**From Obstacles to Opportunities**

**NDS Victorian conference 2019**

**Handbook**

**#NDSVIC19**

**Cocktail Sponsor**

Transport Accident Commission

**Note Pad and Pen Sponsor**

HDAA

**Supporters**

CIMSability

Centro ASSIST

e-Tools Software

Athena Software

Bank First

Disability Services Commissioner

HDAA

HomeCare Repair Australia

ONCALL Group

ONCALL Training College

PwC

Workforce Wizards

StreetFleet

**Welcome**

So now we’re into the home stretch, the last 3 months of NDIS full scheme roll-out in Victoria and, for that matter, most of the rest

of Australia. It’s the ‘end of the beginning’ so to speak!

The NDS Victorian conference offers members the opportunity to network with colleagues, explore examples of good practice in service delivery from around Australia, better understand the implications of NDIS policy and current practice, hear from speakers from outside our sector whose perspectives may lend themselves to adoption within our sector, and reflect on what has been a challenging period for Australian disability and community mental health providers.

The theme of this conference, ‘From Obstacles to Opportunities’, defines our focus over the next 2 days: working together to understand where we’ve come from and where we want to get to as a sector working in the context of a national scheme.

There’s little doubt that the past 5 and half years (can you believe it?), since commencement of the NDIS trials in July 2013, have presented many challenges for providers, some of them unforeseen and others which were anticipated, or could have been. Pricing, the portal, planning (the ‘3 Ps) have figured prominently in discussions with our members in Victoria and around Australia during this period, and still do.

Add to these new hot issues such as the upcoming Federal Election, the Victorian Royal Commission into Mental Health, the new Quality and Safeguarding Framework, the interface between the NDIS and consumer law, workforce growth and how to get there, disability transport, complexity, democratising data, the NDIS/mainstream service interface and the future role of State and Territory Governments in delivering outcomes under the National Disability Strategy, and we have a rich stew of topical issues to consume at this conference.

This is the final NDS Victorian conference before transition to the NDIS is completed in this state. I’m looking forward to joining you in the conversation we have to have as a sector: how we move from getting ‘NDIS ready’ to how we focus on ‘delivering on the promise offered by the NDIS for all Australians, while at the same time growing and supporting providers to develop their businesses and business models so they can continue to deliver quality services and supports for Australians with disability, now and in the future.

I hope you come away from this conference with the insights you’re looking for and have a great time.

David Moody

Acting CEO

National Disability Services

**Onsite Information**

**Sessions**

All plenary sessions will be held in the Promenade Room.

Concurrent sessions will be held in the Promenade Room, M1-2 and M3-4.

**Restrooms**

Toilets, including accessible, are located in the Promenade Foyer.

**Refreshments & Lunch Breaks**

All refreshment and lunch breaks will be served in the exhibition area & foyer. A separate table will be used for dietary requirements and these will be labelled.

**Mobile Phones**

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

**Cocktail Function**

The cocktail function will be held at 5.15pm in room M1-2. If you have purchased a ticket to the cocktail function, your nametag will be marked with a cocktail symbol. If you would like to purchase a ticket, please see staff at the registration desk.

**Cancellation Policy**

If you are unable to attend the cocktail function, substitute delegates from the same organisation are welcome. Please ensure you advise the registration desk of these 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 Victorian Conference like never before. Join in and create your profile so you can share your opinions on the sessions and connect with other delegates.

Download the free app now from the App Store or Google Play by searching “NDS Events”. If you’re on Twitter share your Victorian Conference thoughts with the hashtag #**NDSVIC19** and while you’re at it give NDS a follow **@NDS\_Disability**.

**Post Conference Information**

**Conference Presentations**

Speaker presentations will be emailed out to all delegates along with the conference evaluation (subject to speaker approval).

**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.

**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.

**Program Monday, 4 March DAY 1**

8.15am – 9.15am **Registration / Arrival Tea and Coffee**

9.15am – 9.25am **Welcome** Christine Mathieson, Victorian Chair, National Disability Services

9.25am – 9.35am **Minister’s Address** Hon Luke Donnellan MP, Minister for Child Protection, Minister for Disability, Ageing and Carers

9.35am – 10.00am **From Obstacles to Opportunities** David Moody, Acting Chief Executive Officer, National Disability Services

10.00am – 10.15am **NDS Policy Update** Philippa Angley, Head of Policy, National Disability Services

10.15am – 10.40am **Working with Change** Gilbert Kruidenier, Kruidenier Consulting

10.40am – 11.10am **Morning Tea**

11.10am – 11.30am **Quality and Safeguard** Commissioner Graeme Head AO, NDIS Quality and Safeguards Commission

11.30am – 12.30pm **Panel: Quality and Safeguards** Commissioner Graeme Head AO, NDIS Quality and Safeguards Commission; Liz Collier, National Disability Services; Arthur Rogers, Disability Services Commissioner & James MacIsaac, Department of Health and Human Services. Facilitated by Dave Relf, National Disability Services

