TOPIC:  What does good support look like?
‘Beyond qualifications and pay-rates’

DATE:  Monday 20 April 2015 — 8.30am to 4.00pm

VENUE:  Boulevard Level, Brisbane Convention and Entertainment Centre
(Entry from Grey Street, South Brisbane)

COST:  $165.00 full registration
         (inc GST)  $71.50 concession / People with disability & families / Griffith staff & students

The National Disability Insurance Scheme (NDIS) offers people with disability and their families choice
and control over the support they receive in order to live a full and included life in the community.

Much of the discussion has centred around how service providers will respond, and they have identified
a need for an expanded trained workforce and elevated pay-rates.

In partnership with the Community Resource Unit and Queenslanders with Disability Network, the
Griffith University will pose an alternative conversation at this symposium, starting with what good
support looks like, and how people with disability, their families and their staff can work together in a
relationship of trust.

The symposium will explore the topic of user-direction. People with disability and their families, support
workers, service providers and researchers will share their collective wisdom, experience and
understanding on topics including:

- What does good support look like?
- What gets in the way?
- How can the people with disability, their families and the various people in support roles make the
  most of the NDIS?

Participants will have the opportunity to ask the hard questions about user-direction and to guide
Griffith University on further research in this area.

A hearing loop, live captioning and Auslan interpreters will be provided, and additional assistance for
people with disability as required. For more information about attending please contact Tracey
Hartmann on t.hartmann@griffith.edu.au

REGISTRATIONS NOW OPEN: Simply follow the links on the website:

REGISTRATIONS CLOSE: Monday 13 April 2015
**TOPIC:** What does good support look like?  
*‘Beyond qualifications and pay-rates’*

**VENUE:** Boulevard Level, Brisbane Convention and Entertainment Centre (Entry from Grey Street, South Brisbane)

**DATE:** Monday 20 April 2015—8.30am to 4.00pm

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Presenter/Presenter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.30am</td>
<td><strong>REGISTRATION</strong></td>
<td></td>
</tr>
<tr>
<td>9.00am</td>
<td>Welcome</td>
<td>Dr Margaret Ward</td>
</tr>
<tr>
<td>9.10am</td>
<td>Opening by the Queensland Minister for Disability Services</td>
<td>The Hon. Coralee O’Rourke MP</td>
</tr>
<tr>
<td>9.30am</td>
<td>What do we mean by support? What role can support play in building a good life?</td>
<td>Professor Lesley Chenoweth</td>
</tr>
<tr>
<td>10.00-10.40am</td>
<td>The relationship between people with disability, their families and the staff they employ.</td>
<td>Dr Michael Kendrick</td>
</tr>
<tr>
<td>10.40-11.00am</td>
<td><strong>MORNING TEA</strong></td>
<td></td>
</tr>
</tbody>
</table>
| 11.00-12.00pm | Research Projects –  
    - User-direction: what services think?  
    - User-direction: what experienced service-users think?  
    - User-direction: what new service-users think? | Dr Margaret Ward  
    Kathy Rees & Michelle Crozier  
    Dr Donna McDonald |
| 12.00-12.15pm | Key lessons from the research and questions                            | Professor Lesley Chenoweth                                                            |
| 12.15-1.00pm | **LUNCH**                                                               |                                                                                       |
| 1.00-2.30pm | Panel Discussion – What does good support look like? What gets in the way? What do I need to get better at?  
    - What is the role of service manager?  
    - What is the role of the service user?  
    - What is the role of the support worker?  
    Questions and Answer Session with audience | Panel Facilitator Valmae Rose  
    Service Manager Ann Greer  
    Service User David Swift  
    Service User Jill Hole  
    Support Worker Kellie Derham |
| 2.30-3.00pm | **AFTERNOON TEA**                                                       |                                                                                       |
| 3.00-3.45pm | Michael Kendrick challenges the audience –  
    What will support look like in the future?  
    What will change for you? Questions? | Dr Michael Kendrick                                                                   |
| 3.45-4.00pm | Summary and close                                                       | Professor Lesley Chenoweth                                                            |
Maya Pekovic
Maya is a social work student at Griffith University. She came to Australia in 2007 from Montenegro. Maya has a particular interest in the NDIS because she is a family member of a person with disability. On graduating at the end of 2015, she aims to work with people with disability and their families.

