Registration Desk Open Times
The registration desk is located on the eighth floor of the Grand Hyatt Melbourne.

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<td>Tuesday 7 August</td>
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<td>Wednesday 8 August</td>
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<td>Thursday 9 August</td>
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If you require assistance please contact Autumn Brown from Disability Employment Australia on 0407 503 420.

Social Event Tickets
If you have purchased tickets to the Welcome Reception and/or 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 these networking events.

See details on page 31.

Conference Venue
The Grand Hyatt Melbourne is located at:
8th Floor, 123 Collins Street, Melbourne, Victoria

Messages
For your convenience a message board is located near the main registration area on level eight.

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 #DES2012
Find Disability Employment Australia on Twitter at @disabilityemplt
Locate and tag disability employment news in Australia using the #deau hashtag

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

Parking
The car park beneath the hotel is operated by Wilson Parking. The early bird rate of $17.00 per vehicle is available if parking between 6.00am and 9.30am and exit between 3.00pm and midnight. Parking for the early bird rate is only available on level 1 and the ticket must be stamped to obtain this rate.

Wilson Parking
123 Collins Street
Entry via Russell Street and Flinders Lane
Phone: 03 9224 0301
Disability Employment Australia
Chairperson’s Address

On behalf of the Board I welcome you to the 2012 Australia’s Disability Employment Conference in Melbourne.

This Conference will provide the opportunity for every delegate to contribute to the direction of Disability Employment Services in Australia well into the next contract period and beyond.

Australia’s Disability Employment Conference continues to be an important annual event for our sector. This year provides us with a timely opportunity to stop, relax, learn, enjoy and contribute to both your individual and the collective sector’s professional development.

Currently the sector is like a kaleidoscope—as much as we look at it, it won’t stay still. It won’t settle until the announcement of the successful bids in late October and the transition early in 2013.

For those of you who are in the midst of coping with the massive and rapid changes, I offer you the wisdom of the 30th President of the USA, Calvin Coolidge:

Nothing in the world can take the place of Persistence.
Talent will not; nothing is more common than unsuccessful men with talent.
Genius will not; unrewarded genius is almost a proverb.
Education will not; the world is full of educated derelicts.
Persistence and determination alone are omnipotent.
The slogan ‘Press On’ has solved and always will solve the problems of the human race.

A successful conference is a result of the combined efforts of many people. Thank you to our CEO Lynette May and her team for the work they have done to make this event the best ever!

A special thank you to our sponsors, exhibitors and speakers. Your contributions are valued and appreciated by the Board, staff, members and delegates present here today.

It’s now time to sit up, and with our eye on the future, switch off from the office, open our minds and positively focus on what employment services for people with disability are going to look like in 2013 and beyond.

I wish you all well with your deliberations and the courage to ‘press on’!

Donna Faulkner
Chairperson
Disability Employment Australia

Disability Employment Australia
Chief Executive Officer’s Address

The one thing non-government organisations providing government-funded services can be sure of is continual change.

Over the last year, this has been witnessed on multiple fronts – highlighting the increasingly complex environment that Disability Employment Service providers operate in.

While we are able to influence some changes, ultimately there is no stopping it. We can embrace them, we can strive to understand them, and we can anticipate the opportunities and threats.

We can proactively engage in delivering quality individualised service to people with disability looking for and in work, and employers on their journey to disability confidence and a diverse workforce. In doing this, we provide value for money and quality service to the single purchaser – DEEWR.

Ultimately the vision is to create a sustainable Disability Employment Service sector and lift Australia’s standing in the OECD from 21 out of 29 to... well, let’s aim for the top!

This year’s program is themed around change. The National Disability Strategy and the introduction of a National Disability Insurance Scheme will alter people with disability’s expectation of how services will be delivered in Australia.

The labour market is transforming. This is forcing all businesses to review their workforce plans and strategies. Diversity is suddenly high on the agenda of both big business and Government.

The changing demands of multiple customer groups are requiring DES providers to rethink their service and business models. Finding the balance to deliver quality to the users of the program and satisfy the funding body is a critical challenge going forward.

Our program provides informative and inspirational sessions to seed your thinking, and get you talking about the implications of these significant changes.

For some questions, there are no answers ‘yet’. But it is only by being informed and refining our opinions that each of you can engage in the process of shaping the outcomes and your businesses to best suit whatever the future brings.

Australia’s Disability Employment Conference aims to provide you with this environment. We are confident you will find the program stimulating, the environment conducive to networking, and the social events fun. Please make the most of it.

Lynette May
Chief Executive Officer
Disability Employment Australia
Welcome
9.00am
Conference MC: Brett de Hoedt

Brett de Hoedt is the self-proclaimed Mayor of Hootville Communications which offers media, marketing and communications training to non-profits nationally.
Hootville also develops websites and campaigns when not basking in the limelight at conferences.
This is Brett’s fifth consecutive national conference as MC. He believes he’s getting the hang of it and hopes you agree.
Twitter: @Hootville

Welcome to Country
9.05am
Aunty Joy Murphy (AO)

Aunty Joy Wandin Murphy AO is the Senior Elder of the Wurundjeri People of Melbourne and surrounds.
She has been actively involved in Aboriginal issues for more than thirty years, working in policy areas at all levels of government.
Joy has welcomed many people to her Father’s country, including Nelson Mandela, Mohammad Ali and almost all of Britain’s Royal Family.
Joy’s recent focus is in the Arts and she says not only is it more enjoyable, she firmly believes that the influence of the Arts is a significant factor in raising the bar of cultural awareness, creating a better understanding of our community affairs.

Official Conference Opening
9.15am
Dr Rhonda Galbally (AO)

Rhonda Galbally has dedicated her life’s work to making society more equitable.
A CEO for twenty-five years, Rhonda has led the Australian National Preventative Health Agency, VicHealth, Our Community and the Australian Commission for the Future.
Rhonda is currently Chair of the Royal Women’s Hospital, Chair of the National People with Disabilities and Carers Advisory Council, and Deputy Chair of the Government’s Advisory Committee for the Establishment of the National Disability Insurance Scheme.
Rhonda was recognised with an Order of Australia in 1990, and two Doctorates (Honoris Causa) from Latrobe University and Royal Melbourne University of Technology. Rhonda is Patron of Compassionate Friends.
Twitter: @rhondagalb

Chairperson’s Address
9.35am
Donna Faulkner, Chairperson, Disability Employment Australia

Donna Faulkner’s professional life has been dedicated to enhancing the lives of people with disability.
She graduated as a teacher in special education and has worked in a variety of settings with both children and adults with disability.
For the past sixteen years she has led a team of people pursuing equal employment opportunities for people with disability in the mainstream workforce.
Work Solutions Gippsland is one of only a handful of private providers of employment services for people with disability in Australia.
Prime Time: The UK experience

9.50am

The Welfare to Work market in the United Kingdom has, over the past eighteen months, been on a journey to embrace the ‘prime provider’ payment by results model.

As a prime and sub-contractor in this market, Pluss is ideally placed to consider the implications for providers, their supply chains, employers and, most importantly, customers during this period.

This session will consider the lessons learnt and wider consequences of the journey and experiences of one of the smaller and newer, but arguably more successful of UK providers, within what is a demanding and challenging economic and political environment.

Martin Davies, CEO, Pluss (UK)

Following a twenty year career within the construction industry, Martin Davies moved to work within the welfare to work sector some fifteen years ago.

Specialising in disability employment and social enterprise creation, he was instrumental in the creation of Pluss in 2005.

As co-founder of the British Association for Supported Employment (BASE) he was involved in the design of the United Kingdom’s specialist disability employment program Work Choice.

Twitter: @PlussInspires

Not for Profit Reform

11.00am

The newly formed Australian Charities and Not-for-Profit Commission (ACNC) has been tasked with implementing the not-for-profit reform agenda.

This session will bring the sector up to speed with the Commission’s progress, and begin to outline how reforms will impact on not-for-profit DES providers.

The ACNC Interim Commissioner, Susan Pascoe, comes from a specific DES perspective after chairing the Advisory Panel on Employment Services Administration and Accountability (APESAA) in 2011.

Susan Pascoe AM, Interim Commissioner and Head of ACNC Implementation Taskforce

Susan Pascoe was a Commissioner at the State Services Authority in Victoria (2006–2011) focusing on regulatory reform prior to accepting the role of Interim Commissioner for the ACNC Taskforce.

