**NDS WA Conference 2017**

**Turning Plans into Outcomes**

**Monday 11 – Tuesday 12 September 2017**

**Crown, Perth**

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**Welcome note**

I am delighted to welcome you to the 2017 NDS WA Conference. The theme for this conference ‘Turning Plans into Outcomes’ recognises that NDIS plans can lead to positive life outcomes for people with disability. The disability sector has an important contribution to make in supporting people with disability to achieve their goals through high-quality service delivery and measuring the positive outcomes achieved is crucial for this to be realised.

A successful, vibrant and diverse disability services sector is vital to a thriving Western Australia where good outcomes make a difference to the lives of people with disability accessing services, as well as having a much wider flow-on effect helping to build better communities. Over the next two days, you will explore the realities, risks and opportunities of leading culture through change and creating great outcomes for Western Australian citizens with disability.

You’ll hear from experts on the issues critical to a successful NDIS transition, including leading your organisation through disruptive change; forecasting the future; and applying a demand-led approach to improving employment outcomes.

The success of the NDIS in WA is dependent on organisations having a quality and skilled workforce that can meet demand, and is able to adapt and implement the changes required. We are keen to see a disability workforce that is contemporary and high performing – where we can attract and recruit the right people to the right jobs.

A high quality disability workforce that strengthens the safeguards and provides greater choice for people with disability is a vital part of building vibrant services in local communities across all parts of the State.

The importance of partnership with people with disability, the disability sector and Government is vital. We cannot prepare for, or invest in, major change without a clear roadmap of the terrain ahead. The WA Disability Services Sector Industry Plan provides a clear pathway outlining where the sector is now and how it can best make the transition to where it must be at full roll out of the NDIS in WA – it needs now to be backed by an investment strategy to ensure this smooth transition and the delivery of high quality disability services in all parts of our vast State.

We look forward to continuing to deliver a range of supports and services focused on assisting disability service providers and the wider sector to thrive under the NDIS in WA.

Enjoy the conference!

Julie Waylen

State Manager NDS WA

**Program**

**Monday 11 September Day 1**

8.30am – 9.30am Registration/ Arrival Tea and Coffee

9.30am – 9.35am **Housekeeping** Julie Waylen, State Manager WA, NDS

9.35am – 9.50am **Welcome to Country** Dr Richard Walley OAM

9.50am – 10.05am **Welcome Address** Joan McKenna Kerr, President and WA Chairperson, National Disability Services

10.05am – 10.20am **Opening Address & Launch of the WA Disability Sector Industry Plan** Hon. Stephen Dawson MLC, Minister for Environment, Disability Services

10.20am – 11.10am **Ethical Leadership through disruptive times**

Professor Robert Wood, Director, Centre for Ethical Leadership

11.10am – 11.30am Morning tea

11.30am – 12.10pm **Concurrent Sessions**

**Grand Ballroom 2: Critical Implications of Active Support and Practice Leadership for Quality Services**

Professor Christine Bigby, La Trobe University

**Astral 1: Sustainability and Transition - Forecasting the Future**

Penny Knight, University of WA

**Astral 2: Workforce and Employment - Building a high trust culture**

Nevellene Linquist, Seb DellaMaddalena & Andrew Lyons, VisAbility

12.10pm – 12.50pm **Concurrent Sessions**

**Grand Ballroom 2: Quality and Safeguarding - Listening and Learning to Get It Right** Sandra McLatchie, Cheryl Nardi and Jason Lewis, Avivo

**Astral 1: Sustainability and Transition - Budgeting based on physicals**

Scott Bywaters, BaxterLawley

**Astral 2: Workforce and Employment - Building a pressure proof team**

Michael Licenblat, Bounce Back Fast

12.50pm – 1.50pm Lunch

1.50pm – 2.30pm **Concurrent Sessions**

**Grand Ballroom 2: Quality and Safeguarding - The right to be safe - achieving systemic change in organisations** Mary McHugh, Disability Services Commission,Carmen Pratts-Hincks, NDS, Kathy Hough, Far North, Jane Wittenoom, Community First International & Vanessa Caporn, Southern Districts Support

