



ACWA's Best Practice Unit presents

Client and Performance Outcomes Day

Wednesday 4 October 2017
9:00am to 3:15pm

Doors Open 8.30am



Enrol Now

Enrolments Close 29th September

This special BPU event focuses on achieving measurement and procurement practices that deliver better outcomes for children accessing permanency support services. This will be an invaluable and practical day to help member agencies grapple with the implications of the shift to outcomes-based practice and contracting.

Program includes:

- 1 Outcomes-based practice that meets individual children's needs (Chair: Dr Wendy Foote, ACWA)
- 2 Outcomes frameworks for practice that focus on the child (Chair: Jamie Hodgson, Key Assets)
- 3 Purchase provider relationships that support better outcomes for children (Chair: Assoc. Professor Gaby Ramia, Sydney University)

Keynote speaker: Dr Robyn Mildon, Executive Director, Centre for Evidence and Implementation and Hon. Assoc. Professor, University of Melbourne.

Session speakers: Daniel Barakate (FACS); Adele Brookes (FACS); Marilyn Chilvers (FACS); Hon. Assoc. Professor Ann Nevile (ANU); Jenny Mason (ex-Director-General DOCS and General Manager, Policy & Research, Royal Commission into Institutional Responses to Child Sexual Abuse); Alister Whitehead (MacKillop); and Jamie Hodgson (Key Assets).

Cost: \$25 ACWA members
\$30 non members

Location: ACWA
Level 4, 695-699 George St
Haymarket, Sydney



ACWA's Best Practice Unit

Client and Performance

Outcomes Day

Opening Session: Chair — Dr Wendy Foote (ACWA)

Outcomes-based practice that meets individual children's needs		
Time	Speaker	Topic
9:15-9:30	Dr Wendy Foote Deputy CEO, ACWA	Acknowledgment of Country and opening observations
9:30-10:30	Dr Robyn Mildon Executive Director, Centre for Evidence and Implementation Hon. Associate Professor, University of Melbourne	Keynote The big picture – the ethos of outcomes based practice and translating this into child-focused service delivery

Morning Session: Chair and Panel Facilitator — Jamie Hodgson (Key Assets)

Outcomes frameworks for practice that focuses on the child		
Time	Speaker/Panellist	Topic
11:00-11:30	Daniel Barakate Director, Projects, Performance and Innovation FACS	The Quality Assurance Framework (QAF)
11:30-12:00	Marilyn Chilvers Executive Director, FACS Analysis and Research	The NSW Human Services Outcomes Framework
12:00-12:45	Facilitator: Jamie Hodgson NSW State Director, Key Assets Panellist: Alister Whitehead Therapeutic Foster Care Caseworker, MacKillop	Applying outcomes frameworks – practical learnings for agencies from the QAF pilot Facilitator's opening remarks – overcoming implementation barriers (15 minutes) Panel discussion (30 minutes)

Afternoon Session: Chair — Associate Professor Gaby Ramia (University of Sydney)

Purchaser-provider relationships that support better outcomes for children		
Time	Speaker	Topic
1:30-2:00	Jenny Mason General Manager, Policy and Research, Royal Commission into Institutional Responses to Child Sexual Abuse (Former Director-General of then DOCS)	Lessons from the research on purchaser-provider relationships
2:00-2:30	Dr Ann Nevile Hon. Associate Professor, Centre for Social Research and Methods, ANU	Relationships between third sector agencies and government: lessons from the disability sector
2:30-3:00	Adele Brooks Principal Policy Officer, Partnerships, FACS	Monitoring outcomes and compliance – OOHC Social Benefit Bond Pilot
3:00-3:15	Dr Gaby Ramia Associate Professor, Department of Government and International Relations, University of Sydney	Closing remarks