She chaired the Australian National Commission for UNESCO, was a Patron for the Melbourne Parliament for the World’s Religions and served on the Board of Cabrini Health and the Senate of the Australian Catholic University.

Susan is to become the Inaugural Commissioner of the Australian Charities and Not-for-Profit Commission (ACNC) in 2012 once the legislation is passed.
Inclusion as a Business Imperative: Australia’s changing labour market (Panel Session)

11.30am

Headlines constantly remind us that Australia’s labour market is changing. The current landscape is characterised by an increase of casual and insecure work, alongside skill and labour shortages.

The resources sector is booming, manufacturing is declining and employers increasingly need workers with customer service skills.

In this changing environment and patchwork economy, the panel explores the opportunities and risks for people with disability in the open labour market—now and into the future.
The Hon Bill Shorten MP, Minister for Employment and Workplace Relations

Bill Shorten is the Minister for Employment and Workplace Relations and Financial Services and Superannuation in the Gillard Labor Government.

He is the Member for Maribyrnong.

As a senior member of the Gillard Government's economic team, Minister Shorten has played a key role in getting a National Disability Insurance Scheme and a National Injuring Insurance Scheme on to the ALP's policy platform.

Previously, Bill was the Parliamentary Secretary for Disabilities, Children's Services and Victorian Bushfire Reconstruction.

Twitter: @billshortenmp

Professor Brian Howe AO, Chair of the Independent Inquiry into Insecure Work in Australia

Brian Howe is a Professional Associate at the Centre for Public Policy at Melbourne University.

He is a former minister in the Hawke and Keating Governments and was Deputy Prime Minister from 1991–1995. Brian's main interests are social policy related. He has recently chaired a COAG Advisory Committee on Cities and is a member of the Government's Consultative Panel on Cities.

He is the author of Weighing Up Australian Values (2007) and has written extensively on social policy related matters.

Twitter: @unimelb

Serge Sardo, CEO of Australian Human Resources Institute

Serge Sardo is the CEO and Managing Director of the Australian Human Resources Institute. He is also the Secretary General of the Asia Pacific Federation of Human Resources Management and is an advisor on the Disability Employment Ministerial Panel.

Serge has previously held senior management roles in consulting practices. He has worked with global companies in such industries as mining, manufacturing, finance and insurance. Serge also has strong links and experience within the small business and community sectors, and has held several non-executive roles within community organisations.

Twitter: @AHRItweets

Maria Tarrant, Deputy CEO, Business Council of Australia

Maria Tarrant is the Deputy CEO of the Business Council of Australia, contributing to the work of the BCA focussed on building Australia's prosperity and ensuring all Australians can share in this prosperity.

Previously Maria has worked in both the public and private sectors in business development, policy development and project management in the fields of infrastructure, education services, human resources management and marketing.

Maria holds a Bachelor of Arts (Economics), a Graduate Diploma in Industrial Relations and a Master of Commerce, all from the University of Melbourne.

Twitter: @B_C_A

Facilitator: Barrie Cassidy, Political Reporter, ABC TV

Barrie Cassidy is one of Australia’s most experienced political reporters having covered federal politics since the late 1970s.

He has worked as political correspondent for ABCTV News and the 7.30 Report, and for four years as political adviser and senior press secretary to Prime Minister Bob Hawke.

He has also worked as a foreign correspondent based in Washington and Brussels.

For the past eleven years, he has hosted Insiders, a political discussion program on ABCTV.

Twitter: @abcnews
Disability Service Standards and the Deed: Finding synergies
1.30pm in Savoy 2

The difficulty of meeting the increased compliance demands of the Disability Employment Services Deed alongside conformity to the Disability Service Standards (DSS) is a familiar one.

Coming from a DSS perspective, this session will introduce service providers to a process of integrating the two requirements.

The presentation will enable staff and management to consider a range of practices which could be implemented into existing systems to promote efficiencies and effectiveness in achievement of outcomes. This ensures ongoing compliance with the Deed, as well as maintaining the core values and person-centred approach of the DSS.

Jennifer Engels, Diversity Consultant
Jennifer Engels is a consultant in the human services sector, providing services to government and NGOs.

She has worked on a range of projects, including quality management, policy development, and training. She also audited organisations against the Commonwealth Disability Services Standards.

Jennifer is the primary resource for all accreditation activities within the human services sector, providing services to government and NGOs.

A major client is the Joint Accreditation System – Australia and New Zealand (JAS–ANZ).

Changing Attitudes towards Disability: What works
1.30pm in Savoy 1

Negative community attitudes towards people with disability are a major barrier to achieving disability rights and social inclusion.

Governments and employers have implemented numerous programs to change community attitudes. Published evidence about the effectiveness of such programs has been analysed using a theoretical framework of three levels of intervention to change attitudes—at a personal, organisational and structural level—legally mandating behaviour change.

The analysis found that disability employment strategies are most likely to be effective if they address all three levels of intervention. This session discusses the essential elements of effective intervention.

Dr Karen Fisher Associate Professor, Social Policy Research Centre, University of New South Wales
Karen Fisher is an Associate Professor at the Social Policy Research Centre, University of New South Wales.

Her research is about the organisation of social services in Australia and China, including disability and mental health services and community care, participatory evaluation methodology, and social policy processes.

Twitter: @UNSW
Discretion, Determination and Deference: Lessons learned managing a successful Disability Employment Service

1.30pm in Bristol

Please note that this is a double session, concluding at 3.00pm

Just what does success mean in Disability Employment Services? Is it simply a high star rating?

This session challenges Site Managers (or aspiring managers) to reflect on the differences between management and leadership in the context of success. The reflection is structured by exploring a framework for a successful Disability Employment Service that encompasses people and culture, business performance, customer service (person-centred services) and community engagement.

Delegates will be provided with a take-away resource summarising the core components of the framework.

Margie Gadd, Principal, Barini Consulting

Margie Gadd is the Principal of Barini Consulting, a training consultancy business specialising in providing training and consultancy solutions to Employment Services Providers. She builds individual and organisational capability in meeting contracted servicing requirements under the JSA and DES Deeds.

With a background of twenty years in employment services Margie has held roles as a consultant, manager and regional manager in employment services.

She is a NESA Training Partner and also delivers the Certificate IV in Employment Services and Certificate IV in Career Development under auspice arrangements with selected RTOs.

Bevan Burkin, Policy Officer, Disability Employment Australia

Bevan Burkin is the Policy Officer at Disability Employment Australia. He is an employment services professional with over thirteen years of experience. He is committed to developing the professionalism of the sector, and has on the ground experience supporting multiple contracts across regional and metropolitan Victoria, Tasmania and Western Australia.

Through his enthusiasm for sharing best practices and performance strategies, he strives to change perceptions regarding disability. Bevan’s strong policy analysis and facilitating skills make him an effective advocate for the sector.

Woolworths: Better employment outcomes through stronger linkages

1.30pm in Savoy 3

WorkFocus Australia in partnership Woolworths Ltd undertook a project during 2011–2012 with support from DEEWR’s Innovation Fund.

It sought to provide an integrated, practical approach to increasing employment outcomes for people with disability by building disability confidence across Woolworths’ stores in Melbourne’s South East and strengthening the company’s linkages with local employment service providers.

The session will outline the project’s methodology, key learnings derived from an ‘insider’s view’ of a highly dynamic retail environment, and outcomes and plans for sustainability.

Karryn Clark, Disability Employment Liaison Officer, Woolworths Ltd

Karryn Clark has been a proud employee of Woolworths Ltd for over twenty years.

She has worked across most aspects of supermarket operations, most recently as HR Officer in Melbourne’s South East.

In 2011, Karryn was seconded to the role of Disability Employment Officer within Woolworths by WorkFocus Australia. This secondment will continue in 2012–2013, where she will join the NDRC team to further enhance employment opportunities across Woolworths’ divisions nationally.

Twitter: @woolworths

Lucy Macali, Manager, National Disability Recruitment Coordinator (NDRC), WorkFocus Australia

Lucy Macali has worked in the disability sector for over twenty years. During this time she managed a specialist employment service for people with psychiatric disability in Melbourne.