**Astral 1: Sustainability and Transition - Consumer laws are your business**

David Hillyard, Acting Commissioner, Consumer Protection

**Astral 2: Workforce and Employment - A pragmatic approach to making your workforce plan a reality**

Sharon Parcell & Elisia Coetzee Talent Consortium, Mike Gowdy, KPMG, Jackie Vernon, Rocky Bay, Peta Chaytor, Community First International & Gemma Grosse, Mosaic

2.30pm – 3.10pm **Concurrent Sessions**

**Grand Ballroom 2: Quality and Safeguarding - NDIS Quality and Safeguarding - Framework – Implications for Providers** Philippa Angley, National Disability Services, Linda Sperring Disability Services; Vikki Lahore, Workpower; & Caroline Watt, Nulsen Disability Services

**Astral 1: Sustainability and Transition - The NDIS – Traps and Prospective Issues: What the landscape might look like and how might you react?**

Professor David Gilchrist, University of Western Australia

**Astral 2: Workforce and Employment - A Skilled Workforce? – but how?**

Chris Hall, MercyCare; Anne Driscoll, Department Workforce Development & Training; Grace Grennan, Avivo, , Vicki Bosworth, Senses; Tracy Newman, Activ: Cindy Evans and Jethro Hepton, North Metro TAFE

3.10pm – 3.30pm Afternoon tea

3.30pm – 4.30pm **Keynote Presentation** Ken Baker, Chief Executive, National Disability Services

4.30pm – 4.50pm **Catastrophic Injuries Support Scheme – One Year In**

Kane Blackman, Insurance Commission of WA

4.50pm – 5.00pm **Close for day**

5.00pm – 6.30pm **Cocktail function in Astral 2**

**Tuesday 12 September Day 2**

9.00am – 9.30am Registration/ Arrival Tea and Coffee

9.30am – 9.35am **Welcome Address**

Julie Waylen, State Manager WA, National Disability Services

9.35am – 9.45am **Address Hon.** Peter Collier MLC,Shadow Minister for Housing; Disability Services

9.45am -10.05am **Address** Kerry Stopher, Director Transition – Perth Trial Site, NDIA

10.05am – 10.25am **Integrated services delivered through the Department of Communities** Grahame Searle, Acting Director General, Department of Communities

10.25am – 10.55am **Plenary** Susan Pascoe AM, Commissioner, Australian Charities and Not-for-profits Commission

10.55am – 11.15am Morning tea

11.15am – 11.55am **Concurrent Sessions**

**Grand Ballroom 2: Quality and Safeguarding - Getting Creative, Building on Solid Foundations** Anita McIntyre, Nataasha Balogh & Anne, Avivo

The path taken by Avivo works in partnership with customers, their families and other health care professionals to explore risk in a proactive way by which people with disability and their families build capacity to develop their own safeguards

**Astral 1: Sustainability and Transition - Crisis containment – when it all goes pear shaped** Jonathan Smith, Anson Management Consulting

**Astral 2: Workforce and Employment -** **An Employment First Approach – Customising Employment through the NDIS** Gaelen Williams, NDS, Mary Ashe, NDIA, Jamie Woods, Inclusion WA, Helen Nys, Department of Communities – Disability Services; John Fulker, Interchange & Peter Darch, NDS

11.55am – 12.45pm **Concurrent Sessions**

**Grand Ballroom 2: Quality and Safeguarding - Strengths for Life: a tool for goal setting conversations** Julie Tan & Laura Martin, Therapy Focus

**Astral 1: Sustainability and Transition - Panel: Transformation and Reinvention:** Rosie Lawn, Avivo, Suzi Cowcher, Ability Centre, Justin O’Meara Smith, Interchange WA

**Astral 2: Workforce and Employment - Applying a demand-led approach to improving employment outcomes for people with disability**