Prof Lesley Chenoweth, Professor of Social Work, Griffith University
Lesley is one of Australia’s leading social work and disability scholars working at the intersections of social policy, social work and human service practice and social inclusion, focusing on disability, child protection and rural communities. She has published widely in Australia and internationally and regularly presents her work at national and international conferences, and advises state and federal welfare agencies on policy issues.

Dr Michael Kendrick, International Consultant/Adjunct Professor, Griffith University
Michael is an independent international consultant in human services and community work with a focus on work in countries including the US, Australia and New Zealand. His writings include service quality, creating safeguards for vulnerable persons, social integration, personalised approaches to supporting people, change and reform in the human services field. He has most consistently worked in the disability, mental health and aged care fields for nearly 30 years.

Dr Margaret Ward, Research Fellow, Griffith University
Margaret is a Research Fellow at the School of Human Services and Social Work, Griffith University and recently completed her doctoral thesis on inclusive housing in Australia at the Queensland University of Technology. Prior to becoming a Research Fellow, Margaret had a varied career in the disability sector. She was a mother of a young woman with disability, and has been an advocate, board member of a support service and public servant. Her research interests stem from her lived experience and the many questions that has raised.

Michelle Crozier, Parent and Senior Research Assistant, Griffith University
Senior Project Officer, Queenslanders with Disability Network (QDN)
Michelle is a PhD Scholar and Senior Research Assistant at Griffith University. Her research has predominately focused on understanding quality service provision for people from vulnerable populations. She is currently a Senior Project Officer with QDN and is part of a team delivering NDIS participant readiness workshops across the state. Michelle has two children with ASD (Autism Spectrum Disorder).

Kathy Rees, Parent and Consultant
Kathy has been actively involved in the self-direct field since the early 1990s and since 2000 has managed an organisation that is dedicated to assisting people to self-direct their arrangements over a long period of time. In 2013, Kathy completed a Practical Design Fund project that explored the ways in which self-directed arrangements are sustained over time. She continues to assist individuals and organisations with approaches designed to enhance the opportunities self-directed arrangements can bring to people’s lives.
Dr Donna McDonald, Senior Research Fellow, Griffith University
Donna is Senior Research Fellow and Convenor of Disability Studies in the School of Human Services and Social Work at Griffith University. She is leading an NDIS Readiness Research Partnership with Endeavour Foundation which aims to get an improved understanding of the Foundation clients' lived experiences of disability service delivery before and after the NDIS. She has extensive policy networks, developed during her 30 years in public policy as a social worker, policy adviser and writer.

Valmae Rose, Panel Facilitator
Valmae is well known for her work with NDS Queensland and the Blue Skies Project. She is currently Senior Manager, Practice, Research and Policy at Queensland Council for Social Services. Originally trained as an occupational therapist, Valmae established Future by Design, an organisation that delivers training and consultancy based products and services to a range of learning partners locally, nationally, and globally.

Ann Greer, Parent and Service Manager
Ann has 25 years’ experience as a service provider and has particular skills in the areas of behavioural strategies, communication and lifestyle planning. Ann works closely with service providers, people with disabilities and their families to get the best life possible. She has worked as a behavioural consultant and was a participant in the Queensland Blue Skies Scenario Planning Initiative. She is a parent of two adults with disabilities.

Jill Hole, Parent, Teacher and Author
Jill is a long-term advocate for people with a disability, is a mother and an author. She has three sons, the eldest of whom has multiple disabilities and complex needs. She co-founded the Homes West Association Inc in Queensland in 1990 and its vision, to help individuals live in a home of their own and to be included as active and valued members in their local community, has stood the test of time. At 36, Matthew still proudly lives in his own home supported by Homes West. Jill is passionate about sharing their experiences, both positives and pitfalls.

David Swift, Post-graduate student and person with a disability
David is well known for being a positive people manager and for focusing on the ‘with me’ component of support work. Together with his wife of 17 years, Karin Swift, they have learnt what it takes to supervise and instruct their support teams and ultimately build strong and happy working relationships. Their generosity of spirit and positive attitude to the management of staff has made them solid leaders in their community.

Kellie Derham, Support Worker
Kellie is a Queensland-based support worker with 15 years practical experience with multiple service providers. She prides herself in never having read someone’s file. Kellie strongly believes that, getting to know the person by listening to them and their family, is the cornerstone to a rewarding working relationship. Studying a bachelor and then honours degree of Social Sciences in Human Services, majoring in disability, has not only supported her practical approach but has given her new insights into the profession she loves.