Lucy was the inaugural CEO of Disability Employment Australia and was heavily involved in the development of the Federal Government’s National Mental Health and Disability Employment Strategy. She writes and presents on disability employment policy.

Lucy’s experience means she is well placed to help build partnerships between large employers and Australia’s Disability Employment Services—the core objective of the NDRC.
The Personal Outcome Measures® System: Promoting and monitoring person-centred planning
2.15pm in Savoy 2

It is often challenging to shift service-centred thinking to person-centred practice. Choice and self-determination are core to personal quality of life, including for work. The Council on Quality and Leadership’s (CQL) Personal Outcome Measures® goes to the heart of these values. The approach measures responsiveness of individualised supports to what matters most to people. Metrics provide a common platform for service providers, government, funders and policy makers to assist people to attain priorities. This session introduces CQL’s Person-Centred Excellence organisational framework.

Julia Wolfson, Founder and Principal, Turning Forward

Julia Wolfson is founder and principal of Turning Forward—a global learning, development and consulting practice. She works with the Council on Quality and Leadership (CQL) dedicated to the discovery, improvement and measurement of personal quality of life. She is CQL’s gold standard Personal Outcome Measures® certifier in Australia. Julia works with the ‘diversity inherent within communities and organisations’ as the key to moving from program thinking to person-centred and social transformation. Julia consults and facilitates internationally.

Disability Recruitment: Attitudes and findings from regional employers
2.15pm in Savoy 1

Specialist employment agencies struggle to secure jobs for people with disability in regional/rural towns. This session will outline the results of research into employer and workforce views across three areas. Research examined the extent to which specialist employment agencies would benefit from undifferentiated marketing strategies across regions and employer/workforce groups, and the congruency between employer and workforce views regarding the future hire of people with disability. Results revealed employers hold very different views from employees.

Dr Elizabeth Hemphill, Senior Lecturer and Researcher, School of Marketing, University of South Australia

Elizabeth Hemphill is a senior lecturer and researcher at the School of Marketing and Ehrenberg-Bass Institute for Marketing Science, University of South Australia. Her research focuses on relationship establishment and maintenance between firms and their customers to meet ongoing workforce challenges. She has been a non-executive director of Finding Workable Solutions Inc for three years and is funded by the Australian Research Council to investigate ‘Employment outcomes for people with disabilities: Enhancing fit perceptions of jobseekers, employment agencies, community members and employers’.

Twitter: @UniversitySA
From the Inside Out: APS and DES partnerships in action
2.15pm in Savoy 3

The APSC launched As One—APS Disability Employment Strategy in May 2012.

As One aims to make the APS a fully disability confident employer, including providing opportunities for strong and effective relationships between Disability Employment Service providers and APS agencies.

DES providers can utilise a new pathway which allows people with disability to be employed outside of the normal merit selection requirements.

This session will explain ‘what works’ by looking at case studies of staff successfully employed in this manner.

John Norton, Director of Disability Employment, Workforce Participation Group, Australian Public Service Commission

John Norton is the Director of Disability Employment, Workforce Participation Group at the Australian Public Service Commission.

The team’s role, through the recently launched As One—APS Disability Employment Strategy, includes supporting public sector agencies to improve the attraction, recruitment and retention outcomes for people with disability in Australian Public Service employment.

John’s career experience also spans the fields of leadership, learning, organisational and personal development, working across all levels of government as well as private and community sectors.
A New Approach: Embedding disability studies in university HR management courses
3.30pm in Savoy 2

In 2012 in partnership with Job Centre Australia, Macquarie University embarked on a new initiative.

A new unit, FOBE201 Working with and employing people with disabilities, embedded in the HR Management major is now offered online, and to non-Macquarie University students.

It familiarises the HR management staff of tomorrow with a sound understanding of the positive benefits of employing people with disability, and builds disability confidence.

This session will provide an overview of the unit and report on participant responses, as well as invite delegate collaboration as the project develops.

Sharon Kerr, Manager, Macquarie University Accessibility Services

Sharon Kerr is both the architect and Manager of Macquarie University Accessibility Services (MUAS), a national service providing support to students with disability and inclusive curriculum across the Higher Education Sector.

Sharon has worked extensively in both education and management. She has broad teaching experience.

Sharon is now convening the unit Working with and employing people with disabilities, as part of the Bachelor of Business Administration with Macquarie University.

Sharon is the representative for Macquarie University on a number of international collaborations focussed on equity of access to education and employment.

Twitter: @Macquarie_Uni

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A New World Order for DES: Where customer choice and market forces rule
3.30pm in Savoy 1

The National Disability Insurance Scheme and National Disability Strategy create a ‘new world order’ where customer-focus and market forces will play out within a free/managed disability services industry.

This will be the biggest reinvention of human services seen in our lifetimes—from a government driven, government funded approach to a structural and systems driven approach.

This session offers a thought provoking, insightful and strategic ‘big picture’ view. What does this new world order mean for your board, management, staff and, most importantly, clients or jobseekers/employees with disability?

Michael Goldsworthy, Principal Consultant, Australian Strategic Services Pty Ltd

Michael Goldsworthy first commenced his management consultancy journey with disability organisations twenty-three years ago.

Today he works with boards, chief executive officers and senior managers of disability and disability employment organisations across Australia.

He is widely known for his achievements in securing the future of rural, regional and remote disability organisations.

When any human services industry undertakes a paradigm shift, Michael addresses the big issues, analyses the trends, presents strategic models and provides thought provoking insights and predictions that assist leadership teams to develop practical and achievable strategies.

Twitter: @communitybiz
PHaMs: New employment focussed opportunities
3.30pm in Savoy 3

In 2011–2012 the Australian government expanded the Personal Helpers and Mentors Program as part of broader mental health service reforms.

$50 million will be allocated to provide personal helpers and mentors to assist people with mental illness on the Disability Support Pension to participate in employment services.

This session will discuss what types of assistance people with a mental illness need to stay engaged with employment services, so that they are better able to look for work, or participate in education and training.

Jill Farrelly, Branch Manager, Mental Health Branch, FaHCSIA

Jill Farrelly is the Branch Manager, Mental Health Branch in the Department of Families, Housing Community Services and Indigenous Affairs (FaHCSIA).

She has extensive experience in a range of social policy fields including people with disability, women, children, young people and communities.

In her current role she is working on the broader mental health reform agenda and leading implementation of FaHCSIA’s part of the reforms.

This includes expanding the Personal Helpers and Mentors Program.

Assistive Technology and the iPad: JobAccess success stories
3.30pm in Bristol

Cost effective, portable and most importantly, having that ‘just like everyone else look and feel’, the iPad and its counterparts are opening doors to workplace productivity for people with disability.

iPads and their ever-evolving apps are increasing access for people with a broad range of disability.

This session will showcase examples of i-technologies and other solutions funded through JobAccess. Adaptive technologies such as sophisticated wheelchairs, vehicle and farm equipment modifications, as well as industrial and office equipment task-based solutions will also be presented.

Sue Werner, Employment Services Coordinator, Sydney Employment Development Service (SEDS)

Sue Werner is the Employment Service Coordinator at SEDS, the employment service of the Cerebral Palsy Alliance.

Sue specialises in designing employment solutions for people with high-level physical disabilities as well as the transition of school leavers with high support needs into vocational options.

Sue is also a JobAccess assessor.

Twitter: @CPAllianceAU
Mindful Employer: How workplace mental illness training provides effective outcomes
4.15pm in Savoy 2

Mindful Employer, an initiative from SANE Australia, provides managers and employees with mental illness awareness training and the skills to work with, and support an employee who has a mental illness.

This session will outline how workplace training can benefit Disability Employment Service providers, job seekers and their employers.

Through a range of case studies, you will learn how Mindful Employer has been implemented in DES providers, the public, and the private sectors. It will help you put together the business case for including training as a workplace support.

Charmaine Smith, Manager, Mindful Employer Program, SANE

Charmaine Smith is Manager of the Mindful Employer Program, an initiative of SANE Australia—a national mental health charity. Mindful Employer is a workplace program providing advice and training on mental health problems.

She has over ten years of experience in the corporate environment and has first-hand experience in managing health and well-being issues in a workforce.

Charmaine has a strong interest in how workplaces can reduce the stigma surrounding mental illness, encourage people to seek treatment early, and achieve positive solutions for the employer and employee.

