



Complex Needs Conference 2025

26–27 MARCH 2025 • GRAND HYATT MELBOURNE

Making it work | Overcoming barriers and simplifying support for people with complex needs



Wednesday 26 March 2025

8:00am	Registrations open day one Level 8, Savoy Ballroom Foyer, Grand Hyatt Melbourne
9:00am – 5:30pm	Complex Needs Conference 2025 Conference Day One Venue: Level 8, Savoy Ballroom, Grand Hyatt Melbourne Address: 123 Collins St, Melbourne VIC 3000 Dress Code: Smart casual
PLENARY SESSION	
9:00am – 9:10am	Welcome to country Wurundjeri Elder Tony Garvey, Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation
9:10am – 9:20am	The host's welcome and housekeeping announcements Jon Faine AM, Melbourne Lawyer, Broadcaster, Writer and Host
9:20am – 9:30am	Opening address Argiri Alisandratos PSM, Deputy Secretary, Disability, Fairness and Emergency Management, Department of Families, Fairness and Housing (DFFH), Victoria
9:30am – 9:45am	Complex Needs Conference 2025 Karenza Louis-Smith, Chief Executive Officer, ermha365
9:45am – 10:45am	Opening keynote: We can align public priorities and rational criminal justice system reform Dr Tonia Nicholls, Professor, Department of Psychiatry, University of British Columbia and Scientific Director, BC Mental Health & Substance Use Services
10:45am – 11:10am	Morning tea refreshments Level 8, Savoy Ballroom Foyer, Grand Hyatt Melbourne

CONCURRENT SESSIONS

11:10am – 12:45pm	Interconnected systems	Research and evidence	Real stories, real solutions	What's working, what's next
Room	Savoy 1 and 3	Savoy 2	Bristol Room	Verandah Room
Facilitator	Tara Laursen	Michael Bowers	Chantelle Miller	Gretel Van Lane
Session	20 minutes	20 minutes	20 minutes	20 minutes
11:10am – 11:30am	<p>The therapeutic feedback model: enabling the forensic disability workforce to make change</p> <p>Emily Webb, <i>Senior Practice Leader, Practice and Service Development, Forensic Disability Services, Department of Families, Fairness and Housing (DFFH) and Dr Matt Frize, Director, Forensic Disability Services, DFFH</i></p>	<p>Promoting epistemic justice through participatory research methodology: An autoethnographic study exploring experiences of participating in stigmabeat</p> <p>Dr Rochelle Hine, Senior Lecturer, Monash Rural Health, Monash University, Harlequin Goodes, Co-Researcher, Monash University, Jessica Coburn, Co-Researcher, Monash University and Lotti O'Dea, Independent Researcher</p>	<p>20 years of reflection on "complex needs" across 3 Victorian Service Sectors: Top 10 things to do differently</p> <p>Dr Brent Hayward, Senior Lecturer, School of Nursing and Midwifery, Monash University</p>	<p>Working from a positive behaviour support framework with people experiencing severe mental illness</p> <p>Garth Boyd, Social Worker and Behaviour Support Practitioner, Complex Psychology and Victoria Athanasiadis, Senior Occupational Therapist, Complex Psychology</p>
11:35am – 11:55am	<p>The road home project: A collaborative housing and health partnership</p> <p>Kym Coupe, Project Manager, Road Home, First Step and Vanessa Hulands, Case Management Coordinator, Women's Services, Launch Housing</p>	<p>From margins to centre: Enabling participation of people with disabilities in forensic qualitative research</p> <p>Dr Margaret Nixon, Senior Lecturer, Centre for Forensic Behavioural Science</p>	<p>Creatively healing: The efficacy of art therapy with young people impacted by homelessness and family violence</p> <p>Jessica Innes-Irons, Creative Arts Therapist (LGBTIQ+, Youth and Family Violence), Family Access Network</p>	<p>Our health, our mind: exploring mental health needs and models of practice for Muslim migrant and refugee communities</p> <p>Kate Hammond, Research Manager, Australian Muslim Women's Centre for Human Rights</p>
12:00pm – 12:20pm	<p>Creating connections: Community justice in practice at the Neighbourhood Justice Centre</p> <p>Rachel Powning, General Manager, Neighbourhood Justice Centre (NJC)</p>	<p>Collaborative care for high-risk individuals presenting with acute mental health and substance use referred via the Victorian Fixedated Threat Assessment Centre</p> <p>Melissa Pardi, Area Manager and Clinical Psychologist, Caraniche High Risk Offenders Alcohol and Drug Service, Hayley Mitchell, Specialist Clinician and Psychologist, Caraniche High Risk Offenders Alcohol and Drug</p>	<p>Hearing voices: Overcoming barriers and simplifying support</p> <p>Janet Karagounis, Senior Peer Mentor, Uniting Vic Tas, Fiona Nguyen, Peer Support Facilitator, Uniting Vic Tas and Tali Brash, Alcohol and Other Drug (AOD) and Mental Health, Lived and Living Experience, Uniting Vic Tas</p>	<p>Going outside: Occupational therapy for people with intellectual disability leaving long-term incarceration</p> <p>Sally Lamshed, Occupational Therapist, Another Way OT</p>

