TURNING PLANS INTO OUTCOMES

NDS WESTERN AUSTRALIAN CONFERENCE 2017

11-12 September
Crown Perth
REGISTER ONLINE NOW!
Click here to register online

The conference will explore the realities and opportunities of delivering change and creating great outcomes at a time of significant reform in the disability sector.

The conference streams are:
• Quality and Safeguarding
• Sustainability and Transition
• Workforce and Employment

Attendance at the NDS WA Conference 2017 will provide you with the latest information and valuable insights into how your organisation can operate, innovate and succeed in the NDIS marketplace providing quality services for people with disability.

The NDS WA Conference will cater to all levels within the disability sector including CEOs, board members, managers, frontline staff, together with people with disability, their families and carers.

For information about conference sponsorship opportunities, please contact Frances Thomas at frances.thomas@nds.org.au or 08 9208 9803.
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

Registrations for this conference will close at 5pm on Wednesday, 6 September.

ADDITIONAL REQUIREMENTS

If you have any additional requirements (e.g., special diet, hearing loop, interpreters, large print program) please inform us by Friday, 18 August to ensure availability. Delegates will need to organise their own personal support. The venue is wheelchair accessible.

COCKTAIL FUNCTION

When 5.00pm – 6.30pm
Date Monday, 11 September
Where Crown Perth
     Great Eastern Highway
     Burswood
Cost $65 per person
     (not included in registration fee)

NDS MEMBERS/ ORGANISATIONAL ASSOCIATES

<table>
<thead>
<tr>
<th>Plan</th>
<th>Price</th>
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<tr>
<td>Early Bird Full Registration*</td>
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INDUSTRY SUPPORTER/ RESEARCH AFFILIATE

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NON MEMBERS

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(all prices are per person and include GST)

* Early Bird rate applies to registrations and payments received by Friday, 4 August.

** 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.
CONFERENCE VENUE
Crown Perth
Grand Ballroom
Great Eastern Highway, Burswood
Ph: 1800 556 688
www.crownperth.com.au

Crown Perth officially opened its doors to the public in 1985, bringing a fully-integrated entertainment precinct to Western Australia. Renowned for its world-class facilities, entertainment, premium restaurants and luxury accommodation, Crown is located on the eastern banks of the Swan River, just minutes from the CBD and both domestic and international airports.

PARKING
The closest free parking to the Crown is Car Park P6. The closest paid parking ($25 per day) is in the Undercroft Carpark. The Undercroft Carpark has direct access into the Crown

For further information on parking at the Crown Perth please click here

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 Crown Perth, to make a booking with the conference rate, please click here

TERMS AND CONDITIONS
Cancellations
All cancellations should be made in writing to NDS and will be charged an administration fee of $50. No refunds will be made after Friday, 1 September. 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 confs@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 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

### Monday, 11 September  
**DAY 1**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8.30am – 9.30am</td>
<td>Registration/ Arrival Tea &amp; Coffee</td>
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<tr>
<td>9.30am – 9.50am</td>
<td>Housekeeping &amp; Welcome to Country</td>
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<tr>
<td>9.50am – 10.05am</td>
<td>Welcome Address</td>
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<tr>
<td></td>
<td>Joan McKenna Kerr, President &amp; WA Chairperson, National Disability Services</td>
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<tr>
<td>10.05am – 10.20am</td>
<td>Opening Address &amp; Launch of the WA Disability Sector Industry Plan</td>
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<td>Honourable Stephen Dawson MLC, Minister for Environment, Disability Services</td>
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<tr>
<td>10.20am – 11.10am</td>
<td>Ethical Leadership through disruptive times</td>
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<td>Professor Robert Wood, Director, Centre for Ethical Leadership</td>
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<tr>
<td>11.10am – 11.30am</td>
<td>Morning Tea</td>
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<tr>
<td>11.30am – 12.50pm</td>
<td>Concurrent Sessions</td>
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<tr>
<td>12.50pm – 1.50pm</td>
<td>Lunch</td>
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<tr>
<td>1.50pm – 3.10pm</td>
<td>Concurrent Sessions</td>
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### Quality & Safeguarding

- Critical Implications of Active Support and Practice Leadership for Quality Services  
  Professor Christine Bigby, La Trobe University
- Listening & Learning to Get It Right  
  Sandra McLatchie, Cheryl Nardi & Jason Lewis, Avivo

### Sustainability & Transition

- Forecasting the Future  
  Penny Knight, University of Western Australia
- Budgeting based on physicals  
  Scott Bywaters, BaxterLawley

### Workforce & Employment

- Building a high trust culture  
  Nevellene Linquist, Seb DellaMaddalena & Andrew Lyons, VisAbility
- Building a pressure proof team  
  Michael Licenblat, Bounce Back Fast

### Quality & Safeguarding

- The right to be safe - achieving systemic change in organisations  
  Mary McHugh, Department of Communities, Disability Services, Carmen Pratts-Hincks, NDS, Kathy Hough, Far North, Jane Wittenoom, Community First International & Vanessa Caporn, Southern Districts Support

### Sustainability & Transition

- Consumer laws are your business  
  David Hillyard, Consumer Protection

### Workforce & 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
- A skilled workforce – but how?  
  Grace Gennan, Avivo, Anne Driscoll, Dept Workforce Development & Training, Vicki Bosworth, Senses, Chris Hall, Mercy Care, Tracy Newman, Activ, Cindy Evans & Jethro Hepton, North Metro TAFE
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<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>3.10pm – 3.30pm</td>
<td>Afternoon tea</td>
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</table>
| 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**                                       
|                   | Julie Waylen, State Manager WA, National Disability Services |
| 5.00pm – 6.30pm   | Cocktail function                                       |
# PRELIMINARY PROGRAM