Twitter: @SANEAustralia

Principle-based Approach to Running a DES
4.15pm in Savoy 1

The new DES contract will call on us to keep the person with disability at the centre of the process.

We must also simultaneously open offices, close offices, fire, hire and train new staff, commence newly referred clients and produce lasting employment outcomes and strong star ratings.

If we don’t do it well, we face contract sanctions or even loss.

This session will provide proven and valuable business insights using a principle-based approach that you can use to drive superior contract outcomes.

Con Kittos, Director, PublicCo (Asia Pacific), PublicCo

Con Kittos led his last company, as CEO, to become the largest private provider of JSA, CDEP, IEP and DES services from over 130 locations across Australia.

Con has also been CEO of commercial ventures, and sat on not for profit boards.

He now works as a consultant, assisting governments and service providers to produce superior results.

Named as a Thought Leader in the Australian Training Magazine, his business and tender growth strategies were outlined in Peter Switzer’s book, 350 Ways to Grow Your Business.

Twitter: @PublicCo
Social Inclusion through Economic Participation of People with a Mental Illness
4.15pm in Savoy 3

The employment rates for people with severe and enduring mental illness are appallingly low in Australia, despite considerable government investment. The recent Survey of High Impact Psychosis found that only 22% of people surveyed were employed in contrast to 72% of the general population. These figures also reflect the DES–ESS placement rates for people with a primary psychiatric disability. This session will review the Individual Placement and Support Model—an evidence-based intervention that delivers superior employment outcomes and will consider some of the barriers to implementing this model in the DES context.

Laura Collister, General Manager Rehabilitation Services, Mental Illness Fellowship Victoria

Laura Collister graduated as an occupational therapist, and works in mental health. She has both hospital and community health experience, and has lectured at La Trobe University. Laura joined Mental Illness Fellowship Victoria in 2005 and has embedded evidence-based practice and evaluation frameworks into programs and services. She has a Bachelor of Applied Science and Master of Applied Science.

She believes that employment is fundamental to recovery, and that mental health and employment services do not serve people with severe & enduring mental illness well in this area.

Transitioning Young Adults with Down Syndrome: A longitudinal analysis
4.15pm in Bristol

Post-school transition presents a critical junction for young people with Down syndrome. This session will present the outcomes of unique research into the impact transition has on the quality of life, behaviour and family relationships of young people with Down syndrome.

The longitudinal study canvases young people between 2004 and 2011 in open employment, training, ADEs and alternate day activities. Results show a decline in the intensity of problem behaviours for individuals involved in open employment or training in contrast to other activities.

Kitty-Rose Foley, PhD Candidate / Occupational Therapist, Telethon Institute for Child Health Research

Kitty-Rose Foley is an Occupational Therapist from Perth, WA. She is currently in the final year of her PhD which has been focussed on investigating the transition from school to post-school for young adults with Down syndrome.

Kitty is based at the Telethon Institute for Child Health Research. She has always had a passion for working with children and young people with disability, and is aiming to emphasise the importance of translation of research into practice.

Twitter: @childhealthnews

Tracey Swadling, Regional Manager, East North West, Employment and RTO, Mental Illness Fellowship Victoria

Tracey Swadling is a Regional Manager with Mental Illness Fellowship Victoria. She is responsible for a number of psychosocial rehabilitation programs that assist people with severe and enduring mental illness. Tracy also has eighteen years of experience in employment services, including disability employment services. She is responsible for Mental Illness Fellowship's DES and RTO programs.

Twitter: @MIFVic
Tuesday 7 August 2012 - Workshops

9:30am - 4:30pm  Speaking to Big Business: An HR Perspective
Presented by Carol Webb, AHRI and Bevan Burkin, Disability Employment Australia
Room: Mayfair 3

1:00pm - 4:30pm  Consistent Communication in Periods of Change
Presented by Gerard Castles
Room: Grosvenor

1:00pm - 4:30pm  Maintaining the Vision – Meeting the Need – Maximising the Profit
Presented by Martin Davies – Pluss
Room: Mayfair 2

4:00pm - 6:00pm  Conference Registrations Open

5:00pm  Welcome Reception  Exhibition area, Grand Hyatt Hotel, Melbourne

Wednesday 8 August 2012 - Day 1

8.00am  Registraions Open

9.00am  Welcome
MC Brett de Hoedt, Mayor of Hootville Communications

9.05am  Welcome to Country
Aunty Joy Murphy AO

9.15am  Conference Official Opening
Dr Rhonda Galbally AO

9.35am  Chairperson’s Address
Donna Faulkner, Chairperson, Disability Employment Australia

9.50am  Prime Time: The UK experience
Martin Davies, CEO, Pluss

10.30am  Morning Tea  (Exhibition Area)

11.00am  Not for Profit Reform
Susan Pascoe AM, Interim Commissioner and Head of ACNC Implementation Taskforce

11.30am  Inclusion as a Business Imperative: Australia’s changing labour market
The Hon Bill Shorten MP, Minister for Employment and Workplace Relations
Serge Sardo, CEO, Australian Human Resources Institute
Maria Tarrant, Deputy CEO, Business Council Australia
Barrie Cassidy, Political Reporter, ABC TV (Facilitator)

12.30pm  Lunch  (Dining Areas)

1.30pm  Disability Service Standards and the Deed: Finding synergies
Jennifer Engels
Diversity Consultant
Room: Savoy 2

1.30pm  Changing Attitudes towards Disability: What works
Dr Karen Fisher Associate Professor
Social Policy Research Centre
University of New South Wales
Room: Savoy 1

1.30pm  Discretion, Determination and Deference: Lessons learned managing a successful Disability Employment Service
Margie Gadd
Principal
Barini Consulting
Bevan Burkin
Policy Officer
Disability Employment Australia
Room: Bristol

Please note that this is a double session, concluding at 3.00pm

2.15pm  The Personal Outcome Measures® System: Promoting and monitoring person-centred planning
Julia Wolfson
Founder and Principal of Turning Forward
Room: Savoy 2

2.15pm  Disability Recruitment: Attitudes and findings from regional employers
Dr Elizabeth Hemphill
Senior Lecturer and Researcher
Ehrenberg-Bass Institute for Marketing Science
University of South Australia
Room: Savoy 1

3.00pm  Afternoon Tea  (Exhibition Area)

3.30pm  From the Inside Out: APS and DES partnerships in action
John Norton
Director of Disability Employment Workforce Participation Group
Room: Savoy 3

3.30pm  A New World Order for DES: Where customer choice and market forces rule
Michael Goldsworthy
Principal Consultant Australian Strategic Services Pty Ltd
Room: Savoy 1

3.30pm  PHaMs: New employment focussed opportunities
Jill Farrelly
Branch Manager
Mental Health Branch FaHSCIA
Room: Savoy 3

3.30pm  Assistive Technology and the iPad: Job Access success stories
Sue Werner
Employment Services Coordinator
Sydney Employment Development Service (SEDS)
Room: Bristol
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<tr>
<th>Time</th>
<th>Session</th>
<th>Speaker/Presenter</th>
<th>Room</th>
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<tbody>
<tr>
<td>4.15pm</td>
<td>Mindful Employer: How workplace mental illness training provides effective outcomes</td>
<td>Charmaine Smith, Manager, Mindful Employer Program SANE</td>
<td>Savoy 2</td>
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<tr>
<td>4.15pm</td>
<td>Principle-based approach to running a DES</td>
<td>Con Kittos, Consultant, PublicCo</td>
<td>Savoy 1</td>
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<tr>
<td>4.15pm</td>
<td>Social Inclusion through Economic Participation of People with a Mental Illness</td>
<td>Laura Collister, General Manager Rehabilitation Services, Mental Illness Fellowship Victoria</td>
<td>Savoy 3</td>
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<tr>
<td>4.15pm</td>
<td>Transitioning Young Adults with Down Syndrome: A longitudinal analysis</td>
<td>Tracey Swadling, Regional Manager, East North West, Employment and RTD, Mental Illness Fellowship Victoria</td>
<td>Bristol</td>
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5.00pm  | Day 1 Concludes                                                          |
7.00pm  | Conference Gala Dinner (Plaza Ballroom)                                  |
11.00pm | Conference Gala Dinner Concludes                                        |

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**Thursday 9 August 2012 - Day 2**

