**REGISTRATION BROCHURE**

**NDS WA Conference 2019**

**What matters most!**

**16-17 September | Crown Perth**

Register Online Now: Visit www.nds.org.au

**Welcome**

The 2019 NDS WA Conference ‘What Matters Most – Solutions for Today and Tomorrow’ will provide a forum to consider and share what matters most for the disability sector and people with disability into the future, as the State continues its transition to the NDIS.

The Conference aims to inform, inspire and involve delegates by bringing together a diverse range of speakers and thought leaders to share their knowledge and experience, discuss strategies and showcase best practice and innovation.

Attendance at the Conference will provide you with the latest information and practical insights into how your organisation can operate innovate and succeed in the disability sector of the future. The Conference will cater to a diverse audience including disability sector CEOs, board members, managers, frontline staff, together with people with disability and their families.

For sponsorship queries, please contact Anneka Hancock, Conference & Events Assistant, on 02 9256 3192 or at confs@nds.org.au.

**Supported by:** LotteryWest

**Platinum Sponsor:** Government of Western Australia Department of Communities

**Major Sponsors:** CentroAssit and Integra

**Registration**

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

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

**Application for conference funding for People with Disability**

People with disability can apply for funding to attend. Please register interest by 12 July by visiting the conference [web page](https://www.nds.org.au/events-and-training/all-events-and-training/nds-wa-conference-2019-3337).

**Participation Requirements**

If you have any additional requirements (e.g., special diet, hearing loop, interpreters, large print program) please inform us by Friday, 16 August to ensure availability. Delegates will need to organise their own personal support. The venue is wheelchair accessible.

**NDS Members/ Organisational Associates**

Early Bird Full Registration\* $465

Standard Full Registration $510

Standard Day Registration $280

Group Registration\*\* $465\*

**Non-Members**

Early Bird Full Registration\* $650

Standard Full Registration $715

Standard Day Registration $390

**Industry Supporter/ Research Affiliate**

Early Bird Full Registration\* $555

Standard Full Registration $610

Standard Day Registration $335

(all prices are per person and include GST)

\* Early Bird rate applies to registrations and payments received by Friday, 16 August.

\*\* Group rate is per person and applies to 3 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, 16 September

Where: Crown Perth

Great Eastern Highway Burswood

Cost $65 per person

(not included in registration fee)

**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 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.

**Accommodation**

Conference participants are responsible for making their own accommodation bookings direct with the hotel of their choice. NDS has negotiated special conference rates with surrounding hotels, subject to availability as well as terms and conditions.

To book your room, please [click here](https://events.ozaccom.com.au/nds-wa-conference-2019/accommodation/Site/Register)

**Parking**

Crown Perth offers complimentary parking in P3, P6 and P8 parking bays.

Alternatively, there is the Multi-level Carpark (P2) and P4, which is attached to the Crown Casino from $20 per day.

For further information on Crown Perth parking visit: <https://www.crownperth.com.au/general/parking/information>.

**Terms and Conditions**

**Cancellations**

All cancellations should be made in writing to NDS and will be charged an administration fee of $20. No refunds will be made after Friday, 30 August. 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 nonattendance at the conference and conference cocktail function.

**Disclaimer**

National Disability Services Limited (NDS) believes that the information contained in this document is correct at the time of publishing. However, NDS deserves the right to vary any of the speakers, topics or times referred to in this document without further notice.

