TURNING PLANS INTO OUTCOMES

NDS WESTERN AUSTRALIAN CONFERENCE 2017

11-12 September
Crown Perth
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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 WA, National Disability Services
### PROGRAM  
**Monday, 11 September**  
**DAY 1**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8.30am – 9.30am</td>
<td><strong>Registration/ Arrival Tea &amp; Coffee</strong></td>
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| 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 & 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 – 12.50pm| **Concurrent Sessions**                                                                 |
| Room: Grand Ballroom 2 |  
**Quality & Safeguarding**  
Critical implications of active support and practice leadership for quality services  
Professor Christine Bigby, La Trobe University                                           |
| Room: Astral 1 |  
**Sustainability & Transition**  
Forecasting the future  
Penny Knight, University of Western Australia                                             |
| Room: Astral 2 |  
**Workforce & Employment**  
Building a high trust culture  
Nevellene Linquist, Seb DellaMaddalena & Andrew Lyons, VisAbility                         |
<p>| 12.50pm – 1.50pm| <strong>Lunch</strong>                                                                               |</p>
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<tr>
<td>1.50pm – 3.10pm</td>
<td>Room: Grand Ballroom 2 &lt;br&gt;<strong>Quality &amp; Safeguarding</strong> &lt;br&gt;The right to be safe – achieving systemic change in organisations &lt;br&gt;Mary McHugh, Department of Communities – Disability Services; Carmen Pratts-Hincks, NDS; Kathy Hough, Far North Community Services; Jane Wittenoom, Community First International; &amp; Vanessa Caporn, Southern Districts Support</td>
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<td>Room: Astral 1 &lt;br&gt;<strong>Sustainability &amp; Transition</strong> &lt;br&gt;Consumer laws are your business &lt;br&gt;David Hillyard, Acting Commissioner for Consumer Protection</td>
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<td>Room: Astral 2 &lt;br&gt;<strong>Workforce &amp; Employment</strong> &lt;br&gt;A pragmatic approach to making your Workforce Plan a reality &lt;br&gt;Sharon Parcell &amp; Elisia Coetzee Talent Consortium; Mike Gowdy, KPMG; Jackie Vernon, Rocky Bay; Peta Chaytor, Community First International; &amp; Gemma Grosse, Mosaic</td>
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<tr>
<td>3.10pm – 3.30pm</td>
<td>Afternoon tea</td>
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<tr>
<td>3.30pm – 4.30pm</td>
<td><strong>Keynote Presentation</strong>&lt;br&gt;Ken Baker, Chief Executive, National Disability Services</td>
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<tr>
<td>4.30pm – 4.50pm</td>
<td><strong>Catastrophic Injuries Support Scheme – One Year In</strong> &lt;br&gt;Kane Blackman, Insurance Commission of WA</td>
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<tr>
<td>4.50pm – 5.00pm</td>
<td><strong>Close for day</strong> &lt;br&gt;Julie Waylen, State Manager WA, National Disability Services</td>
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<tr>
<td>5.00pm – 6.30pm</td>
<td><strong>Cocktail function</strong></td>
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**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.
### PROGRAM
**Tuesday, 12 September** DAY 2

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<tr>
<td>9.30am – 9.35am</td>
<td>Welcome Address Julie Waylen, State Manager WA, NDS</td>
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<tr>
<td>9.35am – 9.45am</td>
<td>Address Hon. Peter Collier MLC, Shadow Minister for Housing; Disability Services</td>
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<td>9.45am – 10.05am</td>
<td>Address Kerry Stopher, Director Transition – Perth Trial Site, NDIA</td>
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<td>10.05am – 10.25am</td>
<td>Integrated services delivered through the Department of Communities Grahame Searle, Acting Director General, Department of Communities</td>
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<td>10.25am – 10.55am</td>
<td>Plenary Susan Pascoe AM, Commissioner, Australian Charities and Not-for-profits Commission</td>
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<td>Room: Grand Ballroom 2</td>
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<tr>
<td>Getting creative, building on solid foundations</td>
<td>Anita McIntyre, Nataasha Balogh &amp; Anne, Avivo</td>
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<td>Jonathan Smith, Anson Management Consulting</td>
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<td>An Employment First Approach – customising employment through the NDIS</td>
<td>Gaelen Williams &amp; Peter Darch, NDS; Mary Ashe, NDIA; Jamie Woods, Inclusion WA; Helen Nys, Department of Communities – Disability Services; &amp; John Fulker, Interchange</td>
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<td>1.40pm – 2.20pm</td>
<td>Leadership &amp; leading culture through change Robin McClellan, CEO, Leadership WA</td>
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<td>2.20pm – 3.20pm</td>
<td>Panel: Is simply doing good, good enough? Marcus Stafford, MS Australia, Robert Hicks, GIFSA; Sarah Johnson, NDIA; Darren Ginelly, My Place; Kim Brooklyn, UnitingCare West; &amp; Michael Carrol, Department of Communities – Disability Services</td>
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<td>3.20pm – 3.50pm</td>
<td>WA Disability Sector Industry Plan – Considerations and Key Priorities Julie Waylen, NDS; &amp; John Nicolaou, ACIL Allen Consulting</td>
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<tr>
<td>3.50pm – 4.00pm</td>
<td>Final Word Julie Waylen, State Manager WA, NDS</td>
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<tr>
<td>4.00pm</td>
<td>Conference Concludes</td>
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QUALITY AND SAFEGUARDING STREAM

Critical implications of active support and practice leadership for quality services
Active Support is a proven model of support that 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.

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
This session will describe the current status of the NDIS Quality and Safeguarding legislation, and what it will mean for how we both operate organisations and deliver services. Panel speakers from the sector will provide insights on developing quality assurance strategies to better meet future NDIS requirements.

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 centered 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 AND 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, that 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 consider how it would impact their stakeholders and 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 AND 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. This panel will discuss the process of identifying and addressing the staffing implications of change and the initiatives and actions recently taken by 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 the sector will 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, designing bespoke supports 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.

Applying a demand-led approach to improving employment outcomes for people with disability
Describes a demand-led approach to employment, which 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 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.

WIFI
All delegates are welcome to use the complimentary conference WiFi which is suitable for accessing emails and general web browsing. To use:

1. Enable WiFi settings on your device and select “Crown Free Internet”

2. Your device should automatically open up your web browser which will take you to the ‘log in’ screen. Simply tick the box to accept the terms and conditions and you will be logged in.

Note: The connection is valid for 1 hour, however you can re-login again after the connection has timed out.

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.
EXHIBITORS

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 (Disability Services)
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
EXHIBITORS

Ability Centre  AccessPay  ANSON  The Power of Humanity  Australian Red Cross

atWork  BuyAbility  Care Careers  Care Support Network

Community First, Volunteer Task Force & Care Options  DIVERSUS  Drake Medox  Edmen

Government of Western Australia Department of Communities Disability Services  HESTA  Illuminance  Independent Living Centre WA

Intellie Group  KinCare  manageit (ndp) National Disability Practitioners  NDS National Disability Services Member

nfasd australia  PIP  Procura by Complia Health  Qura Vis

Rise  RITEQ  Senses Australia  St Jude's Orthodontics  StreetFleet

TADWA  Therapy Focus  Tikforce  Uniting Care West  Visability
PLATINUM SPONSOR

Government of Western Australia
Department of Communities
Disability Services

The Department of Communities brings together the services and functions of disability services, child protection and family support, housing, youth justice, community initiatives and regional services reform.

The Department works to advance opportunities, community participation and quality of life of the people it supports, with a clear focus on inclusion, building resilience and meeting individual needs.

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.