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<th>Time</th>
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<th>Speaker/Presenter</th>
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<tr>
<td>8.00am</td>
<td>Registrations Open</td>
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<tr>
<td>9.00am</td>
<td>Welcome to Day Two</td>
<td>MC Brett de Hoedt, Mayor of Hootville Communications</td>
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<tr>
<td>9.05am</td>
<td>Rock Bottom and Black</td>
<td>Heath Black, Former AFL Footballer, Mental Health Advocate</td>
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<tr>
<td>9.45am</td>
<td>Address from the Hon Kate Ellis MP</td>
<td>The Hon Kate Ellis MP, Minister for Employment Participation</td>
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<tr>
<td>10.15am</td>
<td>NDIS Expert Working Parties: Where should open employment fit?</td>
<td>Bruce Bonyhady AM, Co-Chair, Quality Safeguards and Standards, NDIS Advisory Group</td>
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<tr>
<td>11.05am</td>
<td>Morning Tea (Exhibition Area)</td>
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<tr>
<td>11.15am</td>
<td>Listen to Me</td>
<td>Fiona Given, Policy Officer, Consultant</td>
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<td>– Paul Tesoriero, Training Manager, Organisational Learning Australia</td>
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<td>– Dr George Taleporos, Manager, Youth Disability Advocacy Service</td>
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<td>– Jarrod Marrinon, Project Worker, Youth Disability Advocacy Service</td>
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<td></td>
<td>– Facilitated by Brett De Hoedt</td>
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<tr>
<td>12:15pm</td>
<td>Engaging Online: The business case for going social</td>
<td>Dr Crispin Butteriss, Director, Bang the Table</td>
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<tr>
<td>12.45pm</td>
<td>Lunch (Dining Area)</td>
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<tr>
<td>1.45pm</td>
<td>Churchill Fellowship: Research into career advisory services for students with disability in the UK</td>
<td>Mark Glasscoe, Churchill Fellow, Consultant, Bravo Consulting Group</td>
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<td>– Colin Bridge</td>
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<td>General Manager, Disability Carers and Older Australians, Department of Human Services</td>
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<tr>
<td>2:30pm</td>
<td>Department of Human Services and DES: Service Delivery Improvements for our Shared Customers</td>
<td>Ingrid Kemp, Branch Manager, Remote Services Implementation Branch, DEEWR</td>
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<td>– Matthew Brett</td>
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<td>Manager, Higher Education Policy Latrobe University</td>
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<td>2:30pm</td>
<td>An Update from DEEWR</td>
<td>Fionna Buffinton, Group Manager, Specialist Employment Services, DEEWR</td>
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<td>– Matthew Brett</td>
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<td>Introducing the First Peoples Disability Network (Australia)</td>
<td>Gayle Rankine, Chairperson, First Peoples Disability Network (Australia)</td>
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<td>2:30pm</td>
<td>Innovation or Unfair Advantage? Social enterprise jobs and DES</td>
<td>Lisa Fowkes, Consultant working in workforce participation policy and NFP management</td>
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<td>– Tom Budgen</td>
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<td>President, National NEIS Association Inc.</td>
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<td>– Fiona Buffinton</td>
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<td>Mental Health Reform: The critical role of employment in recovery</td>
<td>Robyn Kruk AM, CEO, National Mental Health Commission</td>
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<td>Address from Senator, Dr Chris Back</td>
<td>Senator Dr Chris Back, Education, Employment and Workplace Relations References committee</td>
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<td>4.45pm</td>
<td>Closing Address</td>
<td>Lynette May, CEO, Disability Employment Australia</td>
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<tr>
<td>4.55pm</td>
<td>Closing Ceremony</td>
<td>Ron Murray</td>
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<tr>
<td>5.00pm</td>
<td>Day 2 Concludes</td>
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Welcome
9.00am
Conference MC, Brett de Hoedt

Rock Bottom and Black
9.05am
Heath Black, former AFL footballer, and current Headspace Ambassador, recounts his personal journey – from the highs of well-renown sportsman, to the rock bottom lows of misdiagnosed mental ill-health.
Heath will talk candidly about his upbringing and life’s many and varied obstacles and challenges. He will discuss the importance of teamwork and leadership, physical and mental wellbeing – and how to ask for help when you need it.
Inspiring and insightful, Heath’s willingness to make the personal public allows us all to benefit from his lived experiences.

Heath Black, Former AFL Footballer, Mental Health Advocate

Heath Black was a successful AFL player for eleven years, playing for both St Kilda and Fremantle until late 2008.
Heath realised the full extent of his mental health issues in 2010 following the failure of his marriage, lost job opportunities, several arrests and a growing dependence on alcohol. After a series of misdiagnoses, he was finally diagnosed with both Bipolar II and Adult ADHD in 2011.
In February 2012, Heath became an Ambassador for Headspace, the National Youth Mental Health Foundation. He delivers mental health literacy training and acts as a spokesperson for Headspace campaigns.

Address from the Hon Kate Ellis MP
9.45am

The Hon Kate Ellis MP, Minister for Employment Participation

In 2004 Kate Ellis became the youngest woman ever elected to the Australian House of Representatives, when she became the Member for Adelaide.
When the Labor Government was elected in 2007, Kate was elevated to the Labor Government’s frontbench as the Minister for Youth and Sport.

Since then Kate has held various portfolios and is now the Minister for Employment Participation and the Minister for Early Childhood and Childcare.
Twitter: @KateEllisMP

NDIS Expert Working Parties: Where should open employment fit?
10.15am

Australia ranks in the bottom one third of OECD countries in terms of employment of people with disability.
A key objective of the National Disability Insurance Scheme (NDIS) is to maximise lifetime opportunities for people with disability, including open employment.
The Productivity Commission has suggested that funding for Australian Disability Enterprises should be part of the NDIS, while Disability Employment Services (DES) should remain part of DEEWR.
This session will seed pertinent questions. Are there alternative options? Where should open employment fit so that the NDIS contributes most effectively to people with disability getting and keeping jobs?

Bruce Bonyhady, Co-Chair, Quality Safeguards and Standards, NDIS Advisory Group

Bruce Bonyhady is Chairman of Yooralla, Victoria’s largest disability service provider, and President of Philanthropy Australia.
He is one of the driving forces behind the National Disability Insurance Scheme (NDIS) and is currently Deputy Chair of the Advisory Group to the Select Council of COAG on Disability Reform.
Bruce’s background is in economics, funds management and insurance. He has three adult children, two of whom have disabilities.
In 2010 Bruce was made a Member of the Order of Australia for his services to people with disability and the community.
Listen to Me (Panel Session)

11.15am

In a world increasingly full of person-centred strategies, we stop and listen to the individual.

This panel session will provide a platform for current and former DES participants to be heard by industry leaders.

Panellists will share their lived experiences of DES and their ideas to improve the program in the future.

We ask the speakers to reflect on questions such as: What is fair or unfair about DES? What works, what doesn’t? And what exactly is quality, sustainable employment?

Fiona Given, Consultant

Fiona Given was the policy officer at the NSW Disability Discrimination Legal Centre. She is committed to achieving change for people who use Alternative and Augmentative Communication (AAC).

Fiona has also worked as a paralegal at the NSW Crown Solicitors Office and completed an internship with the London based International Human Rights Legal Centre.

She has also worked as a casual lecturer and has spoken at a number of conferences throughout Australia and the world on various disability issues.

Fiona has an Arts/Law degree with honours in politics from Macquarie University.

Paul Tesoriero, Training Manager, Organisational Learning Australia

Paul Tesoriero is an Employment Services professional, working in program management. He began his career as a case manager.

Paul’s work is focussed on service delivery, and strategies to create solutions that provide respectful experiences for service users despite the compliance framework.

As OLA Training Manager, Paul has sharpened these ideas within a recognised industry development context.

Paul competes overseas in powerlifting and hopes to represent Australia at the Paralympic games in 2016.

Dr George Taleporos, Manager, Youth Disability Advocacy Service

George Taleporos is a disability advocate working at the Youth Disability Advocacy Service. He is also a freelance consultant in disability awareness.

George holds a doctorate in psychology and a first class honours degree in sociology. He has been published in many highly respected international journals.

On a lighter note, George has performed at Melbourne’s International Comedy Festival, blending his passion for disability rights with a love for comedy.