Any conference or public forum referred to in this document 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 Day 1**

Monday, 16 September | Disability beyond the NDIS

8.30am - 9.30am Registration / Arrival Tea and Coffee

9.30am - 9.35am Introduction / Housekeeping Julie Waylen, State Manager WA, National Disability Services

9.35am - 9.40am Welcome to Country Oral McGuire, Noongar Leader

9.40am - 9.50am Welcome Address Joan McKenna Kerr, President & WA Chairperson, National Disability Services

9.50am - 10.00am Opening Address Honourable Stephen Dawson MLC, Minister for Environment, Disability Services

10.00am - 11:00am Challenges from the Royal Commissions: Safe, Responsive and Authentic Service OrganisationsRobert Fitzgerald AM, NSW Ageing and Disability Commissioner

11.00am - 11.20am Morning Tea

11.20am - 1.00pm Concurrent Sessions

**Communities & Influence**

**Room: Grand Ballroom 2**

Strategies to build communities & influence governments Kathy Hough, Far North & Robert Hicks, GIFSA (35 mins)

Is citizenship our business? Kate Fulton, Avivo (25 mins)

Innovative ways to support people to live life their way – short films Nicole Cox; Megan Taylor; Sarah Perkins; Karla Little & Michael Marr, My Place (35 mins)

**Lifestyle**

**Room: Crown Ballroom 3A**

Passing the baton – brother & sister’s journey to independence Liam & Siobhan Dow-Hall (25 mins)

Panel: Why do you do art? Exploring the highs & lows of arts & disability in Australia?

Grace King; Andrew Fairbairn; Daniel Pavlovic & Julia Hales. Facilitated by Meagan Shand, Arts Access Australia (35 mins)

Panel: Individualised approaches leading to better outcomes Christina Holly; Kristy Macnamara; Reece Hedwards, Marcelle Saratsis & Travis Bird. Facilitated by Courtney Bolton, Inclusion WA (35 mins)

**Workforce**

**Room: Crown Ballroom 3B**

A supervision model for professional staff – 2020 & beyond Caroline Paine, Senses Australia (25 mins)

Collaborative Assessment Centres - utilising Values Based Recruitment Sharon Parcell, Talent Consortium (25 mins)

Compassion & hope – meeting needs of diverse communities Marcia Gadre, Richmond Wellbeing (25 mins)

Building your Aboriginal workforce Romain Pignataro, NDS & Mandy Gadsdon, Collective Connections and Solutions (25 mins)

1.00pm – 1.50pm Lunch

1.50pm - 3.05pm Concurrent sessions

**Employment for people with disability**

**Room: Crown Ballroom 3B**

Is your workplace autism ready? Louise Sheehy, Autism West (25 mins)

Leading from the front – achieving 32% employment of people with disability in a disability service organisation Dawn McAleenan & Rob Cousins, Essential Personnel & Guest (25 mins)

Customised Employment – a total team effort Gaelen Williams, NDS; Emily McCain, Down Syndrome WA; Andrew De Domahidy & John Van Der Wielen, HBF Health Limited (25 mins)

**Mainstream interface**

**Room: Crown Ballroom 3A**

Strategies to improve the experience of people with disability in mainstream health related services Dr Kelly McKenna-Kerr, Psychiatrist & Danielle Aubrey (25 mins)

Reintegration of Aboriginal people with disability from justice system Larissa Muir & Thomas Worrigal, Uniting Care West (25 mins)

Working with prisons to achieve positive outcomes for people with mental illness & complex needs Lin Holker, 360 Health + Community (25 mins)

**Co-design**

**Room: Grand Ballroom 2**

You’ll never know unless you ask – & have fun in the process! Melissa Young & Jenny McAllister, TADWA (35 mins)

Doing it together – co design for better business & customer experience

Samantha Jenkinson, PWdWA & Ben Scherza (40 mins)

3.05pm - 3.25pm Afternoon tea

3.25am - 4.25am Department of Communities – State Disability Plan & other new developments Michelle Andrews, Director General

4.25pm - 4.55pm Exploring a world of immersive, accessible technologies Vithya Vijayakumare & David Vosnacos, Visability

4.55pm - 5.00pm Wrap up Julie Waylen, State Manager WA, National Disability Services

5.00pm - 6.30pm Conference cocktail function – Crown Ballroom 3A

**Preliminary Program Day 2**

Tuesday, 17 September | Disability within the NDIS

8.30am - 9.30am Registration / Arrival Tea & Coffee

9.30am - 9.35am Introduction / Housekeeping / Review of Day 1 Julie Waylen, State Manager WA, National Disability Services

