

# Taking good practice in consumer-directed care to the next level

10.00am	<b>Welcome to Country</b>	<b>Uncle Perry Wandin</b> Wurundjeri Elder
10.05	<b>Welcome and introduction</b>	<b>Mary Sayers, Deputy CEO</b> Victorian Council of Social Service (VCOSS)
10.10	<b>Context and background</b>	<b>Ross Joyce, CEO</b> Australian Federation of Disability Organisations (AFDO) and Chair of Ageing, Disability Mental Health Collaborative Panel
10.15	<b>Keynote:</b> What is my vision of a good service? Findings from the Good Practice in Consumer Directed Care Project	<b>Robyn Gaile, National Manager, Innovative Service Delivery</b> AFDO
10.30	<b>Good practice approach 1:</b> Being in the community	<b>Brenda Schurmann, Family Peer Support Coordinator</b> Milparinka
10.50	<b>Good practice approach 2:</b> Supporting choice and decision-making	<b>Nathan Despott, Policy &amp; Programs Manager</b> Inclusion Melbourne
11.15	Morning tea	
11.30	<b>Good practice approach 3:</b> Creating a capable workforce through reflective practice	<b>Alys Bose, CEO</b> Eastern Regions Mental Health Association (ERMHA)
11.50	Facilitated table discussions	
12.30pm	Lunch	
1.00	<b>Panel session:</b> Moving through the transition to consumer directed care	<ul style="list-style-type: none"> <li>➤ Kym Monohan, Wathaurong Aboriginal Co-operative</li> <li>➤ Brenda Sherman, Milparinka</li> <li>➤ Nathan Despott, Inclusion Melbourne</li> <li>➤ Alys Bose, ERMHA</li> <li>➤ Ronda Held, COTA Victoria</li> </ul>
1.45	<b>Consumer panel</b>	
2.30	<b>Reflections and close (3pm)</b>	<b>Mary Sayers, Deputy CEO</b> VCOSS

