Dedicated to increasing employment opportunities for people with disability

PERTH 2019
General information

Registration desk open times
The registration desk is located on level one of Crown Perth.

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<tr>
<th>Date</th>
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<tr>
<td>Tuesday 27 Aug</td>
<td>5:30pm – 7:30pm</td>
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<td>(The Waiting Room Bar, Crown Towers)</td>
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<tr>
<td>Wednesday 28 Aug</td>
<td>8:00am – 5:00pm</td>
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<td>Thursday 29 Aug</td>
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If you require assistance please contact Meaghan Warner from Conference Works on 0430 289 553.
Meaghan will be onsite throughout the conference.

Conference venue
Crown Perth
Great Eastern Hwy, Burswood Western Australia 6100
T. 1800 556 688

Mobile phones
As a courtesy to all delegates, mobile phones and other electronic devices must be turned to silent during all conference sessions.

Twitter
- Delegates are encouraged to join the Twitter conversation, using the conference hashtag #DEA19
- Find Disability Employment Australia on Twitter at @disabilityemplt

Name badges
All conference participants are requested to wear their conference name badge throughout the conference to facilitate admission to sessions and networking functions.

Gala Dinner venue
28 August 2019
7.00pm - 10.30pm
The annual Gala Dinner, to be held on the 28th of August 2019 at the newly-opened Optus Stadium, is a much anticipated event throughout the Disability Employment Services sector. Guests will enjoy fine food and drinks at a formal three-course sit-down dinner, along with a live band to dance the night away to. We encourage delegates to come dressed in your glamorous and brilliant best!

The evening will also feature the Hall of Fame Award Ceremony, acknowledging excellence, innovation and long-term commitment to the evolution of disability employment in Australia.

Tickets
If you have purchased tickets to the conference Gala Dinner, these tickets are in your name badge pocket. All delegates must bring their ticket with them in order to gain access to the Gala Dinner.

About Disability Employment Australia
Disability Employment Australia is the peak industry body for Australia’s Disability Employment Services (DES). We are recognised internationally as the pre-eminent organisation representing, supporting and resourcing the disability employment sector throughout Australia.

As a membership organisation, we exist to represent the interests of Disability Employment Services at a national level to government and a range of other stakeholders, such as consumer and employer groups. Disability Employment Australia supports the Australian Government to deliver high quality employment support to people with disability in Australia.

We have a unique responsibility to foster innovation and flexibility of service within the Disability Employment Services program. We support our members to achieve best practice service provision in their role to find employment outcomes for people with disability. We advise, advocate, train, inform and undertake events to strengthen and promote the sector.

We believe in the right of every member of society to be included fully in the community and to have control over their own life choices.
Participation in the open labour market is a crucial factor in realising this goal.

We strive to inspire, challenge and celebrate the Disability Employment Services sector.
Welcome

Chairperson welcome message

On behalf of the Board I welcome you to Disability Employment Australia’s annual conference, the 2019 premiere event for disability employment in Australia.

We are particularly pleased to welcome you to Perth in 2019. It has been many years since we have held our conference here and I am sure the Western Australian welcome and hospitality will be warm!

We have now moved past the first anniversary of the new DES Framework. Our conference program will work through the opportunities and the challenges the new DES framework is bringing to our sector. I am sure there will be much discussion and sharing of our experiences from the first year of the new framework. This conference will be an ideal opportunity for the sector to hear and provide feedback to DEA, the government and the department. DSS are committed to continually reviewing the framework to ensure it delivers the desired outcomes and they have demonstrated a willingness to work with DEA and the sector to achieve this.

We will hear from the new Minister, the Senator the Hon. Anne Ruston. Senator Ruston has fresh and pragmatic views and we look forward to hearing from her and working with her in the future.

The Future of Work and the Future of Disability Employment are key features the DEA 2019 Conference and I am sure you will agree, are areas of keen interest to attendees. The conference will continue to explore the intersection between DES and the NDIS. There is an obvious and natural synergy between the two with the ‘how’ requiring more work!

I have been very pleased with members (you!) interaction with DEA and participation in our various leadership and practitioner forums, webinars and surveys. Your input to these has been invaluable in our being able to inform the framework planning and implementation with the majority view of the sector. This work needs to continue.

There remains much work to do to ensure that people with disability continue to be supported in the very best way they need to be in order to gain and maintain employment and to truly participate in their communities.

A successful conference is a result of the combined efforts of many people. I would like to thank Rick Kane and his team for the great work in organising this conference. DEA Conferences do not just ‘happen’!

I also thank the Directors of the Board for their full support of the DEA team in this and all their endeavours throughout the year. We will all be present at the conference so please introduce yourselves to us.

Last but not least I thank our sponsors, exhibitors and speakers – your contributions are valued and appreciated by all of us present here today.

David Coles
Chairperson
Disability Employment Australia

CEO welcome message

The extent of Western Australia is nigh on impossible to digest, covering two and a half million square kilometres and with thirteen thousands kilometres of coastline. If it were a country it would be one of the ten biggest in the world. It is the world’s largest producer of diamonds, pearls and gold. The Margaret River wine region can boast of its treasures across the world and WA has many a secret jewel, including Burringurrah, a rock formation twice the size of Uluru.

And then there’s West Australians themselves. There are numerous great sportspeople including Polly Farmer and Sam Kerr, Marsh and Lillee, Shirley de la Huntu and all the other Marsh’s! WA has given the world such great artists as Jack Davis, The Triffids, Tim Winton, Kim Scott, Emma Matthews, and Lucky Oceans (I reckon WA can claim him).

Activism has a strong history in WA. Yagan, a Noongar resistance fighter in the early days of the Swan River colony, immediately comes to mind. In 1921 Edith Cowan became the first woman in Australia to be elected to parliament. In the last 20 years disability activists like Samantha Jenkinson and Jordon Steele-John have continued to fight for the rights of people with disability.

All of this is to say that Disability Employment Australia is very excited to host its 2019 disability employment conference in Perth Western Australia. With its richness of culture, richness of history and endless beauty, it is not only a most significant meeting place but somewhere to enjoy for what it means to Australia. I will certainly take some time out before and after our conference to wander the streets of Freo, take in the city sights from King’s Park and soak up a spectacular sunset over the Indian Ocean on one of Perth’s stunning beaches.

The conference is jam-packed with presenters and presentations to intersect with where the DES program is at and where disability policy might well be taking us. We will consider the future of work as it will impact on people with disability, and Australia’s disability discrimination commissioner will explore how choice and control will continue to refocus disability policy and practice. Then there’s the marketplace of ideas that will be presented in the breakout sessions.

I would like to acknowledge and applaud DEA’s staff and their usual efforts going above and beyond to bring this conference to you. Our Board’s support, practical and strategic, cannot be overstated. Thank you to all our wonderful presenters and delegates. Oh, and remember to call in on our exhibitors and sponsors.

You will get something beneficial in every part of the DEA 2019 Conference.

Rick Kane
Chief Executive Officer
Disability Employment Australia
Wednesday 28 August: Day One

Welcome
9.00am in Crown Ballroom
Brett de Hoedt
Conference MC

Some things change—our MC does not. Once more Brett de Hoedt will attempt to make our conference all about himself. The one-time journalist and publicist has recently launched a podcast: The Hardest Word which he declares to be “the most important audio recording since The Beatles.” We cannot independently verify this claim. When not emceeing or podcasting he trains nonprofits in communications via his consultancy Hootville Communications.

Welcome to Country
9.05am in Crown Ballroom
Elizabeth Hayden
Noongar Elder

Elizabeth is a Balladong Wilman woman of the Noongar Nation. She is an Elder who has been involved in the welfare of her people for many years. Elizabeth has a Bachelor of Social Work, a Bachelor of Arts, a degree in Media Culture and Creative Arts with a postgrad in that area; all from Curtin University. Elizabeth has worked in government and non-government services in the area of mental health, promoting and advocating the needs of Aboriginal mental health. She has extensive experience working in the area of Aboriginal mental health for 25 years. Elizabeth is married to her husband of 50 years. They have five children, 23 grandchildren and 22 great grandchildren (with three more expected between Dec/Jan). Elizabeth is an advocate for the promotion and use of her language, the Noongar language and loves every opportunity to promote it. She is strong in her beliefs, as a Noongar cultural woman and as a Christian.

The value of employment: ‘Focus on Ability’ short film presentation
9.15am - 9.45am in Crown Ballroom
Martin Wren
CEO, NOVA Employment

Martin Wren is the Chief Executive Officer of NOVA Employment, a Sydney-based Disability Employment Service that has supported the vocational aspirations of people with disability for almost 30 years. More than 16,000 people have successfully been supported by NOVA Employment to gain work in open employment.

In 2009, Martin began the Focus on Ability Film Festival with a belief in the ability of people with disability and the goal of bringing that belief to the world through the medium of film. Martin recognised the power of film to challenge people’s fixed beliefs and perceptions about the lives and abilities of people with disability around the world.

Mr. Ability
Princie Joel Okuyo Atiku
2016, Uganda

Paul
Kasimir Burgess
2018, VIC

Mat
Sean Dobra
2015, NSW

Never Give Up
Nicholas Ryan
2013, NSW

Seeing Shai
Northside Christian College
2016, QLD

Minister’s video address
9.55am - 10.00am in Crown Ballroom
Senator the Hon. Anne Ruston
Minister for Families and Social Services, Parliament of Australia

Minister for Families and Social Services, Senator the Hon. Anne Ruston, has been a Senator since September 2012.

