

A conversation about quality employment in the arts and culture sector and building an arts career as a person with disability. Representatives from the sector and government will discuss open employment, the supported studio model for visual artists and the broader policy environment. You will hear what has worked in the arts sector; current challenges and about resources that are available to assist you in incorporating arts activity into your service and/ or to help build the arts career of people with disability.

### DAY 2

#### Unstoppable

(9.05am – 10.30am)

Stuart Ellis-Myers has been described as ‘Robin Williams with a twitch’, offering immediately usable service provider insights and actions on how to become ‘Unstoppable’ . . .

What is the last thing you would expect someone living with Tourette Syndrome to do? How about becoming the world’s only ‘Twitchy’ author, in-demand international keynote speaker and a corporate recruiter working with thousands of candidates and hundreds of employers across North America, consistently placing twice the industry average.

Twitchy’s keynote will help you discover how to ‘positively traumatize’ yourself, your jobseekers and supported employees, your employer clients and everyone around you! Learn how to go from failure-to-failure with enthusiasm, never give in and discover how to turn disability into job/career placement ability.

‘Twitchy’ is living proof that anyone who overcomes overwhelming personal circumstances tends to develop extraordinary approaches to every day challenges – often achieving extraordinary results. In this keynote learn how to learn, laugh and turn weakness into strength and disability into ability.

#### The proactive provider

(2.00pm – 2.45pm)

Changes to the way disability services providers are funded and expected to perform means a reactive approach to business development will no longer guarantee success. The Proactive Provider presentation addresses the need for disability employment providers to become significantly more proactive when it comes to business development.

#### Yes. Three letters that change lives and the world

(2.45pm - 3.30pm)

Dinesh, who recently appeared on Australian Story (‘The Man in Bed 10’), was involved in a horrific car accident in 2010 when he was a medical student, which left him quadriplegic. Told he would never achieve his goal of becoming a doctor, Dinesh is now a successful medico at Gold Coast University Hospital. Hear him talk about his extraordinary journey from his accident to where he is today, an inspiring story of self-belief and perseverance against the odds.

## CONCURRENT SESSIONS OVERVIEW

### DAY 1

#### Open Employment; Panel – The Next Frontier in Open Employment

(11.30am – 1.00pm)

The new DES contract commencing 1 July 2018 features exciting reforms such as increased participant choice and control, a more competitive market, a rebalancing of fees and a risk adjusted funding model, ongoing support changes, a trial of expanded school leaver eligibility and a review of the star ratings and the assessment process. Hear our panel of policy makers and service providers examine how this next frontier of reforms will be implemented in practice and how to identify and meet the possible challenges and opportunities for participants and providers.

#### Supported Employment: The future of wage setting in Supported Employment

(11.30am - 1.00pm)

The Fair Work Commission recently delivered an Interim decision in the review of the Supported Employment Services Award. This decision proposed a new wage determination method that would embed a classification structure for supported employees into the award. Supported employees would also have their rate of productive output assessed.

This session will provide an opportunity to discuss and debate what form the classification structure and productivity assessment would take and how it could be phased in.

### DAY 2

#### OPEN EMPLOYMENT

#### Engaging employers in difference

(11.00am – 11.40am)

A presentation aimed at improving DES provider outcomes when engaging employers. It examines employer perspectives on employing people with disability, how to bust myths, selling the story and why it is not charity, gaining employment placements and managing initial employer expectations.

#### The perspective of job seekers with psychosocial disability and DES

(11.40am - 12.20pm)

Presentation outlines the methodology and preliminary findings from a longitudinal study embedded within the Improving Disability Employment Study (IDES). Examines whether the life circumstances of job seekers with psychosocial disability are influenced by their engagement with the DES program

**More Hires! More Placements!! More Fun!!!**

(12.20pm - 1.00pm)

“Twitchy” will ensure attendees have everything they need to start positively marketing candidates with a disability on a daily basis to NEW and hard to reach employers and the decision makers who lie beyond the HR Department.

**SUPPORTED EMPLOYMENT****Panel – The Next Frontier**

(11.00am - 12.20pm)

Mid 2018 and onwards will be a period of ongoing transition and consolidation for the supported employment sector. The transition to the NDIS continues apace, while the sector will find itself in a new industrial relations environment following the arduous review of the SES Award. Given these developments, how can a strong and economically viable future for supported employment be ensured? What policy reforms are likely to result from the recent sector consultation process? How can the supported employment service model continue its evolution, ensuring that a wide range of quality employment options are offered to a significantly larger supported workforce? Hear our panel of policy makers and providers discuss the journey into this next frontier of supported employment provision.

**Attracting and retaining supported employees under the NDIS**

(12.20pm - 1.00pm)

Innovative ways to activate and engage people with disability seeking employment opportunities and pathways, including a case study on an ADE that identified the need to market their organisation to both existing and new NDIS funded participants.

**WORK READY****Customised Employment and Personalising Support for employees in ADEs**

(11.00am - 11.40am)

Looks at Kalianna’s experience in adopting the Customised Employment model and use of the discovery process to customise an individual’s work role and personalising the support required

**Doing Employment Differently**

(11.40 - 12.20pm)

An examination of the different methods Inclusion WA have used to successfully support people with disabilities to gain employment. This shall encompass the customized employment model, with reference to specific case studies

**The STEPS Pathways Independent Living College model**

(12.20pm - 1.00pm)

The Pathways College goal is to achieve independence and integration within community. The College curriculum has nine domains of living that are designed to deliver holistic care and independence.

**BUYABILITY****How to shine on panels: sales and marketing techniques**

(11.00am - 11.40am)

An exploration of the ongoing sales and marketing techniques that can enable Disability Enterprises and Disability Employment Service providers to win business after securing a spot on a preferred-provider panel with government bodies or commercial organisations

**Putting your best foot forward: social procurement**

(11.40am - 12.20pm)

This workshop will define social procurement and debunk some common misconceptions. Providers of all sizes will be assisted to capitalise on trends in social procurement and participate in requests for quotes and tenders and share success stories of other not-for-profit organisations.

**How to win tenders: articulating clear value propositions**

(12.20pm - 1.00pm)

The workshop will examine how disability enterprises can gather and then convey critical evidence in their tender responses including their own compelling stories.

Many disability enterprises have a competitive edge that fails to be identified in many settings, including tenders. Explore how every organisation should have a multi-faceted evidence base that can be mined for all sorts of purposes including tenders, grants and sponsorship proposals and how this is linked to delivering outcomes. Explore how to develop a project plan that fully identifies the total value you bring and how to ensure this is communicated and received effectively.

02 9256 3192  
confs@nds.org.au

**NDS** National  
Disability  
Services