9.35am - 9.50am What Matters Most to NDS & its role in supporting the sector David Moody, Acting CEO, National Disability Services

9.50am - 10.00am Opposition Address Honourable Peter Collier MLC, Shadow Minister for Housing; Disability Services

10.00am - 11.00am NDIS Quality & Safeguards Commission Commissioner Graeme Head AO, National Quality and Safeguards Commission

11.00am - 11.20am Morning Tea

11.20am – 12.05pm Setting the NDIS pricing & rules Dr David Cullen, Chief Economist, NDIA

12.05pm – 12.45pm The NDIS – possible futures Professor David Gilchrist, The University of Western Australia

1.00pm - 1.45pm Lunch

1.30pm – 2.30pm Concurrent sessions

**Law & Independence**

**Room: Crown Ballroom 3B**

Understanding Consumer Law & the NDIS David Hillyard, Commissioner for Consumer Protection (40 mins)

Independent living transitions Lee-Anne Brenssell, IdentityWA (20 mins)

**Quality & Safeguarding**

**Room: Grand Ballroom 2**

Quality & Safeguarding – a whole of organisation approach Britta Meyer, IdentityWA (20 mins)

Embedding a culture of Positive Behaviour Support Christine Figueiredo, Nulsen Group (20 mins)

Improving the safety of at-risk people in emergency situations Sonia Michelon, DFES (20 mins)

**Managing in difficult circumstances**

**Room: Crown Ballroom 3A**

Building psychological flexibility to deal with everyday challenges Dr Natasha Lazareski, PsyFlex (40 mins)

Mergers – due diligence & due care Paul McMullan, Outcare & Gordon Trewern, Nulsen (20 mins)

2.30pm - 3.30pm Panel: What’s good about our sector and what can we look forward to? Facilitated by Nadia Mitsopoulos, ABC Radio broadcaster and journalist

3.30pm - 3.35pm Closing remarks Julie Waylen, State Manager, National Disability Services

# Sessions Overview

**Day 1**

**Plenary Sessions**

**Lessons to be Learnt for the community services sector**

Robert Fitzgerald, a former Commissioner on the Royal Commission into Institutional Responses to Child Sexual Abuse, will share learnings from the recent Royal Commissions as well as his thoughts on future considerations for the not-for-profit sector.

**Department of Communities: State Disability Plan and other new developments**

What role will the Department play in supporting people with disability, and the community organisations that deliver essential services? This presentation provides an update on the future direction of the Department of Communities in its new form as an amalgamation of a number of former agencies, plus details on the latest concepts, priorities and progress of the draft State Disability Plan.

**Exploring a world of immersive, accessible opportunities**

This presentation explores the potential of augmentative reality and virtual reality in a range of fields and how related devices capable of producing 360 degree real life photos and video/audio are an untapped means of communication and information access for people with vision impairment.

**Concurrent Sessions**

Communities & Influence

**Strategies to build communities and influence governments**

Lessons from the regions: hear from leaders in our sector about the impact the regions are having on the national agenda, and how this is done, as well as the broader role that disability service organisations have in building and strengthening communities.

**Is Citizenship our Business?**

Dr Simon Duffy’s book Keys to Citizenship informs this presentation which outlines how Avivo applies the keys to support the active citizenship of all people connected to their organisation and support everyone to achieve a good life. The presentation will include the lessons learnt in applying this in a WA context.

**Innovative ways to support people to live life their way – short films**

A presentation of stories from people with disability via the medium of short films, illustrating their determination to not be told where they could live, but to pursue the future they saw for themselves.

Workforce

**A supervision model for professional staff – 2020 and beyond**

This session outlines a supervision model for allied health staff working within the context of the NDIS to develop a sustainable, resilient workforce providing quality services to clients and families. It explores the functions of supervision, the challenges of maintaining a safe supervision space, which promotes growth, and development of the clinician while meeting the business demands of the organisation.