Gillian Turnbull, Social Ventures Australia

12.45pm - 1.40pm Lunch

1.40 pm - 2.20pm **Leadership and leading culture through change**

Robin McClellan, CEO, Leadership WA

2.20 pm - 3.20pm **Panel: Is simply doing good, good enough?**

Michael Carrol, Department of Communities, Marcus Stafford, MS Australia Sarah Johnson, NDIA; Robert Hicks GIFSA; Darren Ginelly, My Place & Kim Brooklyn, Uniting Care West

3.20pm – 3.50pm **WA Disability Sector Industry Plan – Considerations and Key Priorities** Julie Waylen, NDS & John Nicolaou, ACIL Allen Consulting

3.50pm - 4.00pm **Final Word**

Julie Waylen, State Manager WA, National Disability Services

4.00pm **Close of conference**

**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.

# Concurrent Sessions Overview

**Quality & Safeguarding Stream**

**Critical implications of active support and practice leadership for quality services**

Active Support is a proven model of support is fundamental in enabling and empowering people to make choices and participate in meaningful activities and social relationships. This evidence based approach is particularly effective for working with people with more severe disabilities, and is of growing interest to those responsible for providing support and services. Professor Bigby presents findings from a longitudinal research program which illustrates how service providers have used research to improve service quality, and discusses challenges providers face in ensuring key factors necessary for good outcomes are embedded in their services.

**Listening & learning to get it right**

The team from Avivo describe the Customer Journey and Getting It Right framework applied by Avivo to ensure a positive impact of supports on the customers’ quality of life, through the implementation of a local development plan based on the learning from customers and colleagues.

**The right to be safe – achieving systemic change in organisations**

The NDIS will change the profile of risk, but it won’t eliminate the risk of abuse. The panel describes their participation in an NDS sector support project in which they explored and addressed systemic quality and safeguarding gaps.

**NDIS Quality & Safeguarding Framework – implications for providers**

Philippa Angley will lead this session in describing the current status of the NDIS Quality and Safeguarding legislation, and what that will mean for how we both operate organisations and deliver services. Panel speakers from the sector and Disability Services, Department of

Communities will provide insights on developing quality assurance strategies to better meet future NDIS requirements. Traps and risks for disability service providers in the new world and which are not often discussed, if at all, in the current industry forums will be described, along with the implications and responses at both organisational and industry level that need to be confronted in order maintain the relevance and quality of WA’s disability services.

**Getting creative, building on solid foundations**

The path taken by Avivo works in partnership with customers, their families and other health care professionals to explore risk in a proactive way will be described, and how people with disability and their families have built capacity to develop their own safeguards.

**Strengths for Life: a tool for goal setting conversations**

This session provides an insight into the strength-based client and family centred goal setting tool, a user friendly resource which enables people with disability and their families to take ownership and be active participants in their goal setting process.

**Sustainability & Transition Stream**

**Forecasting the Future**

This session describes the findings and implications from the National Benchmarking Study on the disability services market under NDIS – will there be sufficient sustainable quality services to meet need in full Scheme?

**Budgeting based on physicals**

This session explores the approaches an organisation can take to budgeting based on physicals - the underlying physical cost and revenue drivers- and outlines practical steps to make their budgets more meaningful and accurate, and easier to re-forecast.

**Consumer laws are your business**

This session outlines the key concepts of the Australian Consumer Law, which providers need to know when self-managing Scheme participants are purchasing disability-related goods and services directly.

**The NDIS – Traps & Prospective Issues: What the landscape might look like & how might you react?**

Traps and risks for disability service providers in the new world and which are not often discussed, if at all, in the current industry forums will be described, along with the implications and responses at both organisational and industry level that need to be confronted in order maintain the relevance and quality of WA’s disability services.

**Crisis containment – when it all goes pear shaped**

Before a crisis strikes, Disability Service Organisations should think about how it would impact employees, customers, suppliers, the general public and their company's value. This session outlines the critical steps to crisis management that every company should have in place regardless of its size.

**Panel: Transformation and Reinvention**

Three CEOs describe very different approaches to drive successful transition of their organisations to new business models and ensure sustainability.

**Workforce & Employment Stream**

**Building a high trust culture**

It is not enough to differentiate the organisation by branding or service offering – our compelling differentiator is people for which culture must take centre stage. A high trust culture leads to business success. A high trust culture is what will ultimately differentiate the best from the rest.

