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| **Time** | **Description** | **Speaker/s** |
| 8.10 AM | **Welcome to Country** | Aunty Norma |
| 8.20 AM | **Welcome from the CEO** | Chris Tanti (CEO, NDS) |
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| **Morning Keynote Sessions** | | |
| 8:30 AM | **Part 2 The Science of Sustained High Performance – Mental Health** | Kate McKenna (Next Evolution Performance) |
| Experience Part 2 of Kate’s highly successful Sustainable High Performance presentation. Back after popular demand, Kate will look into:   * The neuroscience of stress and impact on performance; * The difference between a threatened and toward state for implementing positive change; * The link between positive psychology, productivity and profitability; * Techniques to increase positivity and resilience; * Tools to develop an accountability culture; * And the importance of aligning goals with beliefs and learn the process for changing beliefs when required.   Audience: ALL |
| 9:30 AM | **Weaving Quality and Safeguarding into the Way you do Business** | Laura Green (KPMG) |
| Laura will help you to understand what you need to do to be ready for the new quality and safeguarding regulations and how to go beyond compliance and make quality and safeguarding work for you and your workplace.  Audience: ALL |
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| **Morning Concurrent Sessions** | | |
| 10.30 AM | **Outing Disability - An introductory guide for disability services on how to be more LGBTIQ inclusive** | Ee-lin Chang (NSW Family Planning) Second speaker TBC |
| For people with disability who identify as lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ), misunderstanding, stigma and discrimination mean that they may experience greater difficulties in accessing their rights. Family Planning NSW has embarked on this project, Outing Disability, to bring to light challenges faced by LGBTIQ people with disability and raise awareness of the diversity of this group. All staff have an important role in creating a welcoming environment in their service where people with disability feel valued, heard and respected regardless of their sexual orientation, gender identity or intersex status. In this presentation, we will discuss suggestions for how you can start making your service more LGBTIQ inclusive.  Audience: ALL |
| 10:30 AM | **Defensible Documentation of Client Choice** | Michele Moreau (Preventing Harm Initiative) |
| Supporting people to live the life they choose is a key role of disability services providers. But, what happens when these choices increase a person’s risk of harm? What is our duty of care and how we can defend it? To start with, we need to be able to document in a way which leaves the reader in no doubt of our competence and professionalism and then, we need to document informed decision-making. This presentation will take you through some key strategies to achieving this and show you an example in action.  Audience: Service Delivery, Allied health practitioners, Students |
| 11:30 AM | **Building your Support Worker Toolkit** | Sarina Mahony (Lifestart) |
| This presentation is for disability support workers wanting to develop their skills in supporting individuals with communication difficulties that impact their ability to express their needs, wants and ideas. Sarina will provide key information and outline some “easy-to-use” ideas, strategies and resources that you can add to your work “toolkit” to enhance your interactions with the people you support.  Audience: Service delivery |
| 11:30 AM | **The Growing Need for Autism Training in an Inclusive World** | Lisa Dryden (Statewide Autistic Services) |
| In providing funding directly to the participant, the NDIS encourages a great sense of self-determination resulting in increased access to a range of supports.  This has led to increased interest in autism knowledge and training to help enhance practice and improve outcomes for the individual, organisation and community. However, the variety of service providers requesting training has required training content to be specific to the needs of those not accustomed to working with individuals on the spectrum.  Audience: Service delivery, Educators & Business Services, Students |
| 12:30 PM | **Support Coordination: Practical strategies to deliver quality outcomes for participants** | Phil Laidlaw and Miranda Blatchford (Support Coordination Academy) |
| Using the Support Coordination Academy Pathway as the road map for this session, you will learn practical ways to:  • Understand Community and Mainstream Supports  • Connect with participants  • Turn the NDIS plan into an Action plan  • Link a participant with supports  • Coach, refine and prepare for review  This session is helpful for support coordinators, however it’s also relevant for service providers who want to increase their knowledge on the technical aspects of the NDIA and the support coordination role.  Audience: Service delivery |
| 12:30 PM | **Transforming an Organisation Overnight - The Benevolent Society Experience** | Jo-Anne Hewitt (The Benevolent Society) |
| In 2017, The Benevolent Society undertook the transfer of 700 staff from FACS into its employ, doubling the size of the organisation overnight.  This presentation will outline the change management process undertaken and discuss the significant challenges and opportunities this transition has brought about both for the transferring staff and for the organisation as a whole. It will discuss learnings about the practical aspects of such a large undertaking, as well as the ongoing process of promoting a cohesive culture during a period of significant organisational and social change.  Audience: Allied health practitioners, Leaders, Educators & Business Services |