		Service, Dr Katie McKibbin, Senior Forensic Psychologist Mental Health Forensic Assessment and Consultation Team (MH-FACT), Monash Health and Glenn Batterley, Manager, MH-FACT and Forensic Clinical Specialist		
12:25pm – 12:45pm	Parallel processes in managing complexity: How regulators and policy makers can reform systems by learning from front-line service delivery Trinh Mai, Senior Authorising Officer, Department of Human Services (South Australian Government)	"Making it work/whatever it takes": Speech pathology intervention to support transition planning from the justice system to community living June Gladman, Senior Speech Pathologist, Applied Communication Skills and Grace Scheiner, Speech Pathologist, Applied Communication Skills	Still standing Carolyn Flett, Carer and Consumer, Mental Health Services	My goldfish won't fly: Dangers of unrealistic expectations in service delivery Jaime Ramos, Founder, Child Trauma Consultancy
12:45pm – 1:40pm	Lunch Level 8, Savoy Ballroom Foyer, Grand Hyatt Melbourne			
1:40pm – 3:15pm	Interconnected systems	Research and evidence	Real stories, real solutions	What's working, what's next
Room	Savoy 1 and 3	Savoy 2	Bristol Room	Verandah Room
Facilitator	Tara Laursen	Sally Wall	Michael Bowers	Stan Pappos
Session	20 minutes	20 minutes	20 minutes	20 minutes
1:40pm – 2:00pm	An overview of the Magistrate's Court of Victoria's Therapeutic Justice Initiatives: A continuum of specialist courts and programs using pre- and post-sentence collaborative and multidisciplinary approaches to deliver tailored interventions to improve outcomes for court users with complex needs Magistrate Pauline Spencer, Head of Division, Specialist Courts, Magistrates Court of Victoria (MCV) and Beth Halls, Acting Executive Director, Specialist Courts and Programs, MCV	Fetal Alcohol Spectrum Disorder (FASD): The complexities of a hidden disability Sinead Freeman, Clinical Advisor and Coordinator, NOFASD and Simone McKenry, Project Support Officer, NOFASD	Panel: Part of the family: The role of provider-family partnerships in transforming lives of people with complex needs Emily Webb, Advocacy and External Communications Advisor, ermha365 and Cheryl Jameson, Mental Health Support Worker, Lived Experience	Bridging cultures pathways to recovery Carrie Weiss, Program Lead, Mental Health Integrated Complex Care, Better Health Network and Ally Jayawardene, Program Manager, Mental Health and Mental Health Worker, Better Health Network