**Building a pressure proof team**

Michael Licenblat will walk the audience through the 6 stages of personal resilience so that you can be more adaptable and positive and perform become ‘better under pressure’ by managing pressure triggers building a resilient mental attitude and adapting to disruption– without burning out.

**A pragmatic approach to making your Workforce Plan a reality**

Most organisations understand the benefits that a longer term approach to people planning can bring. At this interactive panel discussion hear about the process of identifying and addressing the staffing implications of change and the initiatives and actions recently taken by three Disability Services Organisations.

**A skilled workforce – but how?**

A strong and skilled disability workforce is vital to delivering a high quality outcome in an NDIS. Representatives from Government, RTOs and sector organisations outline views on how this may be achieved despite reduced funding surplus.

**An Employment First Approach – Customising Employment through the NDIS**

Customised employment is an individualised approach to vocational supports and services: one person at a time. Applied in an NDIS it creates opportunities to work for people who have not been eligible for standard employment support - hear how it’s been working.

**Applying a demand-led approach to improving employment outcomes for people with disability**

A demand-led approach to employment starts with the employer and works backwards to prepare and match job seekers with disability to specific jobs and provides real potential to help them access meaningful and sustainable careers.

**Onsite Information**

**Sessions**

All plenary sessions will be held in Grand Ballroom 2. Concurrent sessions will be held in Grand Ballroom 2, Astral room 1 and Astral room 2.

**Restrooms**

Toilets, including accessible, are located to the right hand side once you exit the Grand Ballroom 2.

**Refreshments & lunch breaks**

All refreshment and lunch breaks will be served in the exhibition area. Buffets will include vegetarian options. There will be a separate dietary requirements table set up for all other requests.

**Mobile phones**

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

**Baggage storage**

See the registration desk for baggage storage.

**Conference Cocktail Function**

The Conference Cocktail Function will be held at 5.00pm in Astral room 2. 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 Conference 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 Conference Cocktail Function.

**Conference App**

The NDS Events app will connect you to our WA 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 and Conferences**”. Log in using the 'external reference', which is your: "firstnamelastname" (no spaces) eg. johnsmith.

If you’re on Twitter share your WA Conference thoughts at **#NDSWA17** and while you’re at it give NDS a follow @NDS\_Disability and @NDS\_WA.

**Post-Conference Information**

**Speaker presentations**

Approximately two weeks following the conference speaker presentations will be emailed out on request. Please email confs@nds.org.au.

**Conference Evaluation**

A conference evaluation will be emailed 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.

**Acknowledgments**

National Disability Services would like to thank all of our presenters and chair persons. Their time and participation in the WA Conference 2017 is greatly appreciated.

**Exhibitors**

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| **Booth number** | **Organisation** |
| 2 | Tikforce |
| 3 | Manage It |
| 4 | KinCare |
| 5 | AccessPay Salary Packaging |
| 6 | StreetFleet |
| 7 | Intelife Group |
| 8 | People 1st Programme |
| 9 | Rise |
| 10 | VisAbility |
| 11 | St Jude's Disability Services |
| 13 | Care Support Network myCSN |
| 14 | Community First International |
| 15 | Drake Medox |
| 17 | Quravis/ Diversus |
| 18 | Australian Red Cross Lady Lawley Cottage |
| 19 | RITEQ Workforce Management |
| 20 | Procura Software |
| 21 | Senses Australia |
| 22 | HESTA |
| 23 | Edmen Community Staffing Solutions |
| 24 | Therapy Focus |
| 25 | Independent Living Centre WA |
| 26 | Disability Employment DES |
| 27 | Illuminance/ AvantCare |
| 28 | Department of Communities  |
| 29 | BuyAbility |
| 30 | NDS Membership |
| 31 | National Disability Practitioners & Carecareers |
| 32 | Ability Centre |
| 33 | Disability Safe Week |
| 34 | TADWA |
| 35 | ANSON Management Consulting  |
| 36 | NOFASD Australia |
| 37 | UnitingCare West |

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