# NDS NSW Conference 2017

Turning Plans into Outcomes

Thursday, 23 February – Friday, 24 February

Hilton, Sydney

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# Welcome

It is with great pleasure that I welcome you to the 2017 NDS NSW Conference. The theme for this conference ‘Turning Plans into Outcomes’ recognises that NDIS plans can lead to positive life outcomes for people with disability and you and your organisations are a key part in that.

The leadership of service providers in supporting people with disability to achieve their goals through high-quality service delivery and outcome measurement is crucial for this to be realised under the NDIS. Without dedicated, skilled service providers most plans would not progress to the outcome stage at all. I remain convinced of the value of the NDIS and the central role that disability service providers will play in its implementation.

A feature of our conference this year is the 2017 NSW Industry Innovation Awards where many in our sector will be recognised for their work and commitment. I’m looking forward to hearing from the new Disability Discrimination Commissioner, the latest on the quality and safeguarding framework, the use of technology and the future workforce – all part of our program which I’m sure you’ll you find both informative and engaging.

NDS recognises that 2016 was an exceptionally challenging year for providers. As the NDIS rolled out in 7 of 15 districts across NSW, we faced difficulties with the portal, planning, pricing and others.

While many of the initial problems have been solved we are working to ensure a smoother transition for all involved. Community access pricing, transport costs, vacancy management, funding for employment support and provider registration are high on our list of needing further attention.

The NDIS is complex and much work remains to achieve a scheme that encapsulates the imperative of rights, choices and control for individuals while allowing an effective market for disability service providers. NDS continues its communication and engagement with the NDIA and maintains close links with the NSW Government to represent your concerns and assist in the resolution of these issues.

2017 will need to be a year of consolidation. We need to ensure that NDIS registration, planning and prices are sufficiently robust to allow services to concentrate on what they do best, delivering high-quality, person centred supports for people with disability.

On behalf of NDS I wish you all a successful and productive 2017.

    Tony Pooley,

    Senior Manager – State Operations

**PROGRAM**

**DAY 1 - Thursday, 23 February**

**Opening Plenary - Ballroom**

8.30am - 9.30am Registration / Arrival Tea & Coffee

9.30am - 9.35am Welcome to Country

 Aunty Norma Ingram

9.35am – 9.45am NDS NSW Chair’s Address

Anne Bryce, Chief Executive Officer, Achieve Australia

9.45am – 10.15am Tracking our progress – business confidence and financial sustainability

 Penny Knight, Curtain University Not-for-Profit initiative

10.15am – 10.45am Keynote Speaker

Alastair McEwin, Disability Discrimination Commissioner, Australian Human Rights Commission

10.45am – 11.15am MORNING TEA

**Morning Plenary – Ballroom**

11.15am – 12.00pm National Reforms: What is the way forward?

 Ken Baker, Chief Executive, National Disability Services

12.00pm – 1.00pm Panel: Is simply doing good, good enough? How disability providers are focusing on delivering outcomes under the NDIS

 Hugh Packard, Valmar Support Services; Liz Forsyth, Northcott; Gordon Duff, National Disability Services. Facilitated by Alan Hough, National Disability Services

1.00pm – 2.00pm Lunch

2.00pm – 3.30pm **Concurrent Session: Organisational Outcomes**

2.00pm – 3.30pm **Workforce Innovation - Ballroom B**

 High performing workplace trial – teams and innovation

 John Faithfull and Andrew Bowell, ACES; Robyn Kaczmarek; Victor Tyler and Lesley Geodknegt, The Co-operative Life

 Casualisation and job quality in disability support work

 David Carey, ConnectABILITY; Anthony Mitchell, Leap Frog Ability and Diana Allen, Sunshine

2.00pm – 3.30pm **Technology and outcomes** **- Level 4**

 What can technology offer to the disability sector?

 Professor Simon Darcy and Professor Hung Nguyen AM, UTS and Peter Horsley, Remarkable (A Division of Cerebral Palsy Alliance)

2.00pm – 3.30pm **Outcome data and measurement** - **Ballroom A**

 NDIS outcomes framework

 Sarah Johnson, NDIA

 What’s the point? Making the best use of outcome data

 Lena Etuk and Stephen Bennet, Centre for Social Impact and Emily Albert, Incus Group. Facilitated by Adrian Marshall, National Disability Services

3.30pm – 4.00pm Afternoon Tea

**Afternoon Plenary – Ballroom**

4.00pm – 5.00pm NSW Disability Industry Innovation Awards

Presentation by Minister Ray Williams MLC, Minister for Disability Services and Minister for Multiculturalism (unconfirmed)

