

NDIS

BUSINESS TRANSFORMATION STRATEGIES

Successfully transitioning to the NDIS whilst remaining financially sustainable in an era of uncertainty

Hear from 20+ senior sector leaders:



Dan Minchin
Chief Executive Officer
Chorus



Annie Rily
Chief Executive Officer
Carpentaria



Debbie Childs
Chief Executive Officer
HelpingMinds



Tony Burns
Chief Executive Officer
Helping People Achieve



Evan Nunn
General Manager -
Organisational Transformation
Senses Australia



John Brearley
General Manager -
Business Development
Brightwater Care Group



Wendy Pettifer
Director - NDIS
Transformation
The Benevolent Society



Jess Karlsson
Chief Executive Officer
Cahoots



Stephen Dawkins
Director - Community
Services
Barkly Regional Council



Angela Massy
Head of Strategy,
Innovation and Connection
Suncare Community
Services



Damian Griffiths
Chief Executive Officer
First Peoples Disability
Network



Kary MacIver
Executive Manager -
Client Services
VisAbility



Carole Bain
General Manager -
Service Delivery
Southern Cross Care, WA



Kim Brooklyn
Deputy Chief Executive
Officer
UnitingCare West



Steve Edgar
Chief Executive Officer
Intelife Group



Ben Hawthorn
Executive Manager -
Research, Design and
Innovation
Ruah Community Services



Alison Blake
Founder and Director
Strategic Support



Alan Jennings
Managing Director
Key2creative



Maryann Hazard
Director and Co-Founder
More Than Ideas

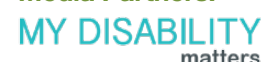
Attend this practical forum and learn how to:

- Redesign your business to adapt to the new competitive market
- Develop financial strategies that allows your organisation to remain financially sustainable
- Drive innovation and establish new service models tailored to customer needs
- Create marketing strategies that focus on customer attraction and retention
- Develop employment models to attract and retain the right staff for your organisation

Exhibitors:



Media Partners:



8:00 Registration opens

8:50 Opening remarks by the Chair

Jess Karlsson, *Chief Executive Officer, Cahoots*

9:00 What consumer choice and control looks like

- Examining what rights consumers have under the NDIS
- Identifying what obligations service providers have to meet consumer choice and control
- Discussing potential implications of consumer choice and control on the provider

Annie Rily, *Chief Executive Officer, Carpentaria*

9:40 Lessons from the east coast – Dos and don'ts

- Looking at the overall experience of transitioning into the NDIS
- How to plan for an uncertain future
- Identifying hurdles to avoid or go about in a different way

Angela Massy, *Head of Strategy, Innovation and Connection, Suncare Community Service*

10:20 Morning refreshments

Redesigning your business for a successful transition

10:50 Laying solid foundations before embarking on transformation

- Developing research on who your clients are and what they need for their journey
- Assessing where your organisation stands in relation to your customers' needs
- Generating a transformation strategy that supports the transition

Evan Nunn, *General Manager - Organisational Transformation, Senses Australia*

11:30 Keeping your finances under control while transitioning to the NDIS

- Utilising data to gain financial oversight to guide transition
- Cashflow and budgeting – No longer periodic activities
- Why the biggest challenge around transition is culture

Steve Edgar, *Chief Executive Officer, Intelife Group*

12:10 Building the foundations for organisational efficiency

- Setting your efficiency targets whilst retaining programme integrity
- Designing systems that generate and support efficiency
- Effectively managing metrics and madness!