Jarrod Marrinon, Project Worker, Youth Disability Advocacy Service

Jarrod Marrinon is a Project Worker at the Youth Disability Advocacy Service. He runs cybersafety workshops for young people with disability.

Jarrod also blogs about disability and advocacy and has been published on the ABC’s Ramp Up website in relation to education and employment.

Mr Marrinon spent three years in the DES system before commencing his current position. He has an Advanced Diploma in Information Technology.

Ultimately, Jarrod hopes to enter into a management role in either youth or disability, both areas he is very passionate about.

Twitter: @jarrodthecrip

Engaging Online: The business case for going social

12.15pm

Is your organisation making use of ever-evolving non-traditional media to construct a strategic online presence?

This session makes the business case for DES providers to build online communities and networks through social media.

Engaging online allows organisations to more effectively connect with employers, clients and link with other DES providers. Understand how your organisation can play a part in building the emerging online disability employment community (#deau).

Help build awareness, foster new business and drive positive change.

Dr Crispin Butteriss, Director, Bang the Table

Crispin Butteriss is Director and co-founder of Bang the Table, Australia’s leading provider of web-based community engagement software to the public sector.

Over the past five years, Bang the Table has worked with some 150 organisations in Australia, New Zealand, Canada and the United States to engage nearly one million citizens in public policy conversations.

Crispin’s PhD explored the application of adult and organisational learning to community engagement practice.

Twitter: @crispin_BtT
Churchill Fellowship: Research into career advisory services for students with disability in the United Kingdom
1.45pm in Savoy 2

After an intense five week Churchill Trust sponsored research tour of the UK, Mark Glascodine will report his findings on a range of programs to enable employability and to enhance outcomes for university students with disability.

A range of stakeholders contributed to the research, including careers advisory services (CAS) and disability services staff, employers, graduate recruiters, disability organisations, groups and individuals.

This session will communicate key learnings for employers, recruitment agencies and DES providers that are trying to give or get jobs for graduates with disability.

Mark Glascodine, Churchill Fellow, Consultant, Bravo Consulting Group

Mark Glascodine is a careers advisor based in Melbourne. He specialises in working with people with disability, both directly and indirectly, through NDCO training.

Previously, Mark was an engineer working in offshore construction. He worked with Shell for fifteen years.

In 2011 Mark completed a Churchill Fellowship researching career advisory services for students with disability in UK universities.

He is now working with universities, TAFEs, NAGCAS, CDAA, DES and employers to help new graduates with disability get employment.

Department of Human Services and DES: Service delivery improvements for our shared customers
1.45pm in Savoy 1

Recent service delivery reforms that have been introduced by the Australian Government Department of Human Services (DHS).

These reforms are transforming the ways in which services are delivered to make it easier and quicker for DHS customers to access the assistance they need.

The presentation will include an overview of service reforms, information about Local Connections to Work and Case Coordination initiatives, an update on the implementation of Building Australia’s Future Workforce measures for people with disability, and discussion of how DHS and DES providers can work together to assist our shared customers.

Colin Bridge, General Manager, Disability Carers and Older Australians, Department of Human Services

Colin Bridge is the General Manager of Disability, Carers and Older Australians for the Department of Human Services.

The department manages service delivery for a wide range of social, health and welfare programs of the Australian Government. It is responsible for delivering a reform agenda to place citizens at the centre of government service delivery.

Colin has over thirty years experience in public service with the Australian Taxation Office, Treasury and Medicare Australia.

He has extensive operational experience in managing and driving change in large service delivery processing functions and compliance programs.
Remote Jobs and Communities Program
1.45pm in Bristol

Remote Jobs and Communities Program is a joint initiative between DEEWR and FaHCSIA with a ‘jobs first’ approach.
The goal is for each person to be actively participating in employment or an activity of value to themselves and their community, in line with their capacity.
The presentation will outline the new Remote Jobs and Communities Program which is due to commence in remote areas of Australia on 1 July 2013. The presentation will also outline the key implementation arrangements that will occur in the lead up to the program commencing.

Ingrid Kemp, Branch Manager, Remote Services Implementation Branch, DEEWR

Ingrid Kemp is the Branch Manager of the Remote Services Implementation Branch, DEEWR.
She is managing the implementation arrangements for the new Remote Jobs and Communities Program, due to commence in remote areas of Australia on 1 July 2013.

Previous to this role, Ingrid worked as a Branch Manager in Job Services Australia and Disability Employment Services. Ingrid has worked with DEEWR for ten years and previously in the private industry.
Twitter: @DEEWRSpokesman

Unchartered Territory: DES and the New Enterprise Incentive Scheme
1.45pm in Savoy 3

NEIS is a new pathway for DES clients. It offers potential open employment outcomes for people with disability wanting to start their own business.
The current successful outcome rate for (non-DES) NEIS businesses Australia-wide has been well over 80%.
This session will explain the method of referring a client to NEIS, the assessment phase, and the contract relationship between the DES/JSA and NEIS services.
The session will also cover fee payment responsibilities, Outcome and Bonus Outcome results, limited work capacity assessments and the DES/NEIS partnership model.

Tom Budgen, President, National NEIS Association Inc

Tom Budgen has delivered the New Enterprise Incentive Scheme (NEIS) in south east Queensland for the past twenty years.
During that time there have been many success stories and more than a few millionaires that have grown from humble NEIS beginnings. Tom sees great potential in the NEIS-DES pathways.
Tom is President of the National NEIS Assn Inc and has qualifications in Business, Finance and Training. He lives in Brisbane with his wife and three university-committed, still-at-home adult children.
Twitter: @NEISgovau
Examining Trends: University access and attainment for people with disability

2.30pm in Savoy 2

The participation of people with disability in higher education has grown steadily since data was first collected in the mid-1990s.

The successful inclusion of students with disability is an Australian public policy success story which has been dependent on a range of institutional and government policy interventions.

This session provides an overview of the relationship between disability, policy, and higher education.

It will focus on the continuing challenges for the higher education and DES sectors to optimise the social and economic outcomes associated with higher education participation by students with disability.

Matthew Brett, Strategic Advisor Equity Policy, La Trobe University

Matthew Brett is the Manager of Higher Education Policy at La Trobe University, where he has responsibility for influencing institutional and broad educational policy directions.

He previously worked at the University of Melbourne, where he was responsible for developing a range of institutional programs and strategies for disability inclusion which include the Social Inclusion Plan, Mental Health Strategy and Disability Action Plans.

Matthew’s contributions to higher education have been recognised through an Australian Learning and Teaching Council Citation and Mental Health Services Award.

Twitter: @latrobe

An Update from DEEWR

2.30pm in Savoy 1

With the recent rollover of the Disability Employment Service – Disability Management Service (DES–DMS) Deed, and the Disability Employment Service – Employment Support Services (DES–ESS) tender in progress, it is timely to remember the objective and aims for DES and the need to gain quality jobs for people with disability.

This session will focus on the key areas of DES, and provide advice and information on what DEEWR sees as the main priorities. These include program assurance, employer engagement and how we can work together to assist all eligible participants gain quality sustainable employment.

Fiona Buffinton, Group Manager, Specialist Employment Services, DEEWR

Fiona Buffinton is the Group Manager of the Specialist Employment Services Group in DEEWR.

Fiona’s key focus is on the delivery of employment services assistance for mature aged job seekers, people with disability and other highly disadvantaged job seekers.

She also has policy responsibility for the gateway assessments for the employment services, including the Job Seeker Classification Instrument and Employment Services Assessments. Previously Fiona was Group Manager of the Higher Education Group in DEEWR.

Fiona has Bachelor degrees in Economics and Arts (Asian Studies) from the Australian National University.

Twitter: @DEEWRspokesman
Introducing the First Peoples Disability Network (Australia)
2.30pm in Bristol

The national peak organisation representing Aboriginal and Torres Strait Islanders with disability, their families and carers was formally launched in March 2012.

Known as the First Peoples Disability Network (Australia), it has at the heart of its function the provision of a strong voice for Aboriginal and Torres Strait Islanders with disability. The organisation educates both government and non-government sectors about the needs of Aboriginal and Torres Strait Islanders with disability.

This session introduces the First Peoples Network for Disability (Australia) to the DES sector and provides an opportunity to make connections and share stories.