**Collaborative Assessment Centres – utilising values based recruitment: a case study**

This presentation shares the outcomes of a collaborative assessment centre trial undertaken by National Disability Services and disability service providers in Sydney and the Hunter region in NSW last year. The trial was aimed at establishing effective and efficient method of recruiting disability support workers.

**Compassion & Hope – meeting needs of diverse communities**

Socially inclusive mental health services for people from diverse communities such as LGBTIQ+, Aboriginal and Torres Strait Islanders, and Culturally and Linguistically Diverse backgrounds. Hear about how the demand for NDIS services from these communities has influenced recruitment strategies, staff training options and shaped services to be relatable, inclusive, barrier-free and culturally safe to empower and restore hope to people and their communities.

**Building you Aboriginal Workforce**

Building a more culturally responsive organisation is not only beneficial for employees but also improves outcomes for Aboriginal and Torres Strait Islander people who receive support. This presentation will delve into the two essential components to effectively recruit and retain Aboriginal and Torres Strait Islander employees: organisational readiness and employment strategies.

Lifestyle

**Passing the Baton: A Multi-Generational Approach to Independence**

 ‘’What will happen to my child when I get old?” Parents of young people with disability approaching adulthood often dwell on what can seem an uncertain future. Brother and sister Liam and Siobhan will describe how they have anticipated this issue by a carefully-planned transition from living with their parents to setting up a home together.

**Why Do You Do Art?**

In this Q and A session, Arts Access Australia CEO Meagan Shand will bring together a selection of WA’s most talented artists with disability to reflect on why they do art, showcase their work and discuss some of the opportunities and challenges for participating in the arts. Learn more about what’s happening in the arts and disability sector across Australia.

I**ndividualised approaches leading to better outcomes**

This panel discussion will explore how an individualised and flexible approach to services can better meet people’s needs, achieve their goals and leads to better outcomes with regard to one-to-one support, housing, and employment.

Employment for People with Disability

**Is your workplace autism ready?**

What changes are necessary to ensure your workplace maintains a sustainable and profitable relationship with employees with autism? In Australia, the labour force participation rate for adults with autism is just 42%, compared with 53% for all people with disability. While it is known that many people with autism possess above-standard skills and competencies readily transferable to the workplace, why are employment rates still lagging?

**Leading from the front – achieving 32% employment of people with disability in a disability service organisation.**

This presentation will explain the strategies used, and lessons learnt, in achieving people with disability making up more than 32 per cent of an organisation’s 116 employees. It will also demonstrate the value and rewards of employing people with a disability.

**Customised Employment – a total team effort**

Customised Employment is an individualised approach to employment supports and services: one person at a time. This presentation will walk you through the customised employment approach which tailors suitable, sustainable and meaningful paid open employment or self-employment outcomes to fit the skills, interests, strengths, passions and support needs of people with disabilities while meeting the needs of business and the wider community.

Mainstream Interface

**Strategies to improve the experience of people with disability in mainstream health related services.**

This presentation outlines the collaboration between a disability service provider and the WA health sector to increase the knowledge and capability to effectively interact with people with autism and their families, resulting in improved health outcomes. The collaboration involves the development of an online training program for health professionals that includes a range of practical strategies, resources and templates they can use when providing health care to individuals with autism.

**Reintegration of Aboriginal people with disability from the justice system**

UnitingCare West, in collaboration with Wungening Aboriginal Corporation, has monitored the progress of a group of Aboriginal prisoners with disability through the NDIS application process to identify the obstacles, barriers and enablers they experienced along the way. This presentation outlines ways to ensure Aboriginal people with disability reintegrating into the community from prison have access to the support they are entitled to, thus reducing recividism rates.

**Working with prisons to achieve positive outcomes for people with mental illness and complex needs**

How to navigate the prison mental health system and forge effective working relationships with community in-reach services is the focus of this presentation, supporting people with severe mental illness and complex needs to transition from prison to supported mental health accommodation.