Senator Ruston was appointed Assistant Minister of Agriculture and Water Resources in September 2015. She was subsequently appointed as Assistant Minister for International Development and the Pacific in August 2018. Senator Ruston is also the Manager of Government Business in the Senate. Prior to becoming a Senator, Anne held several senior positions in government and the private sector, including as the inaugural chief executive of the National Wine Centre. She was also a primary producer and irrigator, owning and operating the largest commercial rose garden in Australia.

Born and raised in Renmark, on the Murray River in South Australia, Anne is a proud member of the community where she still lives and works to this day. She is the only Senator for South Australia based in a regional area. Outside of politics she supports Adelaide United in the A-League, enjoys walking her Labrador and spending time with family and friends.
Puzzling out the bigger picture
10.00am - 10.30am in Crown Ballroom

It is easy to get caught up in the particular area of work that you do to get to the desired outcome of employment for a person with disability. Meanwhile, there is policy change, advocacy, new data, and a shifting culture in how we talk about employment that is all impacting on achieving that outcome. Samantha will walk through the changing policy environment, current advocacy, and how all these reforms and agendas need to fit together if we are going to get consistent results for people with disability.

Samantha Jenkinson
Executive Director, People with Disabilities WA

Samantha has been an advocate for the rights of people with disability since the early 1990s and throughout her professional life as a social worker. Through this time she has worked and advocated in many disability-related areas including employment services, individualised funding, and person-centred planning. Highlights of Samantha’s work have been her time with the Australian Federation of Disability Organisations (AFDO); her involvement in development of self-directed funding and direct payments in Victoria; developing policy on self-directed services in the community sector in WA; being involved as an ‘expert’ in the NDIS development and subsequently on co-design groups with the National Disability Insurance Agency Independent Advisory Council. Samantha has kept coming back to employment as a key driver for the inclusion of people with disability as active and valued citizens.

Samantha has been involved as a volunteer with many community organisations on management committees and Boards of governance, including being a past chair of the Australian Federation of Disability Organisations, and past chair of the Ministerial Advisory Council on Disability in Western Australia. Samantha spent six years as a Local Government Councillor at the City of Stirling (2011-2017). Currently she is Executive Director of People with Disabilities WA and is focused on ensuring the voice of people with disabilities is heard in decision making.

Download the conference app and start networking now!

Download the “The Event App” by EventsAIR using the link or code below.
Enter your Event Code: DEA19
Login to the app using your email and your app pin.
Please visit the registration desk should you experience any issues.

Wednesday 28 August: Day One

Why the future of work is human
11.00am - 11.25am in Crown Ballroom

Deloitte’s Luke Condon will dispel the myths about robots, work, casual jobs, skills and more. Luke will explain that the future of work isn’t scary, but it is misunderstood.

Deloitte’s ground-breaking research tells us how human skills are hugely under supplied and as a result skills, rather than occupations or qualifications, are the job currency of the future. Deloitte takes a different look at the future of work and explores how what we do at work is changing, as are the skills we need to succeed. This presents an opportunity for business and government to make better choices about our work, our workers, and our workplaces to pave the path to prosperity for all Australians.

Luke Condon
Partner,
Deloitte Access Economics

Luke works with government clients to design and improve investments in programs and services, so they maximise the benefit to the community. To do this, he uses the tools of program evaluation and economic analysis. His main clients are public sector agencies responsible for social service delivery including health, human services and justice. This has included policy and evaluation projects relating to people with a disability and disability services, such as:

- A Job Well Done stakeholder consultation to refresh work experience resources for students with a disability for the Victorian Department of Education and Training
- NDIS justice readiness project for the Department of Justice and Regulation Victoria to develop a new model for disability justice services in Victoria
- Evaluation of support for deaf and hard of hearing VET learners for the Victorian Department of Education and Training
- Disability employment research for the Fair Work Ombudsman
- Cost benefit analysis and literature review of the First Voice early intervention model for deaf children for First Voice.

Luke joined Deloitte in 2013 from a niche consulting firm and prior to that originally commenced his career in the public sector.

Panel session
Disability workforce participation meets the future of work
11.25am - 12.25pm in Crown Ballroom

The Global Challenge Insight Report, The Future of Jobs (2016), contends that the impending change of the next work revolution holds great promise. The patterns of consumption, production and employment created by it also pose major challenges requiring proactive adaptations. Along with the technological revolution are a set of broader socio-economic, geopolitical and demographic drivers of change. Occupations are undergoing a fundamental transformation. Some threatened by extinction, others expanding and others still are going through a change in the skill sets required to do them.

While we consider new opportunities vs. massive dislocation of jobs the reality is highly specific to the industry, region and occupation in question, as well as the ability of various stakeholders to manage change. In this swirling mass of contrary and challenging change, how do we safeguard access, inclusion and equity to the fruits of this new world, including for people with disability?

Brett de Hoedt (Facilitator)
Conference MC

Some things change—our MC does not. Once more Brett de Hoedt will attempt to make our conference all about himself. The one-time journalist and publicist has recently launched a podcast: The Hardest Word which he declares to be “the most important audio recording since The Beatles.” We cannot independently verify this claim. When not emceeing or podcasting he trains nonprofits in communications via his consultancy Hootville Communications.

Luke Condon
Partner,
Deloitte Access Economics

See bio left.
Plenary Sessions

**Donna Eiby**  
Creative Director,  
The Future Work Skills Academy

Donna works at the IoE—the Intersection of Everything and the Future of Work. She started her professional life as an educator and this theme runs through her entire journey so far. Along the way she became interested in industrial law and human capital transformation. 25 years of consulting in organisational transformation, primarily in tech and working on billion-dollar projects, added another addiction to a growing list. Her experience spans the verticals of maritime, defence, financial services, employment and disability employment, pharmaceuticals, transport, human services, ticketing.

She is the Founder and Creative Director of the Future Work Skills Academy. A global, agile, adaptive coalition of experts in those skills identified by the Institute for the Future as necessary for humans to feel engaged, deliver value and find purpose as a number of significant, accelerating factors conspire to radically disrupt work as we know it. The organisation’s primary focus is building agency in these skills; in unlocking human potential that has largely been ignored in the past two centuries of industrial education and learning. This venture has necessitated Donna gaining a deeper understanding of neuroscience, learning science and the frontier technologies of the 4th Industrial Revolution that converges with skill building in ways never before imagined. And it is these topics she weaves into her foresights about humans and the future of work.

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**Emma Dawson**  
Executive Director,  
Per Capita

Emma Dawson is the Executive Director of Per Capita. Formerly, she was a senior advisor on Digital Inclusion at Telstra, Executive Director of the Institute for a Broadband Enabled Society at the University of Melbourne, and a senior policy advisor in the Rudd and Gillard governments.

Emma has published reports, articles and opinion pieces on a wide range of public policy issues which have appeared in the Sydney Morning Herald, The Age, the Guardian, The Australian, and a number of online publications. She is a regular panellist on The Drum on ABC TV.

Emma holds a BA with First Class Honours from LaTrobe University and an MA with Distinction from Monash. She sits on the board of the Prader-Willi Research Foundation Australia.

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**Michael Goldsworthy**  
Managing Director and Principal Consultant,  
Australian Strategic Services

A visionary, a strategist, and big picture thinker, Michael is widely known and acknowledged throughout Australia by directors, CEOs and executives of community businesses (NFPs) for his unique facilitation processes, his comprehensive understanding of the emerging and future trends of disability, mental health, aged care, hospital and health care, and related human service industries/sectors.

Examples of Michael’s specialisation and key achievements are:

- Continually focused on the big shifts and exploring the emerging opportunities that aren’t yet on directors, chief executive officers and executives’ agendas, but ought to be
- Facilitation, development and project management of governance, strategy, business development, amalgamation, merger and partnership projects
- Worked with over 6,000 boards, chief executive officers and senior management teams of community businesses, in all states of Australia over the last 26 years
- Approximately sixty to sixty-five per cent of projects are with stand-alone organisations, in particular in rural, regional and remote Australia
- Originally qualifying in disability, he has a comprehensive understanding of disability and has worked with a significant number of disability, disability employment, mental health and related organisations.

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**Peter Smith**  
Visiting Fellow, Cornell University, NY; and Director, Centre for Disability Employment Research and Practice (CDERP)

Dr Peter Smith is the Director and Founder of the Centre for Disability Employment Research and Practice.

Peter has an extensive work background with people with disabilities and others with significant barriers to inclusion in society, as both a therapist and systems advocate at both government and judicial levels. He has worked as a disability support worker, counsellor in disability employment services and Job Services working with people with significant barriers.

His current research focuses on social enterprise, transition to work and systems models. In his role as director of the Centre for Disability Employment Research and Practice (CDERP), his focus is on developing service provider transition models. Peter is a fellow of the School of Social and Political Sciences, University of Melbourne and a Visiting Fellow, ILR School Cornell University NY, where his focus is on developing a disability employment outcome measure based on Social Quality Theory.
Disability inclusion in the cooperatives and mutuals sector in Australia

Per Capita and the Business Council of Cooperatives and Mutuals undertook research into the current state of employment of people with disability in the CME sector compared to the national average. This was done through a combination of desktop research, an online survey of workers and workshops with sector representatives.