**Tuesday, 12 September  **

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>9.00am – 9.30am</td>
<td>Registration/ Arrival Tea &amp; Coffee</td>
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</table>
| 9.30am – 9.35am  | **Welcome Address**  
Julie Waylen, State Manager WA, National Disability Services           |
| 9.35am – 9.45am  | **Address**  
Peter Collier MLC, Shadow Minister for Housing; Disability Services     |
| 9.45am – 10.05am | **Address from National Disability Insurance Agency**  
Kerry Stopher, Director Transition – Perth Trial Site, NDIA            |
| 10.05am – 10.25am| **Integrated services delivered through the Department of Communities**  
Grahame Searle, Interim 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 – 12.45pm| **Concurrent Sessions**                                                 |
| 12.45pm - 1.40pm | Lunch                                                                  |
| 1.40pm - 2.20pm  | **Leadership & leading culture through change**  
Robin McClellan, CEO, Leadership WA                                   |
| 2.20pm - 3.20pm  | **Panel: Is simply doing good, good enough?**  
How disability services are focussing on delivering outcomes under the NDIS.  
Robert Hicks, GIFSA, Sarah Johnson, NDIA, 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, NDS                                   |
| 4.00pm           | **Conference Concludes**                                                |

**Tuesday, 12 September**

**DAY 2**

**Quality & Safeguarding**
- **Getting Creative, Building on Solid Foundations**  
  Anita McIntyre & Nataasha Balogh, Avivo

**Sustainability & Transition**
- **Crisis containment – when it all goes pear shaped**  
  Jonathan Smith, Anson Management Consulting

**Workforce & Employment**
- **An Employment First Approach – Customising Employment through the NDIS**  
  Gaeleen Williams, NDS, Mary Ashe, NDIA, Jamie Woods, Inclusion WA, Peter Darch, NDS & John Fulker, Interchange
- **Applying a demand-led approach to improving employment outcomes for people with disability**  
  Gillian Turnbull, Social Ventures Australia

**Strengths for Life: a tool for goal setting conversations**  
Julie Tan & Tarryn Laver, Therapy Focus.

**Panel: Transformation and Reinvention**  
Rosie Lawn, Avivo, Suzi Cowcher, Ability Centre, & Justin O’Meara Smith, Interchange WA
SESSION HIGHLIGHTS

**Ethical Leadership through disruptive times**
Examines how leaders lead, the role of values and ethical reasoning in ethical leadership, blind spots and unconscious bias in ethical decision making and the overlap between inclusive leadership and ethical leadership.

**Critical Implications of Active Support and Practice Leadership for Quality Services**
Findings from a longitudinal research program that discusses challenges providers face in ensuring key factors necessary for good outcomes are embedded in their services.

**Sustainability and Transition - Forecasting the Future**
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?

**Workforce and Employment - 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.

**Quality and Safeguarding - Listening and Learning to Get It Right**
Describes 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.

**Sustainability and Transition - Budgeting based on physicals**
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.

**Workforce and Employment - Building a pressure proof team**
Walks 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.

**Quality and Safeguarding - 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 – participating providers in this project explored and addressed systemic quality and safeguarding gaps.
Sustainability and Transition - Consumer laws are your business
Requirements and implications for sector organisations under Australian Consumer Law, where self-managing Scheme participants are directly purchasing disability-related goods and services, previously covered by care and quality standards.

Workforce and Employment - 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 Organisation.

Quality and Safeguarding - NDIS Quality and Safeguarding - Framework – Implications for Providers
New requirements of organisations under the framework to be adopted in WA from 2020, with input from organisations accustomed to and preparing for such compliances.

Sustainability and Transition - The NDIS – Traps and Prospective Issues: What the landscape might look like and 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 and 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.

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

Keynote Presentation
Most recent directions and considerations for moving forward on a range of national reforms relevant to our sector.

Catastrophic Injuries Support Scheme – One Year In
The performance of the Scheme in its first year, including strategies to engage and plan effectively with participants, families and service providers.

Plenary Susan Pascoe AM, Commissioner, Australian Charities and Not-for-profits Commission
Observations on the sustainability and surplus of the NFP sector, and the economic contribution to the Australian economy from recent ACNC research.
Quality and Safeguarding - 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 by which people with disability and their families build capacity to develop their own safeguards.

Sustainability and Transition - 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.

Workforce and Employment - An Employment First Approach – Customising Employment through the NDIS
Customized employment is an individualised approach to vocational supports and services: one person at a time. Applied in an NDIS creates opportunities to work for people who have not been eligible for standard employment support- hear how it’s been working.

Quality and Safeguarding - Strengths for Life: a tool for goal setting conversations
Strength-based client and family centered goal setting tool, a user friendly resources which enables clients and their families to take ownership and be active participants in their goal setting process.

Sustainability and Transition - 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 and Employment - 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.

Leadership and leading culture through change
For leaders to work with organization’s culture during change initiatives can materially increase the success of their transformation programs, and their own behavior stimulates the right culture that marries a commercial approach with mission and values, commercial astuteness with humanity.

Panel: Is simply doing good, good enough?
What will the Outcomes Framework mean for NDIS providers? A discussion including NDIS Scheme Actuary Sarah Johnson on the types of supports that lead to good outcomes and how outcome measures can add value to organisational, practice and mission.