



OWNnit

your future is now

ILLAWARRA FORUM CONFERENCE

MARCH 14 -15 **2017**

Inspiring and equipping the community services industry
to be robust, innovative and customer focused

PROGRAM

The Kiama Pavilion
2 Bong Bong Street
Kiama NSW

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illawarra *forum*

Voice, Influence, Leadership

1 TUESDAY
14 MARCH
2017

Program correct at time of publishing but subject to change



8:30 **Registration**

9:30

9:30 **Conference Opening and Welcome to Country**

10:00

Chair Eleonore Johansson, CEO Nicky Sloan, Uncle Gerald Brown, Mayor Mark Honey

10:00 **Keynote**

11:00

Dr Keith Suter - Director, Global Directions

Owning Our Future; Exploring the future of community services in the geopolitical context.

11:00 **Morning Tea**

11:30

11:30 **Facilitated Conversation**

12:30

"A flourishing economy cannot be built on top of a social graveyard." Dr Keith Suter

Dr Keith Suter, Chris Lamont (Executive Director, Illawarra Business Chamber), **Narelle Clay OAM** (CEO Southern Youth & Family Services), **Cassandra Goldie** (CEO Australian Council of Social Services)

12:30 **Lunch**

1:30

1:30 **Concurrent Breakout Sessions**

3:00

A: Your Future Business Model

This workshop will demonstrate how integrating business principles will add value to your mission and maintain a client centered approach.

Leanne Taylor Executive Leader, Strategic Innovation and Development, Warrigal.
Challenging the service delivery paradigm.

Ron de Jongh CEO, Grand Pacific Health.
Best practice principles for success.

B: Your Future Workforce

The need for a rapidly expanding workforce is a key challenge for community services. This workshop will explore the strength and value that a diverse workforce can bring to an organisation.

Jill Gillespie Manager HSS and Community, Navitas English.
Employing people who are former refugees or from diverse backgrounds.

Elicia Ford National Disability Coordination Officer, TAFE NSW.
Employing people with disability.
Indigenous Employment TBC

C: Your Future Customers

This workshop will focus on developing a deeper understanding of your clients through research, to inform practice and improve outcomes.

Kate Senior Associate Professor, University of Wollongong.
Youth and Indigenous programs.

Felicity Reynolds CEO, Mercy Foundation.
Ending homelessness in your community.

Vanessa Ford Community Development Coordinator, Department of Communities FACS.

Carly Pascoe West Dapto Community Development Officer.
#ASK Illawarra Shoalhaven.

3:00 **Afternoon Tea**

3:30

3:30 **Closing Keynote**

4:15

Ruth Lawrence PhD - Associate Director – Health and Human Services, KPMG

Taking advantage of Social Benefit Bonds and Impact Investing.

4:15

4:30 **Wrap Up**

9:00
9:30 **Welcome Re-cap Day 1**

9:30
10:30 **Keynote - Michelle Crawford** Chief Conversationalist, Being More Human.
Turning Work Upside Down; Why 3P businesses are the new global leaders.

10:30
11:00 **Plenary Session - Melissa Fuller** Co-Founder of AbilityMate.
Literally Making for Purpose - How emerging Technologies like 3D printing can be supportive not just disruptive.

11:00
11:30 **Morning Tea**

11:30
12:15 **Facilitated Conversation -** *At the end of the day, you want to be profitable, but that's not the meaning of life."* Daniel Lamarre, Cirque du Soleil.
Michelle Crawford, Melissa Fuller, Roy Rogers (CEO, The Flagstaff Group), and **Kevin Ayres** (Executive Director, Business Banking Commonwealth Bank).

12:15
1:00 **Lunch**

1:00
2:00 **Concurrent Breakout Sessions**

D: Your Future Business Model

Taking advantage of technology. Exploring tech grants and subsidies, contingency planning, the NBN and more.

Daniel Rowan
Managing Director,
Internatrix.

E: Your Future Workforce

This workshop will explore how to maximize value from your staff and recognise hidden talents in the community.

Sue-Ellen Evans
Project Manager –
Workforce Development.

F: Your Future Customers

Co-design using evidence and research to maximise outcomes.

Kim Sattler
Program Manager

and Sally Stevenson

AM, General Manager, Illawarra Women's Health Centre
Breaking the Silence; The experience of violence for young women with an intellectual disability.

Lisa O'Grady

Program Manager Barnardos Communities for Children Shellharbour
Experience in evidence basing programs for families and children.

2:00
2:30 **Break (and Ice Cream)**

2:30
3:15 **Plenary Session**

Natalie Lang - NSW & ACT Branch Secretary, Australian Services Union.
Impact of the 'gig economy' and other changes to employment arrangements.

3:15
4:15 **Closing Keynote**

Richard Dennis - Chief Economist, The Australia Institute.
"If the future is now – what next, and how do we Own It?"

4:15
4:30 **Wrap Up and Close**



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