<p>2:05pm – 2:25pm</p>	<p>The outer layer of the care system</p> <p>Tessa Cake, Practice Leader, DFFH and Dr Maxwell Fraser, Principal Practitioner, DFFH</p>	<p>Panel: Working with complex needs: Assertive outreach and support pilot</p> <p>Anthea Neyland, Assertive Outreach Worker, ACSO, Cassandra Turnbull, Practice Leader, ermha365, George Graham, Support Facilitator, Assertive Outreach Support (AOS) program, ermha365, Adam Napoleone, Complex Needs Coordinator and Sampath Wickramasinghe, Senior Advisor and Complex Care Coordinator, DFFH Bendigo</p>	<p>Blindfolded in the labyrinth: Navigating complex systems and services with deafblindness</p> <p>Bec Swansson, Manager, Deafblind Services, Able Australia and Andi McQueen, National Manager, Allied Health, Behaviour Support and Deafblind Services, Able Australia</p>	<p>How a process of comprehensive review fosters a human-rights aligned culture of avoidance, reduction and elimination of physical restraint</p> <p>Dr Victoria (Tori) Smith, Senior Behaviour Support Business and Practice Manager, Life Without Barriers</p>
<p>2:30pm – 2:50pm</p>	<p>The Young People with Exceptionally Complex Needs Program (YPECN): Communication, collaboration, coordination and escalation</p> <p>Lara Harmsworth, Interagency Coordinator, Young People with Exceptionally Complex Needs (YPECN) Program and Becky Anderson, Young People with Exceptionally Complex Needs (YPECN) Program (Western Australia)</p>	<p>Panel: Working with complex needs: Assertive outreach and support pilot</p> <p>Anthea Neyland, Assertive Outreach Worker, ACSO, Cassandra Turnbull, Practice Leader, ermha365, George Graham, Support Facilitator, Assertive Outreach Support (AOS) program, ermha365, Adam Napoleone, Complex Needs Coordinator and Sampath Wickramasinghe, Senior Advisor and Complex Care Coordinator, DFFH Bendigo</p>	<p>"Not my circus, not my monkeys," falling through the gaps: Lived experience, advocacy, and hope for systemic change</p> <p>Eli Alexander, Team Leader, Mental Health Intake, Assessment and Recovery, ACSO</p>	<p>From the front lines: What works (and doesn't) in supporting independent living for people with complex needs</p> <p>Charlene Muronda, Business Development Coordinator, ermha365 and Danielle Hill, Team Leader North Metro and Regional, ermha365</p>
<p>2:55pm – 3:15pm</p>	<p>Multi system collaboration using the supervised treatment order framework to reduce restrictive practices</p> <p>Julie Daniell, Deputy Senior Practitioner, Principal Practice Leader Compulsory Treatment, Office of Professional Practice, Daniel Rose, Senior Practice Advisor, Office of Professional Practice and Catherine Ranson, Senior Practice Advisor, Office of Professional Practice</p>	<p>Whatever it takes: The implementation of complex needs clinical roles within forensic disability clinical services</p> <p>Ming-Yun Hsieh, Chief Clinician, Forensic Disability Services, DFFH and Erika Fortunato, Complex Needs Clinician Psychologist, Forensic Disability Clinical Services</p>	<p>Living with childhood sexual abuse trauma: From surviving to thriving</p> <p>Belinda Carlisle, Founder, Know Drugs Pty Ltd</p>	<p>A creative and iterative approach to spark change and address stigma</p> <p>Kelly Lai, Director, Creativity, Development and Growth, Satellite Foundation and Leanne Vuong, Projects Officer, Satellite Foundation</p>
<p>3:15pm – 3:35pm</p>	<p>Afternoon tea refreshments and poster presentations Level 8, Savoy Ballroom Foyer, Grand Hyatt Melbourne</p>			

