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REGISTRATION
OPTIONS

FACE TO FACE
OR ONLINE

1ST ANNUAL MELBOURNE DISABILITY LAW CONFERENCE

Legal Obligations of NDIS Boards and Senior Leaders

Managing Risk and Responding to the NDIS Fraud Fusion Task Force

How the NDIS Commission Detects and Responds to Compliance Failures

Managing Worker Misconduct and Internal Investigations

Key Employment Law Risks for NDIS Providers

Mental Health Risks and Responsibilities in Disability Services

Mind the Gap: Common Legal Pitfalls in Service Agreements

Privacy in Practice: Getting Consent, Data and Recordkeeping Right

Duty of Care: Legal Risks in Participant Safeguarding

Navigating Decision-Making Authority in Disability Service Delivery

A Two-day Conference

Tuesday 17 and Wednesday 18 March 2026

Crown Melbourne

This is a repeat of the highly successful conference we ran at the Gold Coast in September 2025 and here's just some of the fabulous feedback we received:

Last year's conference scored an overall satisfaction rate of 4.8 out of 5!

- “The skill, knowledge and expertise of presenters was evident. Their communication and presentation skills was excellent and they did engage with the audience, with opportunity for questions during and after the presentation. The format of the conference was also great with manageable duration for each presentation. The clincher for me was the material being presented being availed in advance of the conference (in two formats), which helped with digesting the information and being able to refer back. That helped the attendees concentrate on listening/participating in the presentations without the pressure of having to write down loads of notes. It was a great conference, thank you Team TEN Conference. Looking forward to the new next one.”
- “Great topics and good to have providers of all types of supports in the room. thank you for organising the conference. looking forward to the next one! Well done.”
- “I felt that the delivery from lawyers to non-lawyers was excellently conveyed. Simple English and interesting case overviews provided that were easy to relate to and very applicable to the (assumed) participants. Not too much “legalese” so I can imagine it would have been very engaging and understandable to a non-lawyer. Thankyou for your work.”



Your Trusted CPD Partner for more than 50 Years

DAY 1: TUESDAY 17 MARCH 2026

CHAIR DAY 1 - AM: CAMPBELL HUDSON, PARTNER, DENTONS, SYDNEY, NSW

MORNING THEME: GOVERNANCE AND OVERSIGHT

9.00 - 9.15am

Introduction and welcome

9.15 - 10.00am

Session 1: Governance Under Scrutiny: Legal Obligations of NDIS Boards and Senior Leaders

Directors and executives of disability providers are under increasing scrutiny - and ignorance of legal duties is no defence. This session explains governance obligations, where boards go wrong, and how to ensure active, legally-compliant oversight. It covers:

- Duties under the Corporations Act and ACNC governance standards
- Oversight responsibilities under the NDIS Practice Standards and NDIS Act
- Legal risks from related party transactions, conflicts of interest and improper delegation
- Board accountability for safeguarding, whistleblower protection, and complaints management
- Creating a board culture of legal compliance, transparency and documentation

Speaker: Rebecca Lambert-Smith, Practice Leader, Moores, Melbourne, Vic.

10.00 - 10.10am Panel Comments and Questions

10.10 - 10.55am

Session 2: Fraud under Fire: Managing Risk and Responding to the NDIS Fraud Fusion Task Force

Fraud and financial misconduct within NDIS-funded services are under unprecedented scrutiny. The establishment of the NDIS Fraud Fusion Taskforce signals a stronger and more coordinated approach to enforcement - and providers must understand the implications. This session explores how fraud risks arise in service delivery and financial management, the role of the Taskforce, and what providers must do to protect participants and avoid serious consequences. It covers:

- The purpose and powers of the NDIS Fraud Fusion Taskforce - and how it operates in practice
- Examples of provider fraud under investigation: overcharging, false claims, invoice manipulation and coercion
- Legal duties to report fraud and financial misconduct under NDIS and criminal law
- How to detect and respond to suspected fraud or misuse of participant funds
- Developing a proactive compliance framework: risk controls, internal reporting, and audit trails
- Best practices in training staff, maintaining financial transparency, and working with regulators

Speaker: Luke Geary, Partner, Mills Oakley, Brisbane, Qld

10.55 - 11.05am Panel Comments and Questions

11.05 - 11.30am Networking Break and Morning Tea

DAY 1: TUESDAY 17 MARCH 2026

11.30am - 12.15pm

Session 3: On the Regulator's Radar – How the NDIS Commission Detects and Responds to Compliance Failures

The NDIS Commission doesn't just act after a crisis - it monitors provider conduct continually, identifying risk patterns before they escalate. Understanding how the Commission gathers intelligence, prioritises cases, and enforces compliance is essential to staying ahead of regulatory action. This session provides a practical guide to what attracts the Commission's attention - and how providers can proactively reduce their risk exposure. It covers:

- The Commission's regulatory toolkit: audits, compliance notices, banning orders and more
- How providers are monitored between audits - complaints, spot checks, data analysis and repeat issues
- Common triggers for enforcement action: inadequate documentation, safeguarding concerns, governance gaps and failure to respond to participant feedback
- The role of complaints, whistleblowers and internal reporting in flagging providers
- How culture, supervision and leadership are assessed during investigations
- Steps providers can take to demonstrate compliance, address risk indicators and prepare for unannounced audits

Speaker: Nick Duggal, Partner, Moray & Agnew Lawyers, Melbourne, Vic.

12.15 - 12.25pm Panel Comments and Questions

12.25 - 1.25pm Luncheon

CHAIR DAY 1 - PM: LUKE GEARY, PARTNER, MILLS OAKLEY, BRISBANE, QLD

AFTERNOON THEME: MANAGING WORKFORCES AND EMPLOYMENT RISKS

1.25 - 2.10pm

Session 4: Under Scrutiny: Managing Worker Misconduct and Internal Investigations

Misconduct allegations involving staff - especially in participant-facing roles - carry serious legal and reputational risks. Whether the issue is neglect, abuse, fraud or breach of policy, how providers respond is critical. A misstep can result in unfair dismissal claims, breach of natural justice, failure to notify the Commission, or exposure to vicarious liability. This session guides you through your obligations when dealing with staff misconduct, including:

- Key triggers for investigation under the NDIS Code of Conduct
- The intersection between internal procedures, the Fair Work Act, and anti-discrimination laws
- Ensuring procedural fairness: rights of the accused, documentation, and legal defensibility
- Balancing internal investigations with external notifications (Commission, insurers, police)
- Common legal pitfalls and how to ensure employment action is lawful and defensible

Speaker: Megan Kavanagh, Partner, Colin Biggers & Paisley, Brisbane, Qld

2.10 - 2.20pm Panel Comments and Questions

DAY 1: TUESDAY 17 MARCH 2026

2.20 - 3.05pm

Session 5: Workforce on Watch: Key Employment Law Risks for NDIS Providers

The employment landscape is changing - and so are the legal risks for NDIS employers. From casual conversion and contract missteps to award compliance and psychosocial hazards, providers must navigate a growing web of obligations under workplace, safety and discrimination laws. With recent reforms to the Fair Work Act and a renewed focus on enforcement, this session examines the key areas where employment practices can go wrong - and what steps should be taken now to ensure compliance. It covers:

- The legal distinction between casual and permanent employment - and why misclassification now carries greater risk
- Enterprise agreement and award compliance under the SCHADS Award, including pitfalls around hours, allowances and overtime
- Liability risks when engaging contractors, agency staff or labour-hire workers - what the law now requires

Speaker: Abbey Burns, Special Counsel, Russell Kennedy, Melbourne, Vic.

3.05 - 3.15pm Panel Comments and Questions

3.15 - 3.35pm Networking Break and Afternoon Tea

3.35 - 4.20pm

Session 6: Supporting the Supporters: Mental Health Risks and Responsibilities in Disability Services

Psychosocial hazards in the disability services sector can have serious consequences for both staff and the individuals they support. With increasing scrutiny on mental health in the workplace and the implications of recent legal developments, now is the time for providers to act. This session equips you with practical strategies to foster a mentally healthy workforce and unpacks the legal duties that apply, including the High Court's landmark decision in Kozarov. Topics include:

- Understanding psychosocial hazards in disability settings:
 - What psychosocial hazards look like in disability settings
 - Impact on staff wellbeing, client outcomes, and workplace culture
 - Legal risks and obligations for employers
- Promoting mental wellness in practice:
 - Evidence-based strategies to build staff resilience and prevent burnout
 - Designing and embedding effective wellness programs
 - Creating a culture of safety, inclusion, and psychological support
- Legal Insights from Kozarov - what the High Court's decision means for providers and how the judgment redefines employer obligations
- Building a mental health action plan - key elements of a comprehensive psychosocial risk management strategy

Speaker: Skye Rose, Practice Leader, Moores, Hawthorn, Vic.

4.20 - 4.30pm Panel Comments and Questions

DAY 2: WEDNESDAY 18 MARCH 2026

CHAIR DAY 2: REBECCA LAMBERT-SMITH, PRACTICE LEADER, MOORES, MELBOURNE, VIC.

THEME: PARTICIPANT RIGHTS, RISKS AND LEGAL SAFEGUARDS

9.00 - 9.05am

Introduction and welcome

9.05 - 9.50am

Session 7: Mind the Gap: Common Legal Pitfalls in Service Agreements

NDIS service agreements are more than operational tools - they're legal contracts that bind providers and participants. Ambiguities or errors can lead to unenforceable terms, complaints to the Commission, or breach of consumer and contract law. This session highlights common risks and how to prevent them, including:

- Key legal requirements under the NDIS Act, Rules and Practice Standards
- Drafting pitfalls: vague scope of services, cancellation fees, exit clauses
- What happens if the participant lacks legal capacity?
- Navigating dual roles (e.g. plan management) and managing actual or perceived conflicts
- Legal standing of informal arrangements or verbal amendments
- Risk mitigation tips for consent, variations, and documentation

Speaker: Campbell Hudson, Partner, Dentons, Sydney, NSW

9.50 - 10.00am Panel Comments and Questions

10.00 - 10.45am

Session 8: Privacy in Practice: Getting Consent, Data and Recordkeeping Right

Everyday activities - writing case notes, sharing information, texting families - carry privacy risks. With heightened scrutiny on data security and consent, providers must get privacy right at every level. This session examines legal obligations and practical strategies to prevent breaches, including:

- The Australian Privacy Principles and their application to NDIS providers
- Valid consent: what makes it legally effective and how to document it
- Sharing information with families, substitute decision-makers and allied providers: what's allowed?
- Legal risks of unsecured communications (text messages, email, apps)
- Record retention obligations: how long you must keep records and what format is acceptable
- Dealing with data breaches and participant access requests

Speaker: Alistair Macpherson, Managing Director, Vocare Law, Brisbane, Qld

10.45 - 10.55am Panel Comments and Questions

10.55 - 11.15am Networking Break and Morning Tea

DAY 2: WEDNESDAY 18 MARCH 2026

11.15am - 12.00pm

Session 9: Duty of Care: Legal Risks in Participant Safeguarding

Providers have a legal duty to take reasonable steps to protect participants from foreseeable harm - including harm caused by staff, environments, or other participants. Failure to discharge that duty can lead to negligence claims, regulatory sanctions, and reputational damage. This session explores how the legal concept of duty of care applies in practice. It covers:

- Understanding the key legal principles: duty of care, negligence and vicarious liability
- Negligence claims involving vulnerable participants: case law and trends
- The limits of “dignity of risk”: supporting participant choice while managing legal exposure
- Vicarious liability and what it means for provider organisations
- Compliance with restrictive practices rules under the NDIS (Restrictive Practices and Behaviour Support) Rules
- Embedding a safety and compliance culture through training, supervision, and risk frameworks

Speaker: Annelie Hovler, Principal Solicitor, Forseti Disability Law (Qld), Brisbane, Qld

12.00 - 12.10pm Panel Comments and Questions

12.10 - 12.55pm

Session 10: Who's in Charge? Navigating Decision-Making Authority in Disability Service Delivery

When families, guardians and advocates all want a say, who's legally in charge? This session clarifies how decision-making authority works under guardianship and administration laws, and what it means for providers' day-to-day responsibilities under the NDIS Practice Standards. It covers:

- Identifying who holds legal decision-making authority
- Managing conflicts between participants, families and advocates
- Your duty of care when authority is uncertain
- Documenting decisions to demonstrate compliance

Speaker: Alison Choy Flannigan, Partner, Hall & Wilcox, Sydney, NSW

12.55 - 1.05pm Panel Comments and Questions

1.05pm Conference Close

GENERAL INFORMATION

Conference Registration Fee

The registration fee includes attendance at the conference and conference papers. Refreshment breaks on both days and lunch on day 1 are included for delegates attending the face to face event.

Conference Papers

TEN will not provide printed copies of the conference papers or Powerpoints. Access to the papers & Powerpoints will be available online to all delegates in the lead-up to the conference (as they become available).

The Conference Venue

Crown Towers Melbourne

8 Whiteman Street, Southbank

Discount Delegate Accommodation at Sofitel

Crown is offering a discount for conference delegates. You can book directly using the below links to one of the 3 hotels that make up Crown Melbourne.

Towers [Crown Towers Hotel](#)

Metropol [Crown Metropol Hotel](#)

Promenade [Crown Promenade Hotel](#)

Travelling to the Conference Venue

Delegates are advised to make their own travel arrangements.

Conference Dress

Smart casual attire is suitable (note: the temperature in the conference rooms can vary depending on where you are sitting. Short sleeves/summer tops are generally OK, but it is advisable that you bring a jacket/long sleeved top just in case you need it).

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