Co-Design

**You’ll Never Know Unless You Ask**

How do the people you support experience your service? How can you make it easier for them to engage with your organisation and find out what they want? This presentation provides an overview of TADWA’s co-design journey, the fun they had along the way, and the revelations that came with understanding how people wished to access and experience its services.

**Doing it together–co-design for better business and greater customer experience**

This presentation will outline what can be achieved through effective co-design, with emphasis on co-designing with people, not consulting to people. The presenter will illustrate by way of example, positive feedback from people with disability and organisations on their co-design journey.

**Day 2**

**Plenary sessions**

**NDIS Quality & Safeguarding requirements**

Hear from the person at the top of the NDIS Quality & Safeguarding Commission. Commissioner Head will give an update on how the new requirements are being rolled out in the other States, as well as plans for support to WA in the lead up to transition on July 1, 2020.

**Setting the NDIS Pricing & Rules**

Dr Cullen led the latest NDIS National Pricing Reviews and the WA Market Review. Hear the latest thinking behind the NDIS pricing and rules, as well as the work underway to further improve the current arrangements.

**The NDIS - Possible Futures**

Professor David Gilchrist will discuss the NDIS model and the opportunities available for reform that will ensure sustainability across the board and better outcomes for participants. How can the NDIS be improved in the short, medium and long term and what is the sector's role in achieving this?

**Panel: What’s Good about our sector and what can we look forward to ?**

This session will involve special guests who have experience of living with disability and having other roles in the disability sector. Hear the insights from people who can talk with authority on the journey and strengths of the disability sector in WA, and what their thoughts on future possibilities.

**Concurrent Sessions**

Quality & Safeguarding

**Culture of quality and safeguarding – a whole of organisation approach**

Every organisation operating within the NDIS must implement and maintain a compliant and effective quality and safeguarding system. This presentation will share how an organisation’s systems and processes are key to the development of its culture of quality and safety across the organisation while actively supporting people to live fulfilled lives.

**Embedding a culture of positive behaviour support: valuing the lives of people with complex needs**

This presentation will explore an organisation’s journey towards embedded Positive Behaviour Support (PBS) principles and practice into its culture and values, the shared learnings and strategies used by the PBS team, and the outcomes.

**Improving the safety of at risk people in emergency situations**

Service providers play a pivotal role in linking people with disability with important safety information and assisting them to prepare for emergency situations. This presentation outlines the DFES’ At Risk Communities Program, which assists organisations in the disability and aged care sectors to prepare and respond to fire and other emergencies through the development of guidelines, tools and resources.

Law & Independence

**Understanding Consumer Law and the NDIS**

As the disability services sector moves from having contracts with government, to having service agreements with the ‘consumer’, the legal framework is moving from contract law to consumer law. Dr Hillyard will explain the main elements of consumer law as they apply to the NDIS, such as misleading or deceptive conduct, unconscionable conduct, unfair terms, consumer guarantees and other unfair practices.

**Independent living transitions**

This presentation explores the feasibility of operating an independent living hub for adults with disabilities seeking to gain greater independence and control. A pilot hub run in conjunction with Latrobe University aims to build independence and include components of intensive residential, at home and community-based training, encompassing person-centred active support and quality of life framework measures.

Managing In Difficult Circumstances

**Building psychological flexibility to deal with everyday challenges**

Dr Lazareski is an expert in Trauma Informed Care, has developed programs for industry, emergency services, and is currently working with disability service providers in Victoria. Instilling psychological resilience in your employees can help reduce stress, improve relationships, increase their overall life and work performance and satisfaction. This presentation gives organisations an overview of best practice methods which aim to create strong, flexible workforces, resilient employees and supportive work environments.

**Mergers – due diligence and due care**

This presentation will describe the process of an organisational merger, outlining the work on building relationships, the issues and outcomes of a due diligence process, a merger implementation deed, and early indicators of customer acceptance and outcomes. Hear first-hand accounts from the CEOs about the trials, successes and valued lessons of the merger.

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