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| **Afternoon Keynote Session** | | |
| 1:30 PM | **NDIS update** | Mary Hawkins (NDIA) |
| Join Mary Hawkins, the Director of Engagement in NSW for the NDIA for an update of all things NDIS! Back by popular demand, Mary will present the latest news direct from the agency.  Audience: All |
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| **Afternoon Concurrent Sessions** | | |
| 2:30 PM | **Person-Centred Emergency Preparedness Toolkit** | Michelle Villenueve (University of Sydney) |
| Community-based service organisations play an important role in enabling a person-centred approach in preparing their clients with functional needs for an emergency situation.  This presentation will introduce the Person-Centred Emergency Preparedness (PCEP) process tool and framework, and include case-based examples. It will also discuss how the PCEP toolkit can be embedded into client conversations and routine practice.  Participants are invited to download the PCEP user guide at www.collaborating4inclusion.org/prepare-nsw/ .  Audience: Service Delivery, Allied Health Practitioners, Leaders, Small Business, Students |
| 2:30 PM | **Values Driven Quality** | Adrian Marshall and John Carrigan (NDS) |
| Adrian and John will be talking about the opportunities for staff and frontline workers to drive quality service delivery in the context of the new NDIS Quality and Safeguards framework.  Audience: All |
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| **Evening Keynote Session** | | |
| 3:30 PM | **Building and Valuing a Diverse Workforce** | Barbel Winter (futures Upfront) |
| Australia is one of the most culturally diverse countries in the world. People from culturally and linguistically diverse (CALD) backgrounds with disability present a sizeable share of the NDIS ‘market’- about 25%. Building and valuing a diverse workforce enables you to harness the benefits of that diverse market. After briefly presenting the evidence of those benefits for organisations (including the bottom line), this presentation will focus on several practical strategies to build and value a diverse workforce.  Audience: All |

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| **Evening Concurrent Sessions** | | |
| 4:30 PM | **Just Checking: It’s time to have a chat about cancer prevention** | Amanda Niciak (NSW Family Planning) |
| Cervical, breast and bowel screening is important for all people, but we know that people with intellectual disability and autism spectrum disorders are not screened as often as they should be. To address this gap, Family Planning NSW has just launched a Just Checking website that discusses cervical, breast and bowel cancer screening for adults in this group. This presentation will talk to you about how you can use the resources to support people with intellectual disability and autism spectrum disorders to access cancer screening.  Audience: Service delivery, Allied Health, Leaders, Small Business |
| 4:30 PM | **Transport Under the NDIS (Session Sponsored by StreetFleet)** | Nick Kotsonis and Robert Bell (StreetFleet) |
| The team at StreetFleet will take you through four key pillars to a good fleet management program for your organisation: safety, flexibility, cost reduction and innovation. Vehicles are an important, and often expensive, part of every organisation; whether that is through company provided 'tool of trade' vehicles, delivery vehicles or simply how employees travel. Driver safety, chain of responsibility, FBT, vehicle financing, grey fleet, accidents and asset sharing are just some of the aspects that fleet managers need to deal with on a regular basis.  Audience: Leaders, Educators & Business Services, Small Business. |
| 5:30 PM | **Successfully Managing Change** | Tracey Lloyd (S.C.O.P.E Inc) |
| The presentation is aimed at senior leaders including business service leaders and will focus on providing evidence-based strategies to manage your personal emotional response to change, and building resilience while managing change for others.  Audience: Leaders |

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| 5:30 PM | **Disability Enterprises are the New Black** | Daniel Kirkpatrick (BuyAbility) |
| Daniel will be sharing an overview of BuyAbility, a project developed to grow supported employment for people with disability, and will look into why it’s important for people with disability to have supported employment opportunities. Daniel explains the BuyAbility Procurement project and how it is committed to manage socially responsible procurement opportunities for Disability Enterprises. He will also discuss how the project offers government and private business buyers channels to do business with Disability Enterprises nationally.  Audience: Service Delivery, Leaders, Educators & Business Services, Small Business, Students |
| 6.30 pm | **Our Impact Obligation** | Mary Delahunty (Hesta) |
| Superannuation funds are growing in influence. Do they have obligation for them to create a better world, and how should this be done? Are returns the only thing that matters? This presentation will focus on the ethical considerations superannuation fund companies have while maintain business profitability.  Audience: Leaders, Educators and Business Services |
| 6.30 pm | **NDP Team Thank you and Virtual Conference Tips** | Isabelle Vertucci and Cecile Sy (NDP) |
| Thank you for joining us for another NDP virtual conference! Watch this short session to learn how to make the most of the vfairs platform and how to access the 30-day on-demand period. Don’t forget to use the virtual conference to complete your 2018 Continuing Professional Development program!  Audience: All |