12.30pm – 1.30pm **Lunch**

1.30pm – 1.55pm **NDIA Address** Liz Neville, General Manager, Provider & Market Relations Market, Provider & Sector Development Group, National Disability Insurance Agency

2.00pm – 2.45pm **Masterclasses**

**Room: M1-2**

**How to make audit part of your practice** Rebecca Bradshaw, QualitySystem Speaker

**Room: Promenade**

**Managing teams in a time of change** Yumi Stamet, NationalDisability Services

**Room: M3-4**

**Marketing for impact – How do you know your marketing is working?**

Jen Sharpe; Jane Emery & Stefan Delatovic, Think HQ

2.45 pm – 3.15 pm **Afternoon Tea**

3.15pm – 4.00pm **Masterclasses**

**Room: M1-2**

**Putting your customer at the centre of what you do** Amy Whelan, Mesh

**Room: Promenade**

**What will a deregulated market mean for providers?** Lauren Solomon, Consumer PolicyResearch Centre

**Room: M3-4**

**Innovative approaches to Transport Presentations** Surasak Saetang, KKRewind; GailFoster, Focus; James Ehmann,StreetFleet & Janine Simpkin,Marriott Support Services

4.05pm – 5.05pm **Panel: Thinking differently about workforce** Ann-Maree Davis, Amicus; Tracy Donnarumma, Life Without Barriers & Elaine Jackson, Spectrum Clarity. Facilitated by Yumi Stamet, National Disability Services

5.05pm – 5.15pm **Closing Address** Tony Pooley, Acting State Manager, National Disability Services

5.15pm – 6.45pm **Conference Cocktail Function,** Crown Conference Centre Room: M1-2

**Tuesday, 5 March DAY 2**

8.30am – 9.00am **Registration/ Arrival Tea and Coffee**

9.00am – 9.05am **Welcome** Christine Mathieson, Victorian Chair, National Disability Services

9.05am – 9.25am **Shadow Minister’s Address** Hon. Tim Bull MP, Shadow Minister for Carers and Disability

9.25am – 9.55am **NDIS: It’s been quite the journey. Where are we now and what’s next?** Kirsten Deane, Campaign Director, Every Australian Counts

9.55am – 10.45 am **Making employment work** Michelle Wakeford, National Ticket to Work Manager, National Disability Services, Julian McAlpine, Ticket to Work participant & Matt Simson

10.45am – 11.15am **Morning Tea**

11.15am – 12.00pm **Masterclasses**

**Room: Promenade**

**Unpacking consumer law in the context of NDIS Terms of**

**Business** Jonathan Teh, RussellKennedy Lawyers

**Room: M3-4**

**Pathways to Employment (Presentations)**

Kath Moodie, MiLife; Ian Tsolakis, CROWNability & Pam Anderson, Passport 2 Employment

**Room: M1-2**

**Making SIL work (Presentations)**

Mark Heeney, Mind Australia & Ian McLean, Golden City Support Services

12.00pm – 12.45pm **Masterclasses**

**Room: Promenade**

**Having conversations of influence** Annette Glenister, NationalDisability Services

**Room: M3-4**

**Putting your customer at the centre of what you do** Amy Whelan, Mesh

**Room: M1-2**

**How to make audit part of your practice** Rebecca Bradshaw, Quality SystemSpeaker

12.45pm – 1.45pm **Lunch**

1.45pm – 2.30pm **Panel: A Consumer Perspective** Sue O’Neil & Samson Hailu, National Disability Services & Greg Bonyhady. Facilitated by Andrew Minge, National Disability Services.

2.30pm – 3.15pm **Insights into how the tribunal are making decisions** Darren O’Donovan, Researcher, La Trobe University

3.15pm – 3.30pm **Closing Address** Tony Pooley, Acting State Manager, National Disability Services

3.30pm **Conference concludes Program**

**Exhibitors**

**1** SoNET Systems

**2** Disability Services Commissioner

**3** PwC

**4** Transport Accident Commission

**5** Centro ASSIST

**6** AYLO-Assist your loved ones

**7** Combo

**8** CIMSability

**9** StreetFleet

**10** NDP & Carecareers

**11** NDS Membership, Learn and Develop & CADR

**12** Buyability

**13** Bank First

**14** Mind Australia

**15** NDS Quality Portal

**16** Interleasing - Fleet Experts

**17** CTARS

**18** Warner Institute

**19** Alchemy Technology

**20** HESTA

**21** Blue Bike Solutions

**22** Work Ready

Life Ready

**23** Athena Software

**24** AccessPay Salary Packaging

**25** Nadrasca

**26** Level Consulting Services

**27** ONCALL Training College

**28** ONCALL Group

**29** Toustone

**34** Every Australian Counts

**35** Gallagher

**36** Carers Australia

**37** The IT Department

**38** Scanning Pens

**39** e-Tools Software

**40** HomeCare Repair Australia

**41** AbleInsight

**42** Just Better Care

National Disability Services VIC would like to thank all of our presenters and chair persons. Their time and participation in the VIC Conference 2019 is greatly appreciated.