**5.00pm – 6.30pm COCKTAIL FUNCTION – Level 4**

**DAY 2 – Friday, 24 February**

**Opening Plenary - Ballroom**

9.00am – 9.30am Registration / Arrival Tea & Coffee

9.30am – 9.35am NDS NSW Deputy Chair’s Address

Chris Campbell, Chief Executive Officer, The Junction Works

9.35am – 10.15am NDIS Keynote Address

 Vicki Rundle, Markets and Supports Group, NDIA

10.15am – 11.00am Serious Reportable Incidents: Lessons learned, future actions

Steve Kinmond, Community and Disability Services Commissioner and Deputy Ombudsman, NSW Ombudsman

11.00am – 11.30am Morning Tea

11.30am – 1.00pm **Concurrent Sessions: participant outcomes**

11.30am – 1.00pm **Employment Outcomes - Ballroom B**

 NDIS and the future of Employment

Peter De Natris, NDIA; Kyllie Tegg, Mai-Wel & Peter Broadhead, DSS

Supported Employment: The challenge, vision and practice

Kerrie Langford; Katherine McLellan and Helen Bouropoulos, National Disability Services

11.30am – 1.00pm **Community inclusion and social participation - Level 4**

A new frontier: Inclusion of people with intellectual disability at university

Professor Patricia O’Brien& Friederike Gadow, Centre for Disability Studies; Amrita Ramjas; Stephanie Walker, Christopher Bunton and their family members

 Disability sports and social inclusion

Jenni Cole, Disability Sports Australia and Athletes

11.30am – 1.00pm **Complex needs and achieving outcomes - Ballroom A**

Achieving outcomes through collaboration

Dr Angela Dew, UNSW; Lenore Dodd, House with No Steps; John Le Breton, Greystanes and Pamela Rutledge, Flourish Australia. Facilitated by Pauline Stanley

1.00pm – 2.00pm Lunch

**Afternoon Plenary - Ballroom**

2.00pm – 2.50pm – Blue Skies Panel: What should the disability Sector look like by 2030?

 Michael Pegg, Jobs Australia; Cath Mahoney, Community Disability Alliance Hunter; Natalie Lang, Australian Services Union and Sarah Judd-Lam, Carers NSW

2.50pm – 3.15pm – I Can, I Am: A film series about people with disability at work

Nathan Basha, Nova 96.9, Don’t DIS my ABILITY Ambassador and Iz Connell, Don’t DIS my ABILITY Ambassador

3.15pm Afternoon Tea

**Program Disclaimer**

National Disability Services Limited (NDS) believes that the information contained in this publication is correct at the time of publishing. 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.

**Concurrent Sessions Overview**

**Day 1**

**Workforce Innovation**

**High performing work place trial – teams and innovation**

With workforce being one of the key issues for many providers under the NDIS this session will focus on examples and opportunities for workforce innovation as a means of improving workforce performance and practices. A senior manager and a workplace leader from two organisations involved in 2016 workforce innovation trials will present on their workforce innovation trial experience and learnings to date.

**Casualisation and job quality in disability support work**

With the NDIS transformation underway, organisations have begun utilising a range of workforce models with some increasing their dependence on casual workers, and others reducing it. The panel will explore this topic from different angles focusing on questions such as, are casual workers the best way to achieve flexibility? What is the link between casual employment and workforce quality?

**Technology and Outcomes**

**What can technology offer the disability sector?**

Technology has the ability to enhance people's lives. This session showcases what technology can offer the disability sector through 3 contributions. First, from the trends coming out of Silicon Valley; Second, the latest cutting edge technologies being developed in areas like robotics, wearables and human/machine interface; and Third, what all this means for the lived experience of people with disability.

**Outcome Data and Measurement**

**NDIS Outcomes framework**

What will the Outcomes Framework mean for NDIS providers? Find out as Sarah Johnson, NDIA Scheme Actuary, considers how the Framework will help the NDIA and the sector to understand what types of supports lead to good outcomes and identify areas that need development. The presentation will feature case studies and unpack incentives for innovation.

**What’s the point? – making the best use of outcome data**

Join outcome measure experts from the Centre for Social Impact and Incus Group for a discussion on how outcome measures can add value to your organisation, practice and mission.

**Day 2**

**Employment Outcomes**

**NDIS and the Future of Employment**

The Federal government is currently developing options for the design of the new DES program as the implementation of the NDIS continues. This is a critical time for the government to consider how the NDIS and employment should and could interface in the future. This interactive session will host an employment provider, the NDIA and the Department of Social Service to provide their perspectives and invite participation from the audience.

**Supported employment: The challenge, vision and practice**

Supported employment will be a key area of NDS’s activities in 2017 in what is a tough operating environment for supported employment enterprises. Through the challenges of the NDIS and wage disputes we will push forward with the vision of supported employment with the BuyAbility campaign, all while working to secure more business for your enterprises.