John Brearley, *General Manager – Business Development, Brightwater Care Group*

12:50 Networking luncheon

1:50 Redesigning your business model under the NDIS whilst ensuring quality of services

- Identifying your consumers' needs in order to design new service models and market delivery strategies
- Creating a development and implementation strategy to guide organisational transformation
- Incorporating flexibility into your business model to be prepared for future changes in the sector
- Developing KPIs to evaluate the efficiency of your business and make further improvements

Stephen Dawkins, *Director – Community Services, Barkly Regional Council*

2:30



ROUNDTABLE DISCUSSION

Delegates will be divided into three groups to engage in interactive discussions around one of below topics. Findings from each group will be shared with the larger audience

- **Roundtable 1** – Comparing the WA NDIS to the Commonwealth NDIS

Debbie Childs, *Chief Executive Officer, HelpingMinds*

- **Roundtable 2** – Transforming your system and assistive technology to adapt to the new model

Evan Nunn, *General Manager - Organisational Transformation, Senses Australia*

- **Roundtable 3** - Developing partnerships to share resources and increase outreach

Ben Hawthorn, *Executive Manager – Research, Design and Innovation, Ruah Community Services*

3:10

Afternoon refreshments

3:40



CASE STUDY

Strategies to build a productive workforce in a competitive era

- Examining how flexible employee arrangements has a positive impact on productivity, engagement and retention
- How to effectively develop and implement a high-trust work culture
- Identifying potential barriers to building a high-trust culture and how to overcome them

Kary MacIver, *Executive Manager – Client Services, VisAbility*

4:20



CASE STUDY

Transitioning from a traditionally structured organisation to a contemporary 'way of being'

- Developing a step by step process at a time of significant change
- Equipping staff with the tools and skills to succeed
- Learning from the different phases of change to identify and celebrate success and manage risk

Kim Brooklyn, *Deputy Chief Executive Officer, UnitingCare West*

5:00

Closing remarks from the Chair and end of day one

**Conference day two
Wednesday 2nd May 2018**

8:00 Registration opens

9:00 Opening remarks by the Chair

Jess Karlsson, *Chief Executive Officer, Cahoots*

9:10



CASE STUDY

How to drive company authenticity while strengthening your company brand

- Redefining your company's key purpose and ensuring everyone is working towards the same mission
- How to increase your company's authenticity and identifying how to effectively leverage from its benefits
- Using authenticity as a foundation to build genuine business relationships
- Ensuring your marketing strategies are reflective of your business's identity and mission

Tony Burns, *Chief Executive Officer, Helping People Achieve*

9:50



CASE STUDY

Building capacity and scalability by developing and establishing mergers

- Identifying when, where and how is the right time to merge and with whom
- Developing and implementing non-static strategies that are adaptable to future change
- Effectively communicating change to internal and external stakeholders

Dan Minchin, *Chief Executive Officer, Chorus*

10:30

Morning refreshments



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- 11:00 Understanding and managing risks in an unpredictable sector**
- Assessing the increased need for risk management in an changing sector
 - Carefully calculating risks before getting started on new projects
 - Creating a framework to help identify, prevent and manage ongoing risk
- Carole Bain**, General Manager – Service Delivery, Southern Cross Care WA

Delivering quality services under the NDIS

- 11:40 Maintaining a high quality of care while transforming the whole business**
- Analysing the relationship between quality of care and financial sustainability
 - Evaluating how work culture and staff engagement impact the quality of care
 - Driving a customer centric approach to ensure all consumers have a consistent and positive experience
- Wendy Pettifer**, Director – NDIS Transformation, The Benevolent Society

12:20 Networking luncheon

- 1:20 Call to Action; Meeting the needs of Aboriginal people with disabilities**
- Identifying challenges to ensure services are available and culturally appropriate in Indigenous communities
 - Developing pathways for Aboriginal and Torres Strait Islander people to seek and receive support
 - Effectively engage and collaborate with communities to ensure services are co-designed and culturally appropriate
- Damian Griffiths**, Chief Executive Officer, First Peoples Disability Network

- 2:00 How can providers manage their costs of travel and transport?**
- Comparing the actual costs of travel to what the NDIS cover and budgeting accordingly
 - Creating strategies to reduce the cost of travel
 - Establishing partnerships to share the cost of travel while meeting consumer demands



PANEL
DISCUSSION

Panellists:

John Brearley, General Manager - Business Development, Brightwater Care Group

Tony Burns, Chief Executive Officer, Helping People Achieve

Stephen Dawkins, Director – Community Services, Barkly Regional Council

2:40 Afternoon refreshments

- 3:10 What does choice and control look like for people with psychosocial disabilities in rural and remote areas?**
- Identifying challenges of providing services for people with psychosocial disabilities in remote areas under the NDIS
 - Effectively identifying and collaborating with mental health carers
 - Ensuring services are tailored to the consumers by successfully co-designing service models
- Debbie Childs**, Chief Executive Officer, HelpingMinds



CASE STUDY

- 3:50 Creating a culture of innovation and how to celebrate change**
- Consultative conflict – Understanding peoples' styles to create an innovate and effective team
 - Change vs Transitions – How to plan and prepare for both creating team successes
 - Eight steps to successful change management – How to identify and develop change advocates
- Jess Karlsson**, Chief Executive Officer, Cahoots

4:30 Closing remarks from the Chair and end of conference

Post-conference workshops Thursday 3rd May 2018

9:00AM – 12:00PM | Workshop A

Creating financial strategies in line with the NDIS to ensure business sustainability

As most organisations in the disability sector are feeling the financial pressures under the NDIS, it is vital to develop strong financial strategies.

This practical workshop will provide delegates with tools and ideas about how to put your organisation in a better financial position to survive. It is suitable for any executive decision maker, not just the Chief Financial Officer.

Attendees of this workshop will gain:

- Strategies on how to identify and establish new revenue streams
- Insight into how to test consumer willingness to pay
- Guidance to help decide when to merge or partner for financial sustainability
- Advice on essential governance and oversight for volatile financial environments

Facilitator:



Maryann Hazard
Director and Co-Founder
More Than Ideas

12:00PM – 1:00PM Networking luncheon

1:00PM – 4:00PM | Workshop B

Building customer relationships through a strong mission, customer mapping and effective marketing

Whilst the NDIS puts pressure on for-purpose services to act more commercially in the emerging market space, it's crucial that providers find ways to safeguard their missions.

Mission-led and for-purpose organisations will need to better understand their customers' experiences, in order to design and market services in respectful, person-centric and purposeful ways that respond to customers' needs.

This practical workshop focuses on journey mapping, storytelling and ways of capturing the lived experience of customers and service experience of staff.

Attendees of this workshop will gain:

- A more detailed understanding of the business information and public information sources used by prospective and existing customers
- Tools to identify the people and places influencing and impacting on customer decision making
- Opportunities to test out tools used to map customer journeys and how they might provide insights for their organisation.
- Strategies to develop a road map of their organisations values proposition.
- Knowledge about human centred design and how customer insights inform authentic customer value propositions, build a better brand and strengthen customer relationships

Facilitators:



Alison Blake
Founder and Director
Strategic Support



Alan Jennings
Managing Director
Key2creative

REGISTRATION FEE <i>(All prices are excluding GST)</i>	EARLY BIRD DISCOUNTS <i>(Register & book before)</i>				STANDARD PRICE
	19 Jan 2018	16 Feb 2018	16 Mar 2018	13 Apr 2018	
Discounted rates for Not-for-Profits:					
Conference only	\$1,599	\$1,699	\$1,799	\$1,899	\$1,999
Conference + one workshop <input type="checkbox"/> A or <input type="checkbox"/> B	\$2,199	\$2,299	\$2,399	\$2,499	\$2,599
Conference + both workshops	\$2,499	\$2,599	\$2,699	\$2,799	\$2,899
Standard rates:					
Conference only	\$2,199	\$2,299	\$2,399	\$2,499	\$2,599
Conference + one workshop <input type="checkbox"/> A or <input type="checkbox"/> B	\$2,799	\$2,899	\$2,999	\$3,099	\$3,199
Conference + both workshops	\$3,099	\$3,199	\$3,299	\$3,399	\$3,499
Solution provider rates:					
Conference only	\$3,899	\$3,899	\$3,899	\$3,899	\$3,899

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- For large group bookings, please email registration@akolade.com.au to receive a quote.
All group registrations must be from the same company, at the same time and for the same event.
Registrants must choose between the most advantageous discount option.
Only one discount scheme applies.

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