PLENARY SESSION

<p>3:35pm – 4:20pm</p>	<p>Panel discussion: Navigating complexity: Insights into Victoria's Assertive Outreach Pilot Program</p> <p>An expert panel facilitated by Jon Faine AM, hear from ermha365, ACSO and the Department of Families, Fairness and Housing about the Victoria's Assertive Outreach Pilot Program, part of the Victorian Government's Complex Needs Project.</p> <p>Panellists include:</p> <ul style="list-style-type: none"> - Florence Morphy, Director, Complex Needs and Forensic Disability, Disability Reform and Complex Needs Branch, Department of Families, Fairness and Housing - Codie Stone, Support Facilitator, ermha365 Assertive Outreach Support (AOS) Program - Tim Stevenson, Program Manager, Assertive Outreach & Reintegration Pathways, ACSO - Michael Daffern, Professor of Clinical Forensic Psychology and Director, Centre for Forensic Behavioural Science (CFBS), Swinburne University of Technology
<p>4:20pm – 4:55pm</p>	<p>Closing keynote day one: A rapid review of 2025 psychopharmacology for people with complex needs</p> <p>Adjunct Associate Professor Danny Sullivan, Consultant Forensic and Adult Psychiatrist, Forensicare</p>
<p>4:55pm – 5:00pm</p>	<p>Closing comments</p> <p>Jon Faine AM, Melbourne Lawyer, Broadcaster, Writer and Host</p>
<p>5:00pm – 7:00pm</p>	<p>Welcome drinks</p> <p>Venue: Level 8, Courtyard, The Residence, Grand Hyatt Melbourne</p>

Thursday 27 March 2025

<p>8:00am</p>	<p>Registrations open day two</p> <p>Level 8, Savoy Ballroom Foyer, Grand Hyatt Melbourne</p>
<p>9:00am – 5:00pm</p>	<p>Complex Needs Conference 2025 Conference Day Two</p> <p>Venue: Level 8, Savoy Ballroom, Grand Hyatt Melbourne Address: 123 Collins St, Melbourne VIC 3000 Dress Code: Smart casual</p>

PLENARY SESSION

<p>9:00am – 9:10am</p>	<p>Welcome day two</p> <p>Jon Faine AM, Melbourne Lawyer, Broadcaster, Writer and Host</p>
<p>9:10am – 9:25am</p>	<p>Complex Needs Conference 2025</p> <p>Vaughan Winther, Chief Executive Officer, Australian Community Support Organisation (ACSO)</p>
<p>9:25am – 10:20am</p>	<p>Panel discussion: Integrating support systems: First Nations leadership on complex needs</p> <p>An expert panel facilitated by Jon Faine AM. First Nations leaders discuss integrating support systems for people with complex needs. Discover innovative, culturally sensitive strategies and hear from experts on building a more inclusive future.</p> <p>Panellists include:</p> <ul style="list-style-type: none"> - Maggie Toko, Commissioner, Consumers, Mental Health and Wellbeing Commission - Rocket Bretherton, Lived Experience Expert, ermha365 - Associate Professor Armon Tamatea, School of Psychology and Social Sciences, University of Waikato, New Zealand - Sue-Anne Hunter, Commissioner, Yoorrook Justice Commission - Jacqueline Gibson, Carer Lived Experience Commissioner, Mental Health and Wellbeing Commission

10:20am – 10:45am	Morning tea refreshments Level 8, Savoy Ballroom Foyer, Grand Hyatt Melbourne
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CONCURRENT SESSIONS