In this session attendees will hear from the team at NDS working across the policy, procurement and communications of supported employment.

**Community Inclusion and Social Participation**

**A new frontier: Inclusion of people with intellectual disability at university**

Hear about ‘uni 2 beyond’, an initiative designed and implemented by the Centre for Disability Studies whereby students with intellectual disability participate in all aspects of university life alongside their peers without disability and complete internships as part of their university experience. There will also be a Q&A with two ‘uni 2 beyond’ alumni and their family members.

**Changing lives through sport**

For people with a disability, sport can be far more than sport! This session will explore some of the ways that sport can impact the lives of those with a disability, promoting health, social inclusion and psychosocial wellbeing. The session will also provide an overview of disability sport in Australia and ways that participants can assist their clients to start to get involved in sport and active recreation.

**Complex needs and achieving outcomes**

**Achieving outcomes though collaboration**

This session will take a practical and interactive approach to complex support needs through a panel discussion of a hypothetical case study. You will receive guidance to support participants in a complex NDIS environment via the Q&A panel of NDIS providers and a key researcher in the field.

**Onsite Information**

**Sessions**

All plenary sessions will be held in the Ballroom.

Concurrent sessions will be held in the Ballroom and on level 4.

**Restrooms**

Toilets, including accessible, are located in the foyer of level 3.

**Refreshments & lunch breaks**

All refreshment and lunch breaks will be served in the exhibition area.

During lunch, some seating will be provided on level 4.

Buffets will include dietary requirements. If you have any other dietary requests that are not available on the buffets, please notify one of the hotel banquet staff.

**Mobile phones**

As a courtesy to other delegates and speakers, please ensure that your mobile phone or tablet is switched to silent when conference sessions are in progress.

**Baggage storage**

Baggage storage is available at concierge, located in the hotel foyer.

**Conference Cocktail Function**

**Cocktail function**

The conference cocktail function will be held at 5.00pm on level 4. If you have purchased a ticket to the cocktail function your nametag will be marked with a pink sticker. If you would like to purchase a ticket please see staff at the registration desk.

**Cancellation Policy**

If you are unable to attend the NSW Conference Cocktail Function, substitute delegates from the same organisation are welcome. Please advise the registration desk of any changes. No refunds will be made for cancellations or non-attendance at the Cocktail Function.

**Conference App**

The NDS Events app will connect you to our NSW Conference like never before. Join in and create your profile so you can share your opinions on the sessions, ask questions of speakers, connect with other delegates and provide instant feedback through the polling function.

Download the free app now from the App Store or Google Play by searching **“NDS Events & Conferences”**.

If you’re on Twitter share your NSW Conference thoughts with the hashtag **#NDSNSW17** and while you’re at it give NDS a follow **@NDS\_Disability**

**Post-Conference Information**

**Conference papers**

Approximately two weeks following the conference speaker presentations will be available on request. Please email events@nds.org.au.

**Conference Evaluation**

A conference evaluation will be electronically sent to you following the conference. Please take a few minutes to complete it as your comments are important in planning future NDS Conferences.

**Disclaimers**

**Security**

Delegates are advised to keep their personal items secure at all times. Conference staff will not be held responsible for the security of delegates’ belongings.

**Information**

The information provided in this document is correct at the time of publishing.

**Acknowledgements**

National Disability Services NSW would like to thank all of our presenters and chair persons. Their time and participation in the NSW Conference 2016 is greatly appreciated.

**Exhibitors**

Booth 1 NDS Membership

Booth 2 GlobalCareStaff.com

Booth 3 AccessPay Salary Packaging

Booth 4 SupportAbility

Booth 5 enableHR

Booth 6 HESTA

Booth 7 Procura Software

Booth 9 Edmen Community Staffing

Booth 10 StreetFleet

Booth 11 Workforce Rostering Software

Booth 12 National Disability Practitioners

Booth 13 NDS Learn & Develop/ Zero Tolerance

Booth 14 Carecareers

Booth 15 iplanit

Booth 16 NDS Consulting

Booth 17 Disability Enterprise Procurement Program/ BuyAbility

Booth 18 NDS Quality Portal

Booth 19 NSW Department of Education

Booth 20 Training Alliance

Booth 21 Quality Innovation Performance (QIP)

Booth 22 Ansvar Insurance

Booth 23 NSW Ombudsman

Booth 25 IDEAS – Inclusion Specialists

Booth 26 VisiCase

Booth 27 University of New England

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Booth 30 RITEQ Workforce Management

Booth 32 Kimberly-Clark Australia

Booth 33 Health & Finance Integrated