

Day 1 – Monday 31st August

- 7.45 am Registration**
- 8.30 am Conference Opening**
- Welcome to Country
Aunty Valda Coolwell
 - Official Opening
*Her Excellency Ms Penny Wensley, AO,
Governor of Queensland*
 - Welcome
Karyn Walsh, QCOSS President
- 9.00 a.m Celebration: QCOSS turns 50**
- 9.15 am Plenary**
- "Possibility Thinking"
Laurie Kelly
 - "Why More Equal Societies Almost
Always Do Better"
Professor Richard Wilkinson
- 10.45 am Morning Tea
- 11.15 am Concurrent Sessions**
- 12.45 pm Lunch
- 1.45 pm Concurrent Sessions**
- 3.15 pm Afternoon Tea
- 3.45 pm Plenary**
- "Responding to Homelessness: Lessons
from the USA"
Nan Roman
 - "A Fair, Inclusive and Sustainable
Australia: A Progress Report"
Clare Martin
- 5.15 pm Close
- 7.00 pm Gala Dinner at the Qld Irish Club**

Day 2 – Tuesday 1st September

- 7.45 am Registration**
- 8.30 am Day 2 Conference Opening**
- Official Opening
*The Hon. Karen Struthers, Minister for
Community Services and Housing and
Minister for Women*
- 9.00 am Plenary Session**
- "Improving Service Delivery to
Aboriginal and Torres Strait Islander
Children, Families and Communities—
The Way Forward"
Stella Johnson and Paul Testro
 - "We Live in a Community, not an
Economy: Linking Economic Decisions
with Community Wellbeing"
Peter Henneken
- 10.30 am Morning Tea
- 11.00 am Concurrent Sessions**
- 12.30 pm Lunch
- 1.30 pm Concurrent Sessions**
- 3.00 pm Afternoon Tea
- 3.30 pm Plenary**
- "Does Size Matter?"
*(Panel discussion - Cath Smith, Lesley
Chenoweth, Cecily Brockhurst, Trevor
Carlyon*
 - "The Global Financial Crisis: Implications
for Poverty and the Provision of Social
Services in Queensland"
Hon. Andrew Fraser
 - Conference wrap up and close
- 5.00 pm Close



About the Plenary Sessions

Possibility Thinking

Laurie Kelly

Be prepared for something different. For over 20 years, Laurie Kelly from Mindworks has been helping people unlock their creativity and encouraging innovation in organisations. Laurie is a former teacher and youth worker and a captivating and dynamic presenter.

Why More Equal Societies Almost Always Do Better

Richard Wilkinson

Richard is Emeritus Professor of Social Epidemiology at the University of Nottingham and honorary professor at University College London and the University of York. Richard's ground-breaking and influential research into why income differences have such devastating effects on our social fabric is shaping policy debates here and in the UK.

Responding to Homelessness: Lessons from the USA

Nan Roman

Nan Roman, the President of the US National Alliance to End Homelessness set up plans to end homelessness in ten years. This has revolutionized the way in which the problem is dealt with in the United States and led to a decreasing homeless population. Nan will talk about the roles of key partnerships, data, research, and planning in transformational change.

A Fair, Inclusive and Sustainable Australia—A Progress Report

Clare Martin

Clare Martin is the CEO of the Australian Council of Social Service. The ACOSS vision is for a fair, inclusive and sustainable Australia. Are we moving toward that goal or further away? What does ACOSS want to see change and how is it influencing the agenda in Canberra?

Improving Service Delivery to Aboriginal and Torres Strait Islander Children, Families and Communities—The Way Forward

Stella Johnson

Paul Testro

Stella Johnson, the CEO of Kambu Medical Centre and Paul Testro, a consultant in child and family welfare, explore what mainstream and community-controlled ATSI organisations are doing to improve service delivery. There are some dilemmas and challenges, but also success stories and opportunities.

We Live in a Community, not an Economy—Linking Economic Decisions with Community Wellbeing

Peter Henneken

How do we encourage decision-makers to think about social impacts as well as economic impacts? And how can the community sector influence this? Peter Henneken is the Director-General of the Department of Employment, Economic Development and Innovation, one of the Queensland Government's new mega-departments.

Does Size Matter?

*Cath Smith,
Lesley Chenoweth,
Cecily Brockhurst*

The title says it all. Hear some different perspectives on the big/medium/small debate on organisational size. Cath Smith is the CEO of the Victorian Council of Social Service, Professor Lesley Chenoweth is from Griffith University, Cecily Brockhurst is the Manager, Murilla Community Centre and Trevor Carlyon is the Executive Director of Lifeline Community Care.

The Global Financial Crisis—Implications for Poverty and the Provisions of Social Services in Queensland

Hon. Andrew Fraser

As Treasurer of Queensland, Andrew Fraser knows full well the impact the global financial crisis is having on the state's finances. There are flow on effects to unemployment and the rest of our economy. But what will be the impact on the community sector, the services who at the front line in dealing with the human cost of the downturn?

Concurrent sessions - at a glance

Monday | 11.15 am - 12.45 pm

- The Challenges of Working with Complex and Demanding Clients – Survival and Effective Relationship Skills for (Seemingly) Impossible Situations (*Steve Morgan, Garry King*)
- Developing Your Board (*Gavin Nicholson*)
- Paying the Bills: Energy Policy, Hardship and Energy Efficiency (*Linda Parmenter, Tom Keenan, Fiona Hawthorne, Dennis Cooper*)
- Worth Valuing: The New Industrial Relations Award and What it Means (*Michelle Robertson*)
- What will come of the Henry, Productivity Commission and Senate Inquiries? (*Myles McGregor-Lowndes*)
- Regional Networks: How to Make them Work (*Helga Biro, Cherie McGregor, Liz Fritz*)
- A Black and White Debate: Delivering Services to Indigenous People (*speakers to be confirmed*)
- Social Enterprise—An Overview and Insights from Practice (*Jo Barraket, Susan Black*)

Monday | 1.45 pm - 3.15 pm

- Citizen's Voices: Involving Service Users (*Helen Wallace*)
- Managing Organisations: An Indigenous Perspective (*speakers to be confirmed*)
- Social Investment: Building the Strength and Capacity of the Community Sector (*Peter Ball*)
- Social Determinants of Health (*Richard Wilkinson*)
- Keeping Jobs in the Regions (*Sandra Harding, additional speaker tbc*)
- People Don't Leave a Job ... they Leave a Manager: How to Motivate and Retain Staff (*Karen Healy*)
- Building Collaborations/Shared Service Delivery (*Cameron Newton*)
- A Walk Through QCOSS History and Future (*Peter Spearritt*)

Concurrent sessions - at a glance

Tuesday | 11.00 am - 12.30 pm

- Working with People from a Refugee Background (*Tracy Worrall, Kerrin Benson*)
- What do You Mean You Can't? – Mental Health & the Community Sector (*Georgina Lawson, Louise Villanova*)
- A Bigger Piece of Cake: How to Spend Less on Administration and More on Services (*Louis de Beer, Margaret Hornagold*)
- The Housing Agenda: House of Bricks or House of Straw? (*Mike Myers, Adrian Pisarski*)
- Practice, Recognition, Innovation, Sustainability: What is Workforce Development? (*Wallis Westbrook, Valmae Rose*)
- Pulling Strings: Interacting, Persuading and Working with Government (*Rod Welford*)
- Effective Advocacy Campaigns (*Chris Doyle, Gordon Renouf*)
- Get Connected! How Services Can Work Together (*Cath Smith, Kerry Batchelor, Lyndall Hulme*)

Tuesday | 1.30 pm - 3.00 pm

- Yarning Circles: Working with Aboriginal and Torres Strait Islander Communities (*Narelle Gleeson, Ros Von Senden*)
- Support and Advocacy: A Toolbox (*Briannon Stevens*)
- How to Build a Quality Strategy in an Environment of Multiple Service Standards (*Trevor Carlyon, Carolyn Mason*)
- Transported Away: Current Issues in Transport Policy (*Speaker to be confirmed, Louis de Beer*)
- Working Together Though Miles Apart: Rural and Regional Workforce Issues (*Lisa Molloy*)
- Government Agendas to Address Poverty (*Anna Moynihan, Michael Tennant, Andrew Wilson, Michelle Patterson*)
- Community Planning in Practice (*Nan Roman*)
- Getting Your Message Across: Media and Communications (*Kirby Anderson, Mark Jeffery*)
- Coping with Change (*Laurie Kelly*)

