**NDS QLD Conference**

**Finding the Way Forward**

**Registration Brochure**

5 - 6 March 2018

**Brisbane Convention & Exhibition Centre**

**Register Online Now!**

[Click here](https://www.nds.org.au/events-and-training/conferences/qld-conference-2018) to register online

**Welcome**

The aim of the 2018 NDS Qld Conference, Finding the Way Forward, will be to inform, provoke and inspire. Together with a mix of highly regarded thought leaders and experienced providers, we will reimagine how the sector will adapt and create business that is sustainable, high quality and centred on people with disability, their families and carers.

The fundamental reform that underpins the successful implementation of the NDIS presents every leader in the sector with great opportunity and great challenge. Transformation, foresight, resilience, adaptation, innovation and determination will be qualities critical to the new leadership required to discover new ways of delivering on our missions and visions.

With a rich diversity of speakers, delegates and exhibitors, this conference will position us to drive business excellence across the disability sector.

**Major Sponsors**

Care in the Cloud

Holocentric

Multicap

**Registration**

Registration includes all conference sessions, morning and afternoon teas, lunches, a delegate satchel, conference program and trade exhibition entry.

The conference cocktail function is not included in the registration cost.

[**Register Online Here**](https://www.nds.org.au/events-and-training/conferences/qld-conference-2018)

Registrations for this conference will close at 5pm on Wednesday, 28 February.

**Participation Requirements**

If you have any participation requirements (e.g hearing loop, interpreters, large print program) please advise us by Friday, 9 February to ensure availability. Delegates will need to organise their own personal support. The venue is wheelchair accessible. (all prices are per person and include GST)

**NDS Members/Organisational Associates**

Early Bird Full Registration\* **$455**

Standard Full Registration **$500**

Standard Day Registration **$275**

Group Registration\*\* **$455\***

**Non-Members**

Early Bird Full Registration\* **$640**

Standard Full Registration **$700**

Standard Day Registration **$385**

**NDS Industry Supporter/Research Affiliate**

Early Bird Full Registration\* **$545**

Standard Full Registration **$600**

Standard Day Registration **$330**

\* Early Bird rate applies to registrations and payments received by Friday, 9 February.

\*\* Group rate is per person and applies to 4 or more delegates attending the conference from the same NDS member organisation.

If minimum requirements are not met for the group rate, an additional invoice will be issued for the difference between the full registration and the group rate.

**Cocktail Function**

**When** 5.00pm – 6.30pm

**Date** Monday, 5 March

**Where** The Brisbane Convention & Exhibition Centre

**Cost** $65 per person (not included in registration fee)

**Conference Venue**

**Brisbane Convention Centre**

The Brisbane Convention & Exhibition Centre is located in the riverside South Bank Precinct, hub of the city’s cultural and entertainment activities. The South Bank Precinct offers delegates more than 30 sidewalk cafes, restaurants and specialty shops; walking and biking in the 17 hectares of riverfront parkland; the latest exhibition at Australia’s newest and largest Gallery of Modern Art; world class performances at Queensland Performing Arts Theatre; and Australia’s only city based sand and swimming beach.

Brisbane is a compact, connected city, ideal for walking and getting around via the many scenic river and bridge walks. See more here: <https://www.bcec.com.au/visit/>

**Accommodation**

NDS has negotiated conference rates with surrounding Hotels of the Brisbane

Convention Centre. To book on of these Hotels, please [**click here**](https://ep.ozaccom.com.au/public/NDQ18/accommodation.aspx)

**Parking**

The Brisbane Convention Centre offers full day parking for $30. For all rates and further information please visit <https://www.bcec.com.au/visit/car-parking/>

**Terms & Conditions**

**Cancellations**

Any cancellations should be made in writing to NDS and will be charged an administration fee of $50. Full refunds will be paid up to Friday, 19 February. If you are unable to attend, substitute delegates from the same organisation are welcome. Please advise us of any cancellations or transfers in writing to

[events@nds.org.au](mailto:events@nds.org.au)

No refunds will be made for non-attendance at the conference and conference cocktail function.

**Liability**

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

**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.

**Preliminary Program**

**Monday, 5 March DAY 1**

8.00am – 9.00am **Registration / Tea & Coffee**

9.00am – 9.10am **Welcome To Country**

Aunty Maroochy Barambah, Songwoman and Indigenous Member of the Turrbal People

9.10am – 9.20am **Welcome (and Housekeeping)**

Richard Nelson, State Manager QLD, National Disability Services

9.20am – 10.20am **National Keynote Address**

Ken Baker, Chief Executive, National Disability Services and Q&A

10.20am – 10.50am **Morning Tea**

10.50am – 11.35am **Financial Sustainability of the Sector**

Professor David Gilchrist, The University of Western Australia

11.35am – 12.35pm **National Quality and Safeguarding Framework: How will it work?**

Commissioner Graeme Head, NDIS Quality and Safeguards Commission.