Gayle Rankine, Chairperson, First Peoples Disability Network (Australia)

Gayle Rankine is the Chairperson of the First Peoples Disability Network (Australia).
She is also a member of Aboriginal Disability Advisory Network of South Australia.
Gayle presents at national and international forums and conferences and consultations on matters relating to disability and indigenous peoples.

Gayle was the chairperson of the Aboriginal Home Care Program’s Client Advisory Group. She has acted as a community advisor in a number of different capacities.

Innovation or Unfair Advantage? Social enterprise jobs and DES
2.30pm in Savoy 3

Changes to the Non-Payable Outcome guidelines have refocussed attention on the role of Intermediate Labour Market Programs (ILMs) and social enterprises.

ILMs create temporary paid work opportunities as a bridge to work for people marginalised in the labour market.

Disability Employment Service providers have been at the forefront of these initiatives, but should these be treated as ‘real jobs’ for the purpose of this program? This interactive discussion offers a forum for delegates to explore the notions of innovation and unfair advantage in the context of payable employment outcomes.

Lisa Fowkes, Consultant, Workforce participation policy and not-for-profit management

Lisa Fowkes is a consultant working in employment policy and non-profit management.
She recently completed a research project for Jobs Australia, Social Traders and Job Futures which looked at social enterprises that aim to provide work for unemployed people, and how their impact should be measured.

From 2001 to 2010 Lisa worked at Job Futures, a member-based non-profit provider of Government funded employment services. For the last three and a half years of this period, she was CEO.

Twitter: @llfowkes
Mental Health Reform: The critical role of employment in recovery

3.45pm

The Mental Health Commission was formed to coordinate and improve service delivery to people with mental ill-health as part of the 2011 Budget initiatives.

This session will provide an update on the progress of the Commission, paying particular attention to the National Report Card on Mental Health and Suicide Prevention.

Evidence shows that employment plays a critical role in recovery and maintenance of recovery. How will the Commission’s work assist people with mental ill-health gain employment in the open labour market?

Robyn Kruk AM, CEO, National Mental Health Commission

Robyn Kruk has led complex and diverse organisations, including as the Director General of the NSW Department of Premier and Cabinet, NSW Health and the NSW National Parks and Wildlife Service.

Robyn is the Chief Executive and Commissioner of the newly formed National Mental Health Commission.

She serves on statutory and advisory boards, including the Clinical Excellence Commission, and the Agency for Clinical Innovation.

Robyn was appointed a Member of the Order of Australia for service to public administration in a range of areas including Commonwealth-state reform initiatives in health and natural resources.

Address from Senator Dr Chris Back

4.15pm

Senator Dr Chris Back, Education, Employment and Workplace Relations References Committee

Dr Chris Back was sworn into the Senate of the Australian Parliament in March 2009.

He is chair of the Education, Employment and Workplace Relations References Committee which held The Administration and Purchasing of Disability Employment Services in Australia Inquiry in November 2011.

Chris has served in government for ten years, first as CEO of the Rottnest Island Authority and then the Bush Fires Service of Western Australia.

He graduated from the School of Veterinary Science at the University of Queensland.

Twitter: @senatorback

Closing Address

4.45pm

Lynette May, CEO, Disability Employment Australia

Lynette May is the CEO of Disability Employment Australia.

She comes from a diverse background, with experience in community development, trade unions, aged care and disability employment.

Lynette is committed to helping people see their own potential, and assisting them to achieve their aspirations.

Lynette has shared the life journey of her 34-year-old son, who is now working in open employment.

Lynette has a Bachelor of Psychology and Business and a Master of Applied Science in the Psychology of Coaching.

Twitter: @disabilityemplt

Closing Ceremony

4.55pm

Ron Murray

Ron Murray is a Wamba Wamba man (Swan Hill area) living at Yapeen, near Castlemaine, in Central Victoria on Jaara country. Yapeen in the local Jaara language means ‘corroboree ground’.

Ron is a cultural educator, storyteller, musician, didgeridoo maker and wood sculptor.

Ron has recently received his MA (Education) from RMIT University. He has been employed by Victoria Police, Victorian Aboriginal Legal Service and is currently Indigenous Trainer for Diversity@Work.
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Email: mikew@jobready.com.au

For over sixteen years JobReady software has been assisting Employment Service Providers achieve phenomenal results. JobReady understands what DES providers need. More placements, more outcomes, more time and more stars. For years DES providers have been disadvantaged by not having access to the cutting-edge technical systems enjoyed by other programs.

Introducing JobReady Live, the most advanced DES centric software yet, designed to revolutionise the industry. Completely web-based and mobile, reducing admin, powerful vacancy and referral management system, instant report population, reducing non-compliance, seamless communication with ESS... and much more, giving DES the attention it deserves!

If you’d like to discover the many ways JobReady can benefit your organisation, than we recommend that you see it for yourself. Call JobReady today on (02) 9018 5525 and request an obligation free demonstration at your office.

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Email: info@organisationallearning.edu.au

OLA specialises in the delivery of education, management advice, and consultancy services across Australia. We offer nationally accredited Certificate IV in Employment Services, and a Diploma combining Employment Services and Management.

Tomorrow’s illiterate will not be those who cannot read and write, but those that cannot learn, unlearn, and relearn —Alvin Toffler

Scott Recruitment Services
Coffee Cart Sponsor
Phone: (03) 9670 7720 · Website: www.scottrecruitment.com.au
Email: megan@scottrecruit.com.au

Scott Recruitment Services (SRS) is a well known, specialist recruitment company, who work alongside the Disability Employment Services to assist in identifying, recruiting and retaining staff. We take away the stress and make it easy.

Our team have all worked in the Employment Services and we have an innate understanding of the demands and requirements of the DES sector. With a Head Office in Melbourne, SRS can service all states, saving you time, money, and mistakes.

Please call us on (03) 9670 7720 for more information or catch us at the conference!

National Disability Recruitment Coordinator
Notepad Sponsor
Phone: 1800 464 800 · Website: www.jobaccess.gov.au
Email: jobaccessadvice@workfocus.com

The WorkFocus Group administers the National Disability Recruitment Coordinator and the JobAccess service on behalf of the Australian Government.

JobAccess is a free information and advice service, offering practical workplace solutions for people with disability and their employers, including a comprehensive website and telephone service for confidential, expert advice.

The NDRC aims to increase the number of job vacancies available to people with disability registered with Disability Employment Services. As of mid 2012, thirty-one of some of Australia’s largest employers have signed on with the NDRC, including Woolworths Ltd, McDonald’s, Australia Post and Telstra.
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Phone: (03) 5298 1176 · Website: www.thebrainary.com
Email: info@thebrainary.com

The Brainary® is the proud distributor of the TAP·it platform. TAP·it is a new and innovative touch-accessible platform for interactive technology. This highly flexible platform provides individuals with the ability to engage in a meaningful life through work, learning, communication, and much more than was has been previously available. Experience the TAP·it difference by visiting us at Trade Stand Number 1.

MAX Software
Stand 2
Phone: 1300 737 037 · Website: www.maxsoftware.com.au
Email: enquiries@maxsoftware.com.au

MAX Software specialises in database and caseload management software for the DEEWR contracted employment industry. The objective is to provide the very best applications, built under strict quality guidelines coupled with unequalled client service and support and our dedication revolves around providing the finest software solution to employment providers Australia-wide. We provide a fully managed service that integrates our hosting capabilities solution, all from within Australia:

- JOBMAX09 (for JSA)
- DENMAX (for DES)
- FINMAX

Diversity@Work
Stand 3
Phone: (03) 9256 5202 · Website: www.diversityatwork.com
Email: diversitysolutions@diversityatwork.com.au

Diversity@Work, founded in 1995, has a built a solid reputation as a leading strategic partner to organisations who are committed to developing diverse and inclusive work practices.

With any organisation, the pathway to success is through people not product. Diversity@Work has a proven track record in developing creative and innovative solutions to leverage upon the differences of people to establish the right competitive edge to build any business.

Shine Recruitment
Stand 4
Phone: (07) 3122 3933 · Website: www.shinerecruitment.com.au
Email: tegan@shinerecruitment.com.au

Shine Recruitment specialises in Recruitment for the Employment Services industry, and are well known for assisting DES and JSA organisations attract high calibre staff. Due to our strong networks and outstanding service we have a proven track record in attracting candidates to businesses across the nation, including regional and remote areas.