10:45am – 12:20pm	Interconnected systems	Research and evidence	Real stories, real solutions	What's working, what's next
Room	Savoy 1 and 3	Savoy 2	Bristol Room	Verandah Room
Facilitator	Chantelle Miller	Margaret Nixon	Gretel Van Lane	Tara Laursen
Session	20 minutes	20 minutes	20 minutes	20 minutes
10:45am – 11:05am	<p>Strengthening integrated and coordinated care: Using Minkoff and Cline's Comprehensive Continuous Integrated System of Care (CCISC)</p> <p>Dr Tamsin Short, Executive Director Mental Health and AOD, Access Health and Community and Cathy Keenan, Integrated Care Coordinator, Access Health and Community</p>	<p>A model for the elimination of restrictive practices and 'services for one' for people with complex needs</p> <p>Darlane McLean, Specialist Advisory, Policy and Advocacy Team, Inclusion Australia</p>	<p>Panel: Employing and involving people with lived experience as a catalyst for change: Addressing complex needs through therapeutic relationships, advocacy, support and collaboration</p> <p>Steph Maher, AOD Harm Reduction Worker, The Salvation Army, Pattie Phillips, Forensic Lived Experience Worker, ACSO and Nathan Akoka, Youth AOD Worker, Youth Support and Advocacy Service</p>	<p>Working as an National Disability Insurance Scheme (NDIS) registered behaviour support practitioner: Systemic challenges in achieving positive client outcomes</p> <p>Andrew Buchanan, Psychologist and Senior Behaviour Support Practitioner, CareChoice</p>
11:10am – 11:30am	<p>Enabling people with complex needs to participate in conflict resolution</p> <p>Kwan Li, Neighbourhood Justice Officer, Neighbourhood Justice Centre and Anita De Blasio, Peacemaking Service Manager</p>	<p>Use of Neurosequential Model of Therapeutics (NMT) assessment with complex client presentations</p> <p>Dr Yvonne Maxwell, Portfolio Manager, Forensic Practice, Forensic Psychologist, SAL Consulting</p>	<p>How ermha365 is reducing occupational violence and aggression against workers who provide Supported Independent Living (SIL)</p> <p>Lawrence Harvey, Senior Manager Mental Health Forensic and Community Services, ermha365 and Clare Hutton, Manager, Work Health and Safety and Emergency, ermha365</p>	<p>Practical steps: Leading support for people in custody with cognitive impairments</p> <p>Rebecca Barbie, Principal Clinician, Prison Disability Support Initiative, Corrections Victoria</p>
11:35am – 11:55am	<p>The Maribyrnong Community Residential Facility: An innovative service supporting reintegration and improved outcomes</p> <p>Kerstin Hinrichsen, General Manager, Maribyrnong Community Residential Facility, Corrections Victoria and Suzette James-Nevell,</p>	<p>Predicting treatment completion amongst people with cognitive disability</p> <p>Alejandro Avendano-Jones, Manager, Practice and Service Development, Forensic Disability Services and Dr Joseph Sakdalan, AHPRA and NZ Registered Psychologist</p>	<p>Living with freedom after trauma, abuse and addiction</p> <p>Maria Hutchison, Addiction Treatment Counsellor and Founder, With Freedom Coaching</p>	<p>Promoting 'enabling environments' in restrictive settings to progress treatment and meaningful outcomes for all</p> <p>Chelsea Troutman (BCBA), Director and Advanced Specialist, Behaviour Support Practitioner, Elements ABC and Megan Phillips,</p>

	General Manager, Adult Justice Programs, Jesuit Social Services			Clinical Manager and Advanced Specialist Behaviour Support Practitioner, Elements ABC
12:00pm – 12:20pm	The first step Health Justice Partnership (HJP) Kym Coupe, Manager, Mental Health Services, First Step and Tom Mainwaring, Co-Principal, First Step Legal	The forensic disability support treatment assessment and review tool: The development of an evidenced based case management tool Mark Stevenson, Manager (North and South), Forensic Disability Service, DFFH and Lisa Leniart, Manager (East and West), Forensic Disability Service, DFFH	Helping the helpers: reflective practice as a burnout prevention tool Shane Puxley, Community Psychologist	Inclusive futures practices: How blending futures thinking and generative methods to design supports community-led innovation Dewani Shebubakar, Head of Strategy, Design and Innovation, Today
12:20pm – 1:10pm	Lunch Level 8, Savoy Ballroom Foyer, Grand Hyatt Melbourne			
1:10pm – 2:20pm	Interconnected systems	Research and evidence	Real stories, real solutions	What's working, what's next
Room	Savoy 1 and 3	Savoy 2	Bristol Room	Verandah Room
Facilitator	Gretel Van Lane	Tara Laursen	Stan Pappos	Sofie Parle
Session	20 minutes	20 minutes	45 minutes	20 minutes
1:10pm – 1:30pm	Stronger together: The Youth Forensic Disability Clinical Service (YFDCS) Vanessa Delle-Vergini, Senior Clinician, