

8:00AM REGISTRATION DESK OPENS**8:30AM ACKNOWLEDGMENT OF TRADITIONAL LAND OWNERS & SCENE SETTING**

The Importance of DSWs in our Communities: Part 1 | [Joanne Jessop, CEO, Multicap](#)

9:00AM HESTA PRESENTATION

HESTA is the Presenting Rights Partner of the 2019 Disability Support Workers Conference | [Kym Chisholm, Relationship Manager, ME Bank](#)

9:10AM

How the NDIS Can Work For Me | [Tristram Peters, customer of Montrose; Alison Pfeiler, NDIA; Angela Hegarty, CPL - Choice, Passion, Life; Jocelyn Wills and Jimmy Lander, Carers Queensland](#)

This workshop will provide a real life account of the challenges, learnings and impact on those around them as South East QLD transitions. Chaired by [Joanne Jessop, CEO, Multicap](#).

10:30AM MORNING TEA AND EXHIBITION**11:00AM**

ROOM 9 Complex Communication | [Stephanie Sievers, Griffith University](#)
Augmentative and Alternative Communication (AAC): Research to clinical practice. *Sponsored by ARC Training*

ROOM 10 Self-Determination: My Life, My Way | [Professor Karen Nankervis, Executive Director and Chair of the Centre of Excellence for Clinical Innovation and Behaviour Support; Heather Forsyth and Jon Slingsby, VALID*](#)

Knowing and doing what's best for oneself. *Sponsored by Uniting Care*

ROOM 11 Person Centered Practice (PCP) | [Ann Greer, Project Officer, Community Connection and Tristram Peters, Customer of Montrose](#)
What it really means to put the person in the driving seat. *Sponsored by AMC Training and Consulting*

12:45PM LUNCH AND EXHIBITION**1:30PM**

ROOM 9 Community Dynamics | [Richard Fryer, Head of Leadership and Talent, Queensland Urban Utilities](#)

Insights from sport about team effectiveness that can be applied into the delegates' own team or situation. *Sponsored by Leap in!*

ROOM 10 The Prosperous Leader | [Margie Ireland, Leadership Coach, Workplace Psychologist, Connect-Inspire-Transform](#)

How stress and personality influence style. *Sponsored by Hays Recruitment*

ROOM 11 Quality and Safeguards Framework | [Simon Wardale, GM Specialised Services, Multicap](#)

This workshop will demonstrate how the Quality and Safeguards framework is not a burden to service delivery and can be achieved by focusing on the provision of good quality services.

2:45PM AFTERNOON TEA AND EXHIBITION**3:00PM**

Panel: Confronting Changes | [Deb Braga, Clinical Psychologist; Simon Brown, Carers Queensland; Joel Guest, Service Manager, Multicap; Paige Armstrong, CEO, Queenslanders with Disability Network \(QDN\)](#)

A pragmatic approach to coping with change and how it can help support customers. Chaired by [Seth Grantley, COO, Multicap](#).

4:30PM

Day one closing remarks | [Joanne Jessop, CEO, Multicap](#)

4:40PM CONFERENCE CLOSES

*VALID is the Victorian Advocacy League for Individuals with Disability. It is the peak organisation in the Victorian disability sector. VALID is run by, and for people with disability and family members.

8:00AM REGISTRATION DESK OPENS**8:30AM**

The Importance of DSWs in our Communities: Part 2 | Rhys Kennedy, CEO, CPL - Choice, Passion, Life

9:00AM

The Long and Winding Road of Self Advocacy | Professor Karen Nankervis, Executive Director and Chair of the Centre of Excellence for Clinical Innovation and Behaviour Support; Heather Forsyth and Jon Slingsby, VALID; Michelle Moss, Queenslanders with Disability Network (QDN) and Self Advocates from QDN; Alex Baker, Paul O'Dea and Donna Best

The past, present and the future of self advocacy by and for people with disability.

10:30AM MORNING TEA AND EXHIBITION**11:00AM**

ROOM 9 Autism - Advanced | Prof. Jacqueline Roberts, Chair of Autism, Autism Centre of Excellence (ACE), Griffith University

This workshop will provide a focus on behaviours and how correct communication can assist people with Autism.

ROOM 10 Mental Health | Dr Fiona Davis, Head of Clinical Services for National Non-Government Disability Service

Supporting people with intellectual disability and mental illness.

ROOM 11 Positive Behaviour Support (PBS) | Simon Wardale, GM Specialised Services, Multicap and Sarah Hutchison, Manager Behaviour Support Practice, Multicap

How positive change can be facilitated for customers with complex behavioural presentations. *Sponsored by The Office of the Public Guardian*

12:45PM LUNCH AND EXHIBITION**1:30PM**

ROOM 9 The Staying Safe Project | Professor Karen Nankervis, Executive Director and Chair of the Centre of Excellence for Clinical Innovation and Behaviour Support; Heather Forsyth, and Jon Slingsby, VALID
This session highlights the importance of being able to speak up, reach out and get help. *Sponsored by Clickability*

ROOM 10 Design Thinking - Taking the Theory from Boardrooms to Bathrooms | Samantha Frain, Executive Director for Northcott Innovation
A interactive workshop exploring how Design Thinking can improve customer outcomes.

ROOM 11 The Value of Mentors | Anna Hebron, Strategic Advisor, Coach and Mentor
This workshop answers the question: How do I find one that's right for me? How can I be a good coach?

2:45PM AFTERNOON TEA AND EXHIBITION**3:00PM**

Panel: The Role of Technology and How It Supports Customers to Build Capacity | Karin Schuhmann, LifeTec; Kerstin Oberprieler, Pentaquest; Samantha Frain, Northcott Innovation and Michelle Vickers, Montrose

Northcott prints 3D orthotics that provides people with disability easy access to affordable orthotics.

PentaQuest is an elegant digital platform that uses gamification, behavioural sciences and game theory to engage staff and create a high performing culture.

LifeTec is a social enterprise that provides dedicated assistive technology (AT) services. Chaired by Gretchen Skorzewski, CPL - Choice, Passion, Life.

4:30PM

Day two closing remarks | Rhys Kennedy, CEO, CPL - Choice, Passion, Life

4:40PM CONFERENCE CLOSES