We found that the CME sector generally is more inclusive of people with disability than the average Australian workplace. Leaders in the sector evince a greater understanding of the needs of people with disabilities in the workplace and of the benefits of a more diverse and inclusive workforce. At the same time, we uncovered particular challenges and potential barriers to increasing the number of employees with disabilities in the sector. However, given the strong commitment to inclusion demonstrated by sector leaders and the recognition of the opportunities that come with a more diverse and representative workforce, the tools to overcome such barriers are more readily at hand within the sector than in some other workplaces.

This report outlines our findings about the state of disability inclusion across the CME sector in Australia.

Emma Dawson
Executive Director, Per Capita

Emma Dawson is the Executive Director of Per Capita. Formerly, she was a senior advisor on Digital Inclusion at Telstra, Executive Director of the Institute for a Broadband Enabled Society at the University of Melbourne, and a senior policy advisor in the Rudd and Gillard governments. Emma has published reports, articles and opinion pieces on a wide range of public policy issues which have appeared in the Sydney Morning Herald, The Age, the Guardian, The Australian, and a number of online publications. She is a regular panellist on The Drum on ABC TV. Emma holds a BA with First Class Honours from LaTrobe University and an MA with Distinction from Monash. She sits on the board of the Prader-Willi Research Foundation Australia.

Terry Agnew
Chair, Business Council of Cooperatives and Mutuals; Curtin Business School Advisory Council; and Edge Employment Solutions

Terry Agnew is an experienced director, chair and CEO with a strong track record and involvement with successful and growing organisations. The strategic differentiation and sustainable success of these organisations is built on a foundation of brand, culture, safety and innovation. He was the Group CEO of RAC in Western Australia for 20 years until March, 2019. Terry is the current Chair of the Business Council of Cooperatives and Mutuals, Curtin Business School Advisory Council and Edge Employment Solutions (a disability employment service). He is also a Director of RAA Insurance and MDA National Insurance (both subsidiaries of mutual organisations). He was appointed to the Curtin University Council in 2019.

Lifeback Tracker: Four powerful steps to better mind health

We will unpack Lifeback Trackers 4 Steps to Better Mind Health, that when followed can significantly put one in as better place to confront life challenges.

In this condensed, 30 minute session participants will learn how to effectively integrate steps of TALKING, EXERCISE, AVOIDING ALCOHOL and SLEEP to better one’s life, and learn of the importance of early intervention when their own health is at risk.

Anthony Hart
Founder, Hart Wellbeing

Anthony Hart is a successful entrepreneur and company director, recently building an eight-store PETstock group within the major Australian pet retailer PETstock. In early 2018, he decided to focus 100% of his inspiring passion on developing suicide prevention tools, based on his personal experience.

On 7 November 2003 while in Sydney, Anthony was privately battling anxiety and depression. He was sleep-deprived, on anti-depressants, and subsequently made a significant attempt on his life. A stroke of luck saw him survive. Anthony now shares his experience as a professional speaker with a life-changing, powerful story of how he rebuilt his life and is now in a position to share remarkable lessons with people in need. During his recovery, he put together four steps to better mind health. Today, Anthony is on a mission sharing his powerful story of hope, recovery and arduous rehabilitation to improve the mind health of all Australians.
Breakout Sessions

1:30pm - 2:15pm in Crown Ballroom 3B

Performance framework in the new DES

The new DES Performance Framework has started to have an impact on the operations of DES providers. Although only two releases have occurred, DES providers are looking at the impact of changes to the framework, in particular the introduction of the 52 week employment outcome. Providers are also asking questions around a panel re-fresh and how a provider may exit the panel due to poor performance.

In this presentation, David will give an overview of the history of the performance framework in the DES program and its consequential impacts over time. He will also discuss the current framework and its intended effect on provider operations.

Finally, David will discuss the possible future of the performance framework in a market-driven model where the choice of participants may have a larger impact on the ability of providers to remain effective, rather than a government driven performance framework tool.

David Best
Senior Policy Officer, Disability Employment Australia (DEA)

David has worked in a number of Commonwealth departments that deliver or contract human services. He worked as an Employment Case Manager in the Commonwealth Employment Service in the 1990s; a Youth Officer in the Department of Education, Training and Youth Affairs; a Contract Manager in the Department of Education, Employment and Workplace Relations; and more recently as a Policy and Program Adviser in the Department of Prime Minister and Cabinet Indigenous Affairs Group. David’s experience includes being a contract manager for the previous DEN program. David has a strong interest in the improvement of both economic and social outcomes for long term unemployed, Indigenous Australians and people with disabilities.

In his spare time, David is also an avid runner and regularly competes in races. He is also a part-time tennis official who has regularly worked at the Australian Open.

David has a Bachelor of Arts in History, Geography and Government, a Graduate Certificate in Case Management and Client Services and a Diploma in Government—Contract Management.

1:30pm - 2:15pm in Crown Ballroom 3C

Advancing work and health solutions through technology

In an environment where we know Government is interested in costs, savings and efficiencies, how do we advance our servicing strategies whilst equally ensuring high levels of service for job seekers with a disability, medical or mental health condition? Technology innovations within health give rise to solutions that build better service delivery models for job seekers with disabilities. This presentation will explore a case study where digital health technology delivers better outcomes for those in NDIS and DES—ultimately ensuring a better, more flexible and tailored solution for customers.

Dr Kylie Henderson
Managing Director
Back2Work Health Specialists

Dr Kylie Henderson is a clinical psychologist, Founder and Managing Director of The Better Health Generation Australia and UK. The Better Health Generation comprises the brands Back2Work, Care2, Me & Work, Assessment2, Your Health+, and Aim2Work UK. Back2Work is Australia’s leading provider of psychological, physical and medical health care services for job seekers, employment service providers and Disability Employment Services providers. Dr Henderson has more than 20 years’ experience in the employment and health services industry. She holds a Doctorate of Clinical Psychology, is an Adjunct Research Fellow at the University of Southern Queensland, AHPRA approved supervisor, and a committee member of the APS Clinical College. She is an Associate of the APA & BPS, a fellow of the Institute of Employability Professionals (IEP UK), a graduate of Australian Institute of Company Directors, and a certified member of the Digital Health Executives Network part of Health Informatics Society of Australia.
The attitudes, behaviours and intention of Australian employers, towards recruiting, supporting and accommodating people experiencing ill health or disability

The Federal Government recognises the need to drive improvement in and minimise pressure on the sectors that support people with a health condition or disability who have difficulty entering, returning to or remaining at work. Australia currently ranks 21 out of 29 for employment rates among people with disabilities.

This presentation will report on the ground breaking national Collaborative Partnership for Work Participation, launched in March 2017, that brings together public, not-for-profit and private sectors.

Underpinned by the Stanford Model of Collective Impact, the innovative partnership is focused on breaking down the silos the systems operate in and improving service delivery; helping employees understand the importance of good work to their health and wellbeing; helping business to dismantle employment barriers; and giving GPs the tools they need to prescribe work as an integral part of recovery.

This presentation will focus on the Employer Mobilisation Project, one of four priority areas of the Partnership, which aims to understand employer behaviours, attitudes and intentions towards recruiting, supporting and accommodating people experiencing temporary or permanent physical or psychological health conditions and disability.

The presentation will look at the key findings of the primary research phase of the project, including the employer segmentation insights.

Gerry Coyle
Assistant Director Research and Engagement, Comcare

Gerry has 25 years’ research experience in both public and private sector organisations in Australia and Europe. He has extensive leadership experience of both large scale strategic and ad-hoc research projects in the fields of applied research, social research and evaluation. Currently Gerry is working at Comcare within the Strategic Partnerships and Engagement Group on a range of research projects in areas including: guiding and supporting the mental health and wellbeing of employees; fostering work participation and recovery; and how the workplace could be adapted to accommodate future ways of working.

A jobless future—what if there were no jobs to find? Would you still operate the same as you do today?

Disability employment service provision primarily focuses on finding and retaining clients in a market place now disrupted by the advent of the National Disability Insurance Scheme (NDIS) and the new open market paradigm that, in 2018, introduced significant levels of competition to what was primarily a quasi-market system based on government benevolence. With service providers previously prescribed a defined market share, the need to innovate and consider the future took second place to moving clients through a system that rewarded compliance.

The new DES paradigm shattered that lethargy and introduced real competition, with providers now competing for clients and jobs. In parallel with this, the NDIS is awakening the disability enterprise system to the possibility of delivering open employment in innovative ways, making open employment pathways possible for the most disadvantaged community members.

However, what if there were no jobs? What happens when buying employment through incentives is no longer enough? Artificial intelligence and automation continue to change the job landscape, eliminating entry-level jobs that were the bread and butter of DES providers.

Can DES providers survive operating the way that they do now in that environment?

Peter Smith
Visiting Fellow, Cornell University, NY; and Director, Centre for Disability Employment Research and Practice (CDERP)

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DES today, DES tomorrow…The governance and organisational journey to employee-centric business models in a competitive marketplace

Jobseekers and employees with abilities and talents are keen and ready to enter the workforce and commence their careers; given that the NDIS provides, in part, financial resources to support their journeys. For Boards, Chief Executive Officers, Executives and Managers of DES, this is a Call To Action. They must act with a strong sense of purpose and urgency, providing the strategic leadership to transform their organisation, re-engineer their service/business model and reinvent their culture, thereby ensuring their organisation can operate successfully and sustainably in the new customer-driven, competitive marketplace of DES.

Meanwhile, jobseekers and employees await not just a strategic response, but a pragmatic response that will see dramatic and increasing workforce participation of jobseekers and employees with disabilities throughout Australia.

Join Michael Goldsworthy, Principal Consultant of ASSPL and a DEA Hall of Fame recipient, for an insightful, thought-provoking and practical presentation which is squarely focused on DES today, DES tomorrow.

Michael Goldsworthy
Managing Director and Principal Consultant, Australian Strategic Services

A visionary, a strategist, and big picture thinker, Michael is widely known and acknowledged throughout Australia by directors, CEOs and executives of community businesses (NFPs) for his unique facilitation processes, his comprehensive understanding of the emerging and future trends of disability, mental health, aged care, hospital and health care, and related human service industries/sectors.

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- Originally qualifying in disability, he has a comprehensive understanding of disability and has worked with a significant number of disability, disability employment, mental health and related organisations.

Privacy and prejudice: Why individuals chose not to disclose their disability in the Australian Public Service

The choice to disclose or not disclose a disability is a very personal issue. Many factors play a role including trust, need for reasonable accommodation, unconscious bias and fear of discrimination. This paper looks at comments left by employees of the federal Australian Public Service in an anonymous survey to discover why people had chosen not to disclose their disability. Over 800 respondents left comments that capture the reasons chosen not to disclose their disability in the workplace. Comments ranged in length from a single word to a paragraph. The three main themes to emerge were: 1) the disability did not have an impact on work; 2) the fear of discrimination and; 3) the privacy of the individual. One interesting finding to emerge was that although respondents had not told their workplace, they had told their supervisor and/or team mates.

Patricia Gray
Higher degree by research student, Institute of Governance and Policy Analysis

Patricia has been working in the public service for the last 10 years. Her role as a research officer has given her insight into working conditions across the entire public service on topics ranging from performance management to working life for people from diversity groups. Patricia is currently undertaking her PhD on disclosure of disability within the workplace and, in her spare time between work and study, teaches tap dancing.

Breakout Sessions

2:15pm - 3:00pm in Crown Ballroom 3B

Privacy and prejudice: Why individuals chose not to disclose their disability in the Australian Public Service

2:15pm - 3:00pm in Crown Ballroom 3C

DES today, DES tomorrow…The governance and organisational journey to employee-centric business models in a competitive marketplace

Patricia Gray
Higher degree by research student, Institute of Governance and Policy Analysis

Patricia has been working in the public service for the last 10 years. Her role as a research officer has given her insight into working conditions across the entire public service on topics ranging from performance management to working life for people from diversity groups. Patricia is currently undertaking her PhD on disclosure of disability within the workplace and, in her spare time between work and study, teaches tap dancing.
Wednesday 28 August: Day One

A user perspective: Assistive technology and its capacity building opportunities with employment
3:30pm - 4:00pm in Crown Ballroom

Jocelyn will discuss the challenges and her personal experience of re-entering the workforce from the development of Cord as a volunteer and her employment with AT Chat as a project engagement officer. Jocelyn is also the co-founder of corporate health company called ‘Body Smart’. In her presentation, Jocelyn will share perspectives on the following:
- The impact of assistive technology and how it can assist a person to pursue employment
- The benefits in employing people with disabilities (PWD)
- How AT Chat has built capacity for employment of PWD both now and in the future.
Jocelyn will also discuss the origins of Cord which is a ‘grass-roots fundraiser for spinal cord injury and a collective of artists who collaborate to create an art auction in Perth like no other’.

Jocelyn Franciscus
Occupational Therapist; AT Chat Engagement Officer; Founder/Director, Cord

Jocelyn Franciscus is an Occupational Therapist and Founder/Director of Cord, an organisation which raises funds to provide life-improving technology and equipment to people with spinal cord injuries. She is a founding team member and current project officer of AT Chat, a peer-to-peer assistive technology information and mentoring platform.

Jocelyn has a lived experience with disability and recently received the inaugural AFDO Award for her workshop at the 2018 Australian Assistive Technology Conference on Co-designing Assistive Technology and Support.

Insurance for members of Disability Employment Australia

Visit the Aon Booth & enter for your chance to win

$200 Prepaid Giftcard!

NFP & Disability Industry Cover
Our strong sector involvement keeps us abreast of changes and ensures our suite of covers aims to continue to support the risks you commonly face.
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Dedicated Relationship Manager
We understand that having an insurance broker who is a sounding board to all your organisation’s risks, identifies cover gaps and provides solutions is critical.
Aon’s model focuses on working closely with your business to deliver clear benefit and value.

Your Claims Advocate
Aon has a dedicated claims advocacy team which focuses on the complexities of claims experienced by organisations. Our experts act on your behalf to help ensure your claim runs more smoothly.
Plenary Sessions

Panel Session
NDIS Participant Employment Taskforce, SLES, and a provider’s perspective
4:00pm - 5:00pm in Crown Ballroom

The NDIS Participant Employment Taskforce’s objective is to “improve employment outcomes for NDIS participants by connecting them to supports to seek and maintain employment in a setting of their choice”. One principle to guide the Taskforce work is to “maximise use of mainstream services such as DES”.

In this session the Taskforce Branch Manager, Anne-Louise Dawes, will update us on the Taskforce work and findings, including SLES—a key initiative in tackling the low participation rates and employment outcomes of young people transitioning from school to work. The session will then shift to a provider’s perspective, presented by Ability Options—a longstanding DES provider with a significant SLES caseload. They have a very important story to share, reinforcing SLES as a strong model to support students and young people with disability into employment assistance and even employment.

This session will include a Q&A with conference delegates.

Jeannie Hodges
Director, NDIS Participant Employment Taskforce, National Disability Insurance Agency (NDIA)

Jeannie is a Director in the National Disability Insurance Agency Participant Employment Taskforce. She has deep knowledge of the scheme, having commenced in the Agency in May 2013 at the trial site in Geelong. Building on 15 years’ experience as a DES provider with CRS Australia, Jeannie is guiding NDIS policy and practice to support participants exercise their right to work, with a focus on building staff capability and planning expertise.

Brenda Odewahn
Chief Executive Officer, Olympus Solutions; Chief Operating Officer, Ability Options

Brenda has worked in the employment services and disability sectors since 1997. In 2011 she joined Ability Options and worked with executive teams across employment services and disability, gaining opportunity to understand the preparation for the trial of NDIS and working with staff to deliver services in accommodation and clinical services.

In 2017 she became the CEO of Olympus Solutions, the employment services arm of Ability Options, which covers disability and mainstream employment including an Aboriginal specialist service, which provided her the opportunity to visit the UN. In 2018, she took over the role of Chief Operating Officer responsible for operations across both employment services and disability services covered by NDIS. One of her key areas of interest in the last few years has been development and growth of capacity building activities for people with disability to aspire to obtain and maintain employment in the open labour market.
Surprisingly straightforward for all our members

Join Prime Super

1800 675 839
administration@primesuper.com.au
primesuper.com.au
Exhibition Floorplan
Crown Perth

1 Prime Super
2 Aon Insurance
3 alffie
4 JobAccess
5 The National Disability Insurance Agency

6 Lowes
7 AccessPay
8 KV Interactive
9 The Salary Packaging People
## Program

**Tuesday 27 August 2019**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>5.30pm</td>
<td><strong>Welcome reception and registration</strong> (The Waiting Room Bar at Crown Towers Perth)</td>
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**Wednesday 28 August 2019**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8.00am</td>
<td><strong>Registrations open</strong> (Foyer, Crown Ballroom)</td>
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<tr>
<td>9.00am</td>
<td><strong>Welcome to day one</strong></td>
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<tr>
<td>9.05am</td>
<td><strong>Address from the Chair</strong></td>
</tr>
<tr>
<td>9.15am</td>
<td><strong>The value of employment: ‘Focus on Ability’ short film presentation</strong></td>
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<tr>
<td>9.50am</td>
<td><strong>Platinum Sponsor’s address: Prime Super</strong></td>
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<tr>
<td>10.00am</td>
<td><strong>Puzzling out the bigger picture</strong></td>
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<tr>
<td>10.30am</td>
<td><strong>Morning tea (exhibition area)</strong></td>
</tr>
<tr>
<td>11.00am</td>
<td><strong>Why the future of work is human</strong></td>
</tr>
<tr>
<td>11.25am</td>
<td><strong>Disability workforce participation meets the future of work (panel session)</strong></td>
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<tr>
<td>12.25am</td>
<td><strong>Gold Sponsor’s address: aliffee</strong></td>
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<tr>
<td>12.30pm</td>
<td><strong>Lunch (exhibition area)</strong></td>
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<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>1.30pm</td>
<td><strong>Crown Ballroom 1 Facilitated by Brett de Hoedt Conference MC, Mayor of Hootville Communications</strong></td>
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<tr>
<td>2.15pm</td>
<td><strong>Crown Ballroom 3A Facilitated by Stephen Moore, Board Member, Disability Employment Australia</strong></td>
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<tr>
<td>3.00pm</td>
<td><strong>Crown Ballroom 3B Facilitated by Lisa Smith, Board Member, Disability Employment Australia</strong></td>
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<tr>
<td>3.45pm</td>
<td><strong>Crown Ballroom 3C Facilitated by Thiéreée Campbell, Vice Chairperson, Disability Employment Australia</strong></td>
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<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>1.30pm</td>
<td><strong>Disability inclusion in the cooperatives and mutuals sector in Australia</strong></td>
</tr>
<tr>
<td>2.15pm</td>
<td><strong>Lifeback Tracker: Four powerful steps to better mind health</strong></td>
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<tr>
<td>3.00pm</td>
<td><strong>Performance framework in the new DES</strong></td>
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<tr>
<td>3.45pm</td>
<td><strong>Advancing work and health solutions through technology</strong></td>
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<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>2.15pm</td>
<td><strong>The attitudes, behaviours and intention of Australian employers, towards recruiting, supporting and accommodating people experiencing ill health or disability</strong></td>
</tr>
<tr>
<td>3.00pm</td>
<td><strong>A jobless future – what if there were no jobs to find? Would you still operate the same as you do today?</strong></td>
</tr>
<tr>
<td>3.45pm</td>
<td><strong>DES today, DES tomorrow...The governance and organisational journey to employee-centric business models in a competitive marketplace</strong></td>
</tr>
<tr>
<td>4.30pm</td>
<td><strong>Privacy and prejudice: Why individuals chose not to disclose their disability in the Australian Public Service</strong></td>
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**Afternoon Tea (exhibition area)**

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>3.30pm</td>
<td><strong>A user perspective: Assistive technology and its capacity building opportunities with employment</strong></td>
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<tr>
<td>4.00pm</td>
<td><strong>NDIS Participant Employment Taskforce, SLES, and a provider’s perspective</strong></td>
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<tr>
<td>4.45pm</td>
<td><strong>End of day one</strong></td>
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<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>6.45pm</td>
<td><strong>Meet in the Crown Towers Lobby to walk across to Optus Stadium for the Gala Dinner</strong></td>
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<tr>
<td>7.30pm</td>
<td><strong>Gala Dinner (pre-dinner drinks from 7.00pm)</strong></td>
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<tr>
<td>8.00pm</td>
<td><strong>Hall of Fame presentation</strong></td>
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## Program

### Thursday 29 August 2019

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
<th>Facilitator/Presenter</th>
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<tbody>
<tr>
<td>8.00am – 9.00am</td>
<td><strong>Registrations open</strong> (Foyer, Crown Ballroom)</td>
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</tr>
<tr>
<td>9.00am – 9.10am</td>
<td><strong>Welcome to day two</strong></td>
<td></td>
<td>MC Brett de Hoedt, Mayor of Hootville Communications</td>
</tr>
<tr>
<td>9.10am – 9.50am</td>
<td><strong>The future of disability employment</strong></td>
<td></td>
<td>George Sotiropoulos, Group Manager, Disability, Employment &amp; Carers Group, Department of Social Services (DSS)</td>
</tr>
<tr>
<td>9.50am – 10.40am</td>
<td><strong>Why person-centred is the core of disability policy and where is it taking us?</strong></td>
<td></td>
<td>Dr Ben Gauntlett, Disability Discrimination Commissioner, Australian Human Rights Commission (AHRC) Cátia Malaquias, Lawyer, Board Director and Founder, Starting with Julius</td>
</tr>
<tr>
<td>10.40am – 10.45am</td>
<td><strong>Gold Sponsor’s address: Aon Insurance</strong></td>
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<tr>
<td>10.45am – 11.15am</td>
<td><strong>Morning Tea</strong></td>
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<tr>
<td>11.15am – 12.00pm</td>
<td><strong>Crown Ballroom 1</strong> Facilitated by Brett de Hoedt, Conference MC, Mayor of Hootville Communications</td>
<td>Crown Ballroom 1</td>
<td>(Human) Future work skills: The opportunity for a human renaissance Donna Elby, Creative Director, The Future Work Skills Academy</td>
</tr>
<tr>
<td>11.15am – 12.00pm</td>
<td><strong>Crown Ballroom 3A</strong> Facilitated by David Coles, Chairperson, Disability Employment Australia</td>
<td>Crown Ballroom 3A</td>
<td>Looking back, moving forward Dr Ann Nevile, Social Policy Researcher, Australian National University (ANU)</td>
</tr>
<tr>
<td>11.15am – 12.00pm</td>
<td><strong>Crown Ballroom 3B</strong> Facilitated by Tracey Fraser, Board Member, Disability Employment Australia</td>
<td>Crown Ballroom 3B</td>
<td>“Ask an expert” about employment and Down syndrome Kylie Preston, National ILC Project Manager, Down Syndrome Australia Andrew Domahidy, Deputy Chair, Down Syndrome Advisory Network, Down Syndrome Australia</td>
</tr>
<tr>
<td>11.15am – 12.00pm</td>
<td><strong>Crown Ballroom 3C</strong> Facilitated by David Best, Senior Policy Officer, Disability Employment Australia</td>
<td>Crown Ballroom 3C</td>
<td>The power of feedback: how JobAccess is using Net Promoter Score to drive service delivery improvement Daniel Valiente-Riedl, General Manager, JobAccess, WorkFocus Australia</td>
</tr>
<tr>
<td>12.00pm – 12.45pm</td>
<td><strong>Understanding the needs of people with intellectual disability to improve their lives, economic participation and employment</strong></td>
<td></td>
<td>Peter De Natris, Principle, Houthera Pty Ltd David Petherick, Deputy CEO, VALID</td>
</tr>
<tr>
<td>12.00pm – 12.45pm</td>
<td><strong>Disability and employment: Evidence from the IDES and YES research programs</strong></td>
<td></td>
<td>Stefanie Dimov, Project Manager, The University of Melbourne</td>
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<tr>
<td>12.00pm – 12.45pm</td>
<td><strong>How does length of unemployment impact what we do in DES?</strong></td>
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<td>Simon Fairall, General Manager, Ability Options Olympus Solutions Martin Rowley, General Manager, Ability Options Olympus Solutions Dr Kylie Henderson, Managing Director, The Better Health Generation</td>
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<tr>
<td>12.00pm – 12.45pm</td>
<td><strong>The emerging adulthood period: What is it and how does it impact on the economic participation of young people with intellectual disability?</strong></td>
<td></td>
<td>Jenny Crosbie, PhD Student, Swinburne University</td>
</tr>
<tr>
<td>12.45pm – 1.30pm</td>
<td><strong>Lunch</strong> (exhibition area)</td>
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<tr>
<td>1.30pm – 2.30pm</td>
<td><strong>The motivated and committed employer (panel session)</strong></td>
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<td>Brett de Hoedt, Conference MC, Hootville Communications Jennie Milne, General Manager, Human Resources, The Royal Automobile Club of Western Australia (RAC) Andrew Rocchiccioli, Regional HR Manager WA, Bunnings Ian Tsolakis, Group Disability Employment Manager, Crown Casino</td>
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<tr>
<td>2.30pm – 2.35pm</td>
<td><strong>Gold Sponsor’s address: Department of Social Services</strong></td>
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<tr>
<td>2.35pm – 3.20pm</td>
<td><strong>DSS and DEA Q&amp;A: Building success together (panel session)</strong></td>
<td></td>
<td>Rick Kane, Chief Executive Officer, Disability Employment Australia (DEA) George Sotiropoulos, Group Manager, Disability, Employment &amp; Carers Group, Department of Social Services (DSS) Selvina Bustelo, DES Delivery Lead, Department of Social Services (DSS)</td>
</tr>
<tr>
<td>3.20pm – 3.30pm</td>
<td><strong>Closing address</strong></td>
<td></td>
<td>Rick Kane, Chief Executive Officer, Disability Employment Australia (DEA)</td>
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<tr>
<td>3.30pm</td>
<td><strong>Afternoon Tea</strong></td>
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<tr>
<td>4.00pm</td>
<td><strong>Conference concludes</strong></td>
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</table>
Thursday 29 August: Day Two

The future of disability employment: The beginnings of a plan!

9:10am - 9:50am in Crown Ballroom

DSS has responsibility for disability employment policy that includes, but also goes beyond, DES, ADEs and the NDIS. The future of disability employment therefore is a key subject for DSS policymakers as well as our sector and a broad and growing range of stakeholders.

George Sotiropoulos, the DSS Disability, Employment and Carers Group Manager, will present reflections on disability employment beyond DES. Just what is required to improve service, delivery and outcomes? How do we reduce the 30-point gap in workforce participation between people with disability and people without disability? Are we responding appropriately to the main levers (supply, demand, awareness, attitudes, evidence-based best practice and government leadership)? Rick Kane will join George following his presentation to give a view from the sector and then ask some exploratory questions of George’s presentation. Delegates are encouraged to raise questions.

George Sotiropoulos
DSS Disability, Employment and Carers Group Manager,
Department of Social Services (DSS)

Rick Kane
Chief Executive Officer,
Disability Employment Australia (DEA)

alffie’s employment pathway app

Changing people’s lives through education and technology

alffie’s employment pathway app offers a holistic and innovative approach to end-to-end job seeker case management, grounded in digital technology. It is designed to:

- Support job seekers to enhance their job readiness and gain employment
- Empower job seekers with greater independence, choice and control throughout their employment journey
- Assist employment service providers to deliver high-quality and cost-effective service to job seekers.

alffie’s employment pathway app includes a range of user-friendly features and functions designed to support employment service providers and job seekers throughout every stage of the job seeker employment journey. These features and functions include:

- Skill matching
- Resume builder
- Career guidance
- Job readiness assessment
- Preliminary language, literacy and numeracy (LLN) assessment
- Digital literacy assessment
- Goal setting
- Employment consultant dashboard view
- Job seeker profile report
- Jobs
- Documents.

For more information on alffie’s employment pathway app, speak to an alffie representative at our DEA conference stand or contact your Relationship Development Manager. You can learn more about the features and functions of the employment pathway app here: vimeo.com/344915417
Why person-centred is the core of disability policy and where is it taking us?

9:50am - 10:40am in Crown Ballroom

In this powerful keynote presentation Ben Gauntlett, the AHRC Disability Discrimination Commissioner, will address a critical concept in contemporary disability policy: why and how Australian disability policy is shifting inexorably to a person-centred, choice and control model, with the onus on providers to rise to the new policy settings.

The Commissioner, guided by his responsibilities, insights, experience and wisdom, will explore how engaging choice and control and a person-centred approach will enhance disability employment provider’s service, quality and outcomes. This significant idea is only in its infancy as common practice, but it underlies improving disability services and employment outcomes for people with disability. Cátia Malaquias, the 2018 AHRC Tony Fitzgerald Memorial Community Individual Award winner, will facilitate this important session, conducting a searching Q&A with Ben as well as taking questions from delegates. Come prepared to challenge and be challenged!

Dr Ben Gauntlett
Disability Discrimination Commissioner
Australian Human Rights Commission

Dr Ben Gauntlett commenced his term as Disability Discrimination Commissioner on 7 May, 2019.

Ben is a quadriplegic following a schoolboy rugby union accident at the age of 16 in Perth, Western Australia. He has the experience of a person living with disability and accessing care in Australia (Western Australia, Victoria and the Australian Capital Territory), the United Kingdom and the United States of America. He will be a participant in the National Disability Insurance Scheme.

Cátia Malaquias
Lawyer; Board Director; and Founder, Starting with Julius

Cátia Malaquias is a lawyer, board director and award-winning human rights and inclusion advocate. Cátia is the founder of Starting With Julius, a non-profit organisation working to ensure the inclusive representation of people with disabilities in advertising and media. She has worked with organisations including Target, Kmart, ANZ, NAB, ABC Children's Television and Northern Pictures.

Cátia is also a co-founder of All Means All—The Australian Alliance for Inclusive Education, a multi-stakeholder organisation advocating for the right of students with disabilities to an inclusive education. She also sits on the boards of Down Syndrome Australia and the Attitude Foundation.

In 2018, Cátia won the Tony Fitzgerald Memorial Human Rights Award and the AFR Women of Influence Award for Diversity and Inclusion. Cátia also won a 2017 National Disability Award.
(Human) Future work skills: The opportunity for a human renaissance

The future of work is human but what exactly does this mean to you, your teams and your clients? In this session we will dive into the Institute for the Future’s 10 Skills for the Future of Work, in particular those that are uniquely human, understand why the technologies of the 4th Industrial Revolution create demand for these skills, and the skills payoff for organisations and workers alike. We will then highlight how this shift has the potential to create new opportunities for labour market participation for all. To bring this together we profile a case study of a transition to work program in the US where job seekers undertake learning programs in uniquely human skills.

The Future Work Skills Academy is an initiative of BMI and was founded by Donna Eiby in 2016. Donna combines 19 years of working with the disability employment sector and three years of research and development in training in uniquely human skills.

Donna Eiby
Creative Director,
The Future Work Skills Academy

Donna works at the IoE—the Intersection of Everything and the Future of Work. She started her professional life as an educator and this theme runs through her entire journey so far. Along the way she became interested in industrial law and human capital transformation. 25 years of consulting in organisational transformation, primarily in tech and working on billion-dollar projects, added another addiction to a growing list. Her experience spans the verticals of maritime, defence, financial services, employment and disability employment, pharmaceuticals, transport, human services, ticketing.

She is the Founder and Creative Director of the Future Work Skills Academy. A global, agile, adaptive coalition of experts in those skills identified by the Institute for the Future as necessary for humans to feel engaged, deliver value and find purpose as a number of significant, accelerating factors conspire to radically disrupt work as we know it. The organisation’s primary focus is building agency in these skills; in unlocking human potential that has largely been ignored in the past two centuries of industrial education and learning. This venture has necessitated Donna gaining a deeper understanding of neuroscience, learning science and the frontier technologies of the 4th Industrial Revolution that converges with skill building in ways never before imagined. And it is these topics she weaves into her foresights about humans and the future of work.

Dr Ann Nevile
Social Policy Researcher,
Australian National University (ANU)

Ann Nevile is a Social Policy Researcher at the Centre for Social Research and Methods, the Australian National University. A major focus of Ann’s research is the impact of funding and performance frameworks on service delivery organisations and their clients—most recently in the area of disability employment services, where she has been lead investigator in two Australian Research Council funded Linkage projects, in partnership with DEA, Jobs Australia, the Brotherhood of St Laurence and NDS.

Ann is currently involved in research projects looking at the implementation of the NDIS and the introduction of risk responsive regulation of housing, disability support and care and protection services in the ACT.
“Ask an expert” about employment and Down syndrome

People with Down syndrome want to work for the same reasons as everyone else—so that they can be independent, contribute to society, earn their own money, learn new skills, meet new people, and feel valued. However, only 11% of people with intellectual disability aged over 15 who receive disability services, work in open mainstream employment. We know there are many employers out there who do want to employ people with Down syndrome but just aren’t sure how. Down Syndrome Australia has been working with our Down Syndrome Advisory Network to develop resources for employers to provide more information and to help answer any questions about adjustments on the job, ways to support people in work and how to build an inclusive workplace culture. The resources include a video, case studies, work day schedules, employer and employee guides and presentations. We also have a new app in development that features a range of common questions about employment with responses from people with Down syndrome themselves. Kylie will present the tools and resources that have been developed. Andrew will share his experiences in relation to work and some of the challenges and benefits for him and his work colleagues.

Kylie Preston
National ILC Project Manager,
Down Syndrome Australia

Kylie is the National ILC Project Manager for Down Syndrome Australia. Kylie has extensive experience managing resource development, project management and reporting through senior roles in the not-for-profit sector over the past 20 years. With a focus on community inclusion, Kylie has managed the development of a Community Inclusion Toolkit and app to support inclusion in education, employment, health and community groups.

Andrew Domahidy
Deputy Chair,
Down Syndrome Advisory Network, Down Syndrome Australia

Andrew is the deputy chair of the Down Syndrome Australia Advisory Network. The Down Syndrome Advisory Network is a group of people with Down syndrome from across the country who advise DSA on all program, policy and advocacy work. Andrew is working in mainstream employment with HCF and lives independently in his own apartment.

The power of feedback: how JobAccess is using Net Promoter Score to drive service delivery improvement

“How likely is it that you would recommend (name) to a friend or a colleague?”

This simple question is used to determine a company’s Net Promoter Score (NPS). While the use of NPS as a customer satisfaction measure is becoming more prevalent within the disability sector, it’s still not widely understood.

The only tool of its kind, the NPS is quick to complete and easy to understand for the customer, while providing an organisation with qualitative data that is easy to interpret and analyse. In the new DES world of participant choice, it represents an exciting opportunity to gather meaningful customer data to help drive continuous service delivery improvement.

Since July 2017, JobAccess has been using NPS to gather information about customer experience, surveying over 700 employees with disability and over 400 employers who have used the service. Consistently receiving high NPS scores from both groups, JobAccess has been able to use the feedback to both validate service delivery and inform service improvements.

We will share the JobAccess experience with NPS, including actual scores received and practical service delivery changes that have been made, providing an in-depth case study for organisations in the disability space keen to implement this tool.

Daniel Valiente-Riedl
General Manager – JobAccess,
WorkFocus Australia

Daniel has over 15 years of experience working in the disability sector. During this time, he has worked in the areas of mental health, intellectual, developmental, acquired and physical disability. Currently the General Manager for JobAccess, Daniel manages a WorkFocus Australia team delivering this award-winning service on behalf of the Australian Government. Daniel has a passion for working with people and has occupied senior management positions in several organisations including volunteer Directorships in not-for-profit organisations. Daniel was also a part-time teacher at the Sydney Institute of TAFE, delivering courses within the Community and Mental Health Diplomas. Daniel has completed studies in training and assessment, Management and Human Resources Management, and holds a bachelor’s degree in psychology, a Master of Business Administration, and is currently completing a Master of Science in Organisational Psychology.
**Breakout Sessions**

**12.00pm - 12.45pm in Crown Ballroom 1**

**Understanding the needs of people with intellectual disability to improve their lives, economic participation and employment**

People with intellectual disability (ID) and, more broadly, with a permanent impairment, face many barriers and hurdles to engaging in the workforce. They experience significant disincentives through policy, system and program complexity and bias that does not adjust to their unique profiles and needs. Understanding these barriers and biases allows service providers to remove and mitigate them and turn them into key challenges for you and your customers.

Inclusion Australia understands the importance of focusing on key transition stages of life for a person with an ID, specifically, post-school and early adulthood. Services that understand the unique considerations for people with an ID, focus on life skills and building confidence and capability through holistic wrap around services are key aspects to DES engaging successfully with the potential client group. This workshop session will explore the current evidence, look at key aspects to DES engaging successfully with the potential client group. This workshop session will explore the current evidence, look at key aspects to DES engaging successfully with the potential client group.

**Peter De Natris**
Principle, Houthera Pty Ltd

Peter’s major current role is as a Strategic Adviser to the National Disability Insurance Agency (NDIA). His focus is on early childhood and early intervention for NDIS participants. In his current role he is focusing on key areas of scheme design and approach which recognise the shift from the current program-based systems, to an insurance scheme based on markets that need to be developed and supported so that best practice can be enabled and continuous improvement encouraged.

He also works with many young people with permanent disability, encouraging them to focus on employment and economic activity in their early adult lives to increase their independence and provide options to how they can live their lives beyond specialist services. Peter has worked in, around and with all levels of government on policy and strategy to improve outcomes for people with disability in employment. Driven by a passion to see the Australian commitment to economic independence of people with disability and the potential of these people realised, he recognises the potential of the NDIS as a key enabler for people with disability.

**David Petherick**
Deputy CEO, VALID

David started work with VALID in 2017 and is the Deputy CEO and through that role he is also involved with Inclusion Australia and the Disability Advocacy Network of Australia (DANA). He is excited about being a part of the great work that these organisations do and he is continuing to learn from everyone in the disability advocacy community. He has worked in the disability sector for over 25 years.

Before he started with VALID David worked with the NDIA in Geelong, mostly working on projects to increase employment opportunities for people with disability.

**12.00pm - 12.45pm in Crown Ballroom 3A**

**Disability and employment: Evidence from the IDES and YES research programs**

Employment for people with disability has been demonstrated to have numerous social, health and economic benefits. With the recent Disability Employment Services (DES) reforms in 2018, a better understanding of the perspectives of job seekers and their engagement with the DES program is imperative to informing effective service delivery and client retention.

Similar challenges exist for young people with disability who have a disproportionately high risk of being unemployed and not in education or training. As new support models continue to be developed for young people transitioning into employment and given the known benefits of intervening early, it is an apt time to evaluate the programs available to young people and gain a better understanding of the supports they need from employment programs.

In this presentation we will present findings from Wave 1 of the Improving Disability Employment Study (IDES), which is a prospective study of job seekers recruited through DES. We will also present an update on Wave 2 and preliminary findings from this 12-month follow-up. Finally, we will present on preliminary findings from the Youth Employment Study (YES), which focuses on young people (15-25 years) accessing youth employment programs.

**Stefanie Dimov**
Project Manager, The University of Melbourne

Stefanie Dimov is the project manager on the Improving Disability Employment Study (IDES) and the Youth Employment Study (YES) conducted at the University of Melbourne. She has been working within the Disability and Health Unit for over two years, working closely with employment service providers, youth employment program providers and disability advocates in the field. Stefanie has a multi-disciplinary background in psychology and public health and extensive experience in project management. She has a strong interest in health and wellbeing in the context of disability and employment, and her recent work aims to provide evidence that will inform policy and service delivery within the disability sector.
How does length of unemployment impact what we do in DES?

It is well established in the literature that length of unemployment is negatively related with mental health, wellbeing, and the speed of returning to sustainable work. That is, long-term unemployed people are at greater risk of developing mental health issues, reduced wellbeing, and consequently it becomes more challenging to return to work. If we are to provide evidence-based targeted intervention to mitigate length of unemployment and enrich the lives of those living with a disability, we must strategically prioritise data analysis and responsively consider the results to ensure best practice. Ability Options have collaborated with Back2Work Health Specialists to analyse the demographic data of 3,863 job seekers from the DES caseload to identify the relationship between specific cohort demographic data and length of unemployment. This proactive and evidence-based approach to maintaining their understanding of their caseload, has informed a number of recommendations that will ensure innovation, collaboration, and informed service provision to support job seekers with disabilities to improve their wellbeing and independence through meaningful employment. This approach not only informs intervention and service provision at the site level, but enables research that informs the larger sector to ensure we demonstrate our commitment to lead in this space.

Simon Fairall
General Manager, Ability Options Olympus Solutions

Simon Fairall has a BA DipED from Macquarie University. He has 20 years’ experience leading employment programs. He is currently part of the Ability Options leadership team and reports directly to the CEO. He is responsible for high level strategy, governance, reporting, performance management and outcomes.

Martin Rowley
General Manager, Ability Options Olympus Solutions

Martin Rowley is the General Manager of DES services with over 10 years’ experience. Martin is passionate about providing excellent outcomes for customers and stakeholders by providing a person-centred approach.

Dr Kylie Henderson
Managing Director, The Better Health Generation

Dr Henderson has more than 20 years’ experience in the employment services industry and APS, having worked for large, national employment services providers overseeing their health and employment programs. She holds a Doctorate of Clinical Psychology, is an Adjunct Research Fellow at the University of Southern Queensland and full member of the APS Clinical College.

The emerging adulthood period: What is it and how does it impact on the economic participation of young people with intellectual disability?

In western industrialised societies young people are reaching markers of adulthood such as moving out of home, gaining full-time employment and having their own family much later. The term “emerging adulthood” has been used by Arnett (1999) and others to describe the lifespan period between 18 and 25. This period is used by young people to acquire skills and capabilities, for identity development, and to build their independence away from their family and readies them for their adult life.

For young people with intellectual disability the opportunities to utilise this emerging adulthood period in the same way that other young adults do has been limited. This presentation will explore how services can be designed to support young people with intellectual disability in the emerging adulthood period, to maximise their opportunities for long term economic participation.

Jenny Crosbie
PhD Student, Swinburne University

Jenny has over 30 years’ experience working with people with disabilities in a variety of roles including 10 years in disability employment and transition from school programs. She is currently a PhD student at Swinburne University studying the experience of young people with intellectual disability in relation to economic participation.
Thursday 29 August: Day Two

Panel Session
The motivated and committed employer
1:30pm - 2:30pm in Crown Ballroom

Workforce participation rates for people with disability must be improved. Who is the expert to improve employment outcomes for people with disability? What factors impede better employment rates? Is it true that many employers do not really understand the value a person with disability can bring to their organisation? What strategies should be implemented to overcome this perception? This panel will confront these questions and more. The panel of experts includes a disability advocate, an employer, a DES provider, the NDIA and a person with disability. They will share their expertise on improving the rates of employment for people with disability into work. Topics this panel will explore include:

• Employer engagement strategies are one of the fundamentals to successful job placement and sustainable employment. How do DES providers better engage with employers and vice versa?
• DES providers have many years’ experience with placing people into employment, however sometimes innovative practices or projects are needed. What new ways can we engage employers?
• Most importantly, what does a participant see as the most important aspects of assistance into work? How does employment lead to greater social and economic independence?

Jennie Milne
General Manager, Human Resources
The Royal Automobile Club of Western Australia (RAC)

Jennie is the General Manager, Human Resources at RAC. An authentic senior leader, she is passionate about inspiring and empowering others to achieve to their full potential. In 2013 Jennie was awarded RAC’s ‘Leader of the Year’ and the RAC’s International Women’s Day Leadership Award.

Jennie champions and advocates for diversity and inclusion, with a strong passion for disability and gender diversity. Her approach is: Impact versus intent; something valuable she learnt from her previous CEO Terry Agnew. In 2017 Jennie was awarded the ‘Leading Edge Advocate Award’ from Edge Employment Solutions for championing disability employment.

Jennie is the General Manager lead for RAC’s Enabling All Abilities Working Group with the premise to focus on talent and ability and providing opportunities for those with a disability. Jennie’s qualifications include a Bachelor of Applied Science (Mathematics and Computing) from Curtin University; and a Post Graduate Diploma in Human Resource Management from UWA where she won the award for Strategic Human Resource Management. In 2017 she completed the Australian Institute of Company Directors’ Director Pipeline Program and last year proudly became a Graduate of the Australian Institute of Company Directors.

Renae Greenway
HR Business Partner,
City of Cockburn

Renee Greenway is the HR Business Partner at the City of Cockburn which is a Local Government authority 27 kilometres south of the Perth CBD. The City has a current population of over 112,000 and borders the cities of Fremantle, Kwinana, Canning, Melville, and Armadale in the Perth metropolitan area. According to the 2016 census, 3.8% of the Cockburn community identified as requiring assistance in their daily lives as a result of a disability. Renee and the City of Cockburn are highly committed to the employment of people with disability in their local community. Most recently they have been working with Bizlink to achieve this. Renee has worked in HR since 2005 and has been involved with the Supported Wage System and Disability Employment since its inception at the City in 2004.

Andrew Rocchiccioli
Regional HR Manager WA, Bunnings

Andrew Rocchiccioli is the Regional HR Manager WA for Bunnings Group. The WA network includes 44 operating locations as well as a store support team. Andrew has been part of the Wesfarmers Group for over 26 years, including 18 years with Bunnings and has been in a variety of roles in accounting, operations and, recently, HR. Inclusion and diversity of the team remains a high priority of the business, with the clear goal of the team to be a reflection of the community they operate in. Andrew has a Bachelor of Commerce majoring in accounting and a CPA.

Ian Tsolakis
Group Disability Employment Manager
Crown Perth

Ian commenced at Crown in 2014 following 17 years in the employment services industry, where he knew well the importance and power of employment. He has spent time becoming familiar with government’s Disability Employment Services (DES) and JobActive contracts. Knowing the demands of these programs, Ian realised there must be a better way for businesses requiring talent to access people with disability wanting to earn an income.

Ian’s enthusiasm is beyond doubt. His experience in employment services gave him the insider knowledge to design an employment model comprising of five pillars of strength. The five-piller framework for CROWNability reflect Ian’s determination and persistence to effect positive outcomes for people with disability.

CROWNability is Crown Resorts’ strategy to attract, recruit, retain, and achieve sustainable outcomes for people with disability.
Panel Session
DSS and DEA Q&A: Building success together
2:30pm - 3:20pm in Crown Ballroom

One year after the Australian Government introduced reforms designed to help more people with disability find employment through DES, it’s time to consider how well the program is delivering on its promises. Is greater competition working? Are participants exercising greater choice, and what does that mean? Are new funding arrangements ensuring that all job seekers get the support they need?

The Department of Social Services administers DES and has been reviewing the changes that have occurred since the reforms were introduced to DES. George Sotiropoulos, Group Manager of Disability, Employment and Carers Group, will join the Branch Manager responsible for DES, Stewart Thomas, and DES Delivery Lead, Selvina Bustelo, in a joint question and answer panel discussion with Disability Employment Australia.

Rick Kane
Chief Executive Officer, Disability Employment Australia (DEA)

George Sotiropoulos
Group Manager, Disability, Employment & Carers Group, Department of Social Services (DSS)

Stewart Thomas
DES Branch Manager, Department of Social Services (DSS)

Selvina Bustelo
DES Delivery Lead, Department of Social Services (DSS)

Plenary Sessions

Help remove barriers to disability employment

Free expert advice and support for people with disability, employers and service providers.
Prime Super

**Phone:** 0468 308820  **Website:** www.primesuper.com.au  
**Email:** Gill Sebbag: gsebbag@primesuper.com.au

Prime Super is a multi-industry, profit for members fund with a strong connection to the employment services sector. We have multiple partnerships with peak bodies in Primary Industries, Health/Aged Care, Education and more recently developed a strong connection with employment services providers. We are deepening this connection via our new partnership with DEA that commenced 1 July 2019.

Our partnership aims to better serve providers in this sector with a high performing (risk-adjusted) and competitively costed fund for their employees. Through collaboration with DEA and providers, we will focus on: promotion and advocacy for the industry, developing a dedicated service offering and partnership with providers and deliver an effective engagement model to help members achieve a meaningful retirement outcome from their lifetime of work.

Prime Super is looking forward to meeting you all throughout the year and hearing your views and thoughts on what you would like from an Industry partner.

**Partnering with Prime Super**
- Manages over $5 billion in retirement savings for approximately 130,000 members
- Strong risk-adjusted performance over 3, 5 & 7 years
- Competitively priced Fund
- Flexible insurance options to suit members
- Member-focused engagement and education tools (apps, video, customer journeys and financial advice)
- National presence across capital cities and regional centres
- Access to one of the largest and leading Clearing House (SCH-Online) Services.

*Past performance is not a reliable indicator of future performance.*

*The information contained in this document is general information only and does not take into account your personal financial situation, objectives or needs. You should obtain independent financial advice tailored to your individual circumstances.*
Aon Insurance

Phone: 02 9253 7000    Website: www.aon.com.au

With 30+ years’ experience, the Aon not-for-profit (NFP) team understand the complexities of the disability sector and the pressure disability employment providers are under to balance saving money while maintaining the optimal level of insurance cover.

Organising your insurance can be a daunting experience—with several risks to consider and a lot of technical jargon to decipher, you would not be blamed for wondering ‘what is my organisation actually covered for?’

Aon’s NFP team are insurance industry experts and specialise in cutting through the noise and helping organisations like yours get the cover they need. Got an insurance query? Visit the Aon booth to have a chat with one of the team.

alffie

Phone: 1300 253 343    Website: www.alffie.com    Email: support@alffie.com

alffie is a highly experienced registered training organisation (RTO) with an unparalleled passion for e-learning and technology. We do everything we can to provide job seekers and employment service providers with the greatest chance of success. Our support, assessment and work placement teams work with employment service providers and job seekers to create pathways to employment and positive outcomes.

Flexibility and innovation are at the heart of what we do. We have a range of accredited and non-accredited training solutions that meet the activity requirements of Job Active, Disability Employment Services (DES), Transition To Work Program (TTW), Parents Next participants and other employment programs.

alffie’s custom-built learning management system (LMS), app and client relationship management (CRM) system have been designed with the compliance and reporting needs of employment services providers in mind. These systems have also been designed to support job seekers to manage their own job search journeys.
JobAccess

**Phone:** 1800 464 800  **Website:** [www.jobaccess.gov.au](http://www.jobaccess.gov.au)

JobAccess is the national hub for workplace and employment information for people with disability, employers and service providers. Created by the Australian Government, it brings together the information and resources that can ‘drive disability employment’.

The JobAccess website contains information and resources on workplace modifications, help with finding and changing jobs, creating flexible work environments, connecting with employers and more.

A JobAccess adviser can help you with expert information on disability employment and can assist you with appropriate pathways for employment, training and assistance and with accessing Australian Government funding.

Users who are deaf or have a hearing or speech impairment can connect with JobAccess through the National Relay Service (NRS):

- TTY users phone 1800 555 677 then ask for 1800 464 800
- Speak and Listen (speech-to-speech relay) users phone 1800 555 727 then ask for 1800 464 800
- Connect online at relayservice.gov.au. Under the Contact Us Page are numbers and links for an internet relay call or a captioned relay call.
- Download the NRS app.
EXHIBITORS

AccessPay

Phone: 1300 133 697  Website: accesspay.com.au
Email: AccessPay@smartgroup.com.au

AccessPay is a leading provider of salary packaging and employee benefits services to the not-for-profit sector. Our specialist guidance, together with our reliable, flexible and cost effective salary packaging services, delivers you tailored solutions and maximises benefit opportunities to support your organisation’s strategic and operational objectives. Please visit the AccessPay stand to discuss the full advantages of salary packaging as an integrated employee benefits offering.

KV Interactive

Phone: 1300 737 037  Website: www.kvi.net.au
Email: contact@kvi.net.au

KVI continues a long legacy of quality software with a strong focus on custom solutions for the employment and recruitment industry in Australia. Following a tradition of strong customer support, we are pleased to continue working in an industry that our business has operated in for 20 years. Our JDE-MAX software is a robust and powerful program written specifically for the disability employment, jobactive, TTW, CDP and NDIS industry.

We are confident JDE-MAX can offer you a range of financial and productivity benefits and coupled with our experience developing custom applications, we can deliver the business solutions you need.

Lowes

Phone: 02 9562 1159  Website: corporatewear@lowes.com.au
Email: corporatewear@lowes.com.au

Lowes Corporate has been servicing employment providers for over 25 years, specialising in work wear, PPE, and interview clothing for a wide range of industries. In 2017 we further enhanced this relationship by creating the Lowes Back To Work initiative. This aims to provide job seekers with professional and appropriate clothing that gives them the confidence to re-enter the workforce.

The Back To Work online ordering portal was developed specifically for employment providers to enable their consultants to efficiently order job seeker clothing, that can be delivered directly to their branch or immediately picked up from their local Lowes store.
EXHIBITORS

The National Disability Insurance Agency (NDIA)

Phone: 1800 800 100  Website: www.ndis.gov.au
Email: NDIS Community and Mainstream Engagement WA: community.engagement.wa@ndis.gov.au

The National Disability Insurance Agency (NDIA) is an independent statutory agency. Our role is to implement the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.

The Salary Packaging People

Phone: (03) 5229 4200  Website: www.salarypackagingpeople.com.au
Email: info@salarypackagingpeople.com.au

We are numbers people, but your people will never be just a number to us.

At The Salary Packaging People we want every employer to be able to offer salary packaging to their staff, which is why we make salary packaging available for even a single employee right through to large teams.

It’s a no-cost process for employers and, because you’re busy enough, we make it easy with a suite of outsourcing services to manage payroll and finance functions.

Let us tell you how easy it can be.

CONFERENCE PARTNERS

Disability Employment Australia acknowledges and thanks our conference partners:

Perth Convention Bureau and Tourism WA.
It’s time! DEA’s new DES Essentials training package is ready.

DEA has partnered with alffie, a registered training organisation, to create a comprehensive training package delivered across five modules.

Each module includes:

- A detailed learner guide
- A face-to-face workshop
- An online component

The new DES Essentials training package will assist your organisation to:

- Develop a best practice, person-centred approach to service delivery
- Strengthen staff focus and capability
- Ensure consistent and robust staff training
- Enhance the skills and knowledge available within the organisation
- Deliver DES’ core objectives
- Improve community and employer engagement
- Increase outcomes

Topics covered include:

- Australia’s disability and employment landscape
- Legislation and regulations
- DES principles and objectives
- DES best practice
- DES performance framework and quality assurance
- Participant, employer and community engagement

Contact David Best on 0400 867 656 or email training@disabilityemployment.org.au to find out more.