Shine Recruitment has the ability to recruit staff at all levels and our team is passionate about servicing this unique and specialised industry.
BSI Group Australia & New Zealand

Stand 5
Phone: 02 8877 7100 · Website: www.bsigroup.com.au
Email: info.aus@bsigroup.com

BSI (British Standards Institution) is a global organisation that equips businesses with the necessary solutions to turn standards of best practice into habits of excellence. Formed in 1901, BSI was the world's first National Standards Body and a founding member of the International Organization for Standardization (ISO).

BSI's influence spans multiple sectors including aerospace, construction, energy, engineering, finance, health & human services, IT and retail.

With over 65,000 clients in 150 countries, BSI helps its clients drive performance, reduce risk and grow sustainably across the globe through the adoption of international management systems standards, many of which BSI originated.

Leading Directions

Stand 6
Phone: (08) 8683 1943 · Website: www.leadingdirections.com.au
Email: info@leadingdirections.com.au

Leading Directions is a national company which assists Disability Employment Service Providers to increase their performance and star ratings through our market-leading product: The Performance Report. Leading Directions helps to simplify contract matters by providing clear and simple operational guidance for management and staff to achieve stronger performance.

DEEWR Online Mental Health Capacity Building Training Package

Stand 7
Phone: 1300 363 079 · Website: www.deewr.gov.au
Email: bso@deewr.gov.au

To assist Employment Services Providers and Department of Human Services staff, the Department of Education, Employment and Workplace relations (DEEWR) has released an online Mental Health Capacity Building Training Package.

The package is designed to assist front line staff to better identify and support people with mental illness to gain employment and better connect them with appropriate services. The package consists of six modules of between 20 to 30 minutes in duration and is available through the DEEWR Learning Centre.

JobReady

Stands 8 and 9
Phone: 02 90185525 · Website: www.jobready.com.au
Email: mikew@jobready.com.au

For over sixteen years JobReady software has been assisting Employment Service Providers achieve phenomenal results. JobReady understands what DES providers need. More placements, more outcomes, more time and more stars. For years DES providers have been disadvantaged by not having access to the cutting-edge technical systems enjoyed by other programs.

Introducing JobReady Live, the most advanced DES centric software yet, designed to revolutionise the industry. Completely web-based and mobile, reducing admin, powerful vacancy and referral management system, instant report population, reducing non-compliance, seamless communication with ESS... and much more, giving DES the attention it deserves!
Community Careers
Stand 10
Phone: 1300 001 105 · Website: www.communitycareers.com.au
Email: info@communitycareers.com.au

Community Careers offers solutions to Community Service Organisations looking to source talent or individuals looking for new job opportunities in the Aged Care, Mental Health, Disability and Community Services Sector.

Community Careers offers a number of targeted products for employers in the community sector:

- Unique online jobs board for community services organisations
- Recruitment services including: Long Listing, End to End Recruitment, Recruitment Communities, and Contracting Services
- HR Review and other HR projects
- Salary Review

Contact us today to find out more.

AccessPay
Stand 11
Phone: 1300 133 697 · Website: www.accesspay.com.au
Email: info@accesspay.com.au

AccessPay provides reliable, flexible, and cost effective salary packaging services to Community and Disability Service organisations across Australia.

We recognise that the benefits of salary packaging and delivery of a responsive service option are important elements in an organisational HR strategy designed to attract and retain the right staff. We underwrite these service standards with performance guarantees to ensure that we meet the expectations of our customers.

Once we partner with your organisation, we will schedule appointments with employees to tailor each person's salary package. We will do our best to ensure that employees obtain the maximum benefit from their entitlement.

Carley Consult Australia
Stand 12
Phone: 0428 283 144 · Website: www.carleyconsult.com/au
Email: cpowell@carleyconsult.com

Carley Consult Australia specialises in delivering assignments on behalf of employment services providers and Registered Training Organisations. We specialise in performance improvement, standards compliance (including DSS), tender writing, program tracking, staff recruitment and labour market research.

We are a subsidiary of Carley Consult, the market leading employment services consultancy in the United Kingdom. We offer international best practice perspectives in assisting jobseekers with a full range of disabilities to successfully enter and sustain employment and to successfully manage their disability within the workplace. To find out more please contact Cass Powell.

SoNET
Stand 13
Phone: 0412 550 317 · Website: www.sonet.com.au
Email: cliveb@sonet.com.au

SoNET Systems is a Melbourne based company specialising in providing business outcomes to the NFP sector in Australia and around the world. Offerings range from iJob—a web-based application designed to allow employment consultants to do their job as effectively and efficiently as possible from anywhere at any time—through to the complete provision of Cloud Computing functionality on a fixed price per user per month!

Integration with government systems is provided and the fresh, fast and customisable solution also has companion products in the areas of training, case management, assessment and service desk capabilities.
VisiCase
Stand 14
Phone: (02) 9034 6660 · Website: www.visicase.com
Email: info@visicase.com
VisiCase provides complete person-centred case management with goal and outcome focussed care planning. VisiCase is a secure web-based system which facilitates flexible client assessment and care planning in any location. Service providers can manage their workflow to provide transaction-based care to their clients with automated staff rostering. The client portal enables active client's participation in the ongoing care planning process.
The system supports multiple funding programs for regulatory reporting purposes and ensures complete budget awareness and control.
VisiCase is highly flexible and configurable and supports quality improvement to achieve best practice in all aspects of client care.

WCIG Goldmark College
Stand 15
Phone: 08 9689 3437 · Website: www.wcig.org.au
Email: trainingservices@wcig.org.au
WCIG Goldmark College is a leading provider of accredited training, short courses and vocational preparation training with conveniently located offices in Footscray, Moonee Ponds, Broadmeadows, Melton, Sunshine, St Albans, Werribee and Dallas.
Established in 1986, we also have a long and proud history in the delivery of tailored training solutions in the workplace. Speak to one of our consultants today about how we can best accommodate your organisation's training needs and equip your staff and clients with new skills. Contact us for more information.

bankmecu
Stand 16
Phone: 03 9854 4860 · Website: www.bankmecu.com.au
Email: damian.richmond@bankmecu.com.au
- bankmecu is a new kind of bank in Australia - a customer owned bank
- bankmecu puts its customers first because they also own the bank
- bankmecu offers its customers a more responsible approach to banking

bankmecu is a well managed financial institution operating in Australia for over 50 years with over 130,000 customers, on whose behalf we manage over $2.8b in assets. We believe our customers share much in common with bankmecu, including a sense of common purpose and values.
For any banking or lending enquiries please contact Damian Richmond 9854 4860 damian.richmond@bankmecu.com

Work Savvy Training
Stand 17
Phone: 1300 764 828 · Website: www.worksavvytraining.com.au
Email: enquiries@worksavvytraining.com.au
Work Savvy Training provides professional development programs for the Employment Services Industry.
We work with our clients to design staff training programs that are specific to the industry and the needs of each employer. Our programs are often funded utilising government incentives that generally result in our clients generating income from their in-house professional development program.
We offer industry specific qualifications including Certificate IV in Employment Services (with Disability electives), and a number of Business Qualifications that can be tailored to include Disability and Employment Services electives.
Conference Venue
Grand Hyatt Melbourne
8th Floor
123 Collins St, VIC 3000
Conference Gala Dinner Venue

7.00pm–11.00pm, Wednesday 8 August 2012
Plaza Ballroom
(Under the Regent Theatre)
191 Collins Street, VIC 3000

The venue is within walking distance from the Grand Hyatt. Guests are requested to make their own way to the venue.

Held in the famous and majestic Plaza Ballroom, you can look forward to a three course dinner in fine surrounds. With a masquerade theme, entertainment and dancing to while the night away, this is an event not to be missed.

The 2012 Hall of Fame recipients will be awarded during the dinner.

Dress code is ‘formal masquerade’ – BYO mask! This is a ticketed event.

Exhibition Floorplan

1. The Brainary®
2. MAX Software
3. Diversity@Work
4. Shine Recruitment
5. BSI Group Australia & New Zealand
6. Leading Directions
7. DEEWR Online Mental Health Capacity Building Training Package
8. & 9. JobReady
10. Community Careers
11. AccessPay
12. Carley Consult Australia
13. SoNET
14. VisiCase
15. WCIG Goldmark College
16. bankmecu
17. Work Savvy Training