Followed by an expert panel with: Majid Zahoor, CEO, Q-Audit, Natalie Siegel-Brown, Public Guardian, Office of the Public Guardian and Commissioner Graeme Head. Facilitated by Gordon Duff, General Manager, Sector Development and Research, NDS

12.35pm – 1.30pm **Lunch**

1.30pm – 2.10pm **Keynote: Business Innovation & Adaptability**

Carolyn Curtis, CEO, The Australian Centre for Social Innovation

2.10pm – 3.10pm **Panel: Possible futures: What do we mean by innovation?**

Ken Baker, NDS; Carolyn Curtis, The Australian Centre for Social Innovation; David Gilchrist, University of Western Australia; Judy Dickson, ALARA Qld Ltd; Geraldine Woods, DCCSDS Facilitated by Gordon Duff, NDS

3.10pm – 3.30pm **Afternoon Tea**

3.30pm – 4.30pm **Transition Tales: If I knew then what I know now**

Jodie Collins, YellowBridge QLD; Chris Chippendale, Life Without Barriers;

Liz Sutton, Ingham Disability Support Services. Facilitated by Peter Callaghan, DCA Advisory Services

4.30pm – 5.00pm **Pack up your Kitbag: Today’s insights and learnings**

Angela Tillmanns, Director Consulting, InterFinancial Corporate Finance Limited

5.00pm – 6.30pm **Conference cocktail function**

**Preliminary Program**

**Tuesday, 6 March DAY 2**

8.30am – 9.00am **Registration / Tea & Coffee**

9.00am – 9.10am **Welcome**

MC Liz Sutton, ViceChair, NDS State Committee

9.10am – 10.40am **How to think like a capitalist and act like a humanitarian: Using commercial skills in the not for profit environment**

Angela Tillmanns, Director Consulting, InterFinancial Corporate Finance Limited

10.40am – 11.10am **Morning Tea**

11.10am –12.55pm **Concurrent Sessions**

**Plenary How to Thrive under the NDIS**

Fran Connelley, FC Marketing

**Plenary Foresight for the NDIS**

Dr Colin Russo & Heidi Russo, Engaging Futures

**Masterclasses (limited places available)**

**Masterclass Unleashing potential: Lessons in organisational and workforce innovation from across the globe**

Pim de Morree & Joost Minnaar, Corporate Rebels

**Masterclass Social Innovation**

Andrew Hamilton, Hamilton Consulting

**Masterclass Building Brand Value: Your Unique Product Offering**

Linda Hayes, Corporate Synergies Australia Pty Ltd (CSA)

**Masterclass Putting Customers at the Centre**

Marie-Claire Grady, 3rdView Consulting

12.55pm – 1.45pm **Lunch**

1.45pm – 3.00pm **Keynote: How to make work more fun!**

Pim de Morree & Joost Minnaar, Corporate Rebels

3.00pm **Conference concludes**

**Concurrent sessions**

**Foresight for the NDIS**

Colin Russo will highlight local and global disruptive trends impacting on our businesses and communities - including the NDIS; share how he utilizes internationally accredited strategic foresight tools and methods; and present best practice options on how to co-create our preferred futures including a precise of comments from workshops about NDIS transition visions.

What new strategies can disability service organisations develop to be truly visible to clients and communities? How can they develop a more sustainable future? What strategies will the disability sector use to ride coming tsunamis of technological, social and environmental change (automisation futures, robots and AI, 3D printers, electric vehicles and virtual reality, etc.)?

There are 50 Reasons Strategic Foresight Sessions May Help You To Co-create New Disability Futures [click here](https://docs.wixstatic.com/ugd/e5a1f8_f1caab721094440082579b29d296c013.pdf) and alternative and preferred futures for your organisation.

In this 45 minute session participants will:

* Learn how the presenter utilises tools and methods of strategic foresight;
* Consider how major waves of change are influencing the landscape in which disability services providers will be operating;
* Understand how key major disruptors will impact upon service provision into the future;
* Understand how foresighted organisations are developing new directions for their organisations;

Attend the session to see how your organisation can adapt, innovate and create for NDIS and new disability futures.

Who should attend this workshop?  
CEOs, CFOs, other executives and senior managers of disability and community organisations whose current services are transitioning or will be transitioned to the NDIS.

**Social Innovation (in the NDIS marketplace)**

The Masterclass will focus on developing your organisation’s understanding of key themes in social innovation, and develop your business capability to deliver positive social impact as the sector transitions to an increasingly competitive market with the implementation of the NDIS in your region.

The workshop will explore how to develop competitive, effective, efficient and sustainable business models to provide services and supports attractive to existing and new customers and able to support people to achieve their goals and aspirations.

In this workshop you will develop your understanding and capability to engage in social innovation. Social innovation methodology is highly collaborative in nature and seeks to solve local problems by involving local people; connects partners from public, private and NFP sectors with different expertise; and can stimulate novel and innovative solutions to complex social problems.

This workshop will cover the following areas:

* Shared Value
* Partnering for Innovation
* Innovation for Competitive Advantage
* Social Enterprise

Who should attend this workshop?  
CEOs, CFOs, other executives, or senior managers of disability and community organisations whose current services are transitioning or will be transitioned to the NDIS. Attendees will be encouraged to actively participate in discussions throughout this workshop

**Building Brand Value: Your Unique Product Offering**

Consumer choice is motivated by so many different elements – product, price, brand, reputation and quality just to name a few.  Under the NDIS, Providers will be technically delivering the same product at the same price, so what can we do to drive Participant choice?

This Masterclass will provide insightful tools and tips on what you can do to truly differential your “product” and how you can identify and build on your brand value.

**Putting Customers at the Centre**

Marie-Claire Grady, Customer Experience Leader and Managing Director of 3rdView Consulting, will lead this interactive session on how we can truly put ‘customers’ at the heart of our business. We will learn how taking different perspectives can enrich the experience of the people who matter most such as clients, carers, families, and staff. Marie-Claire will also share insights on how building a customer-focused culture can make business become more sustainable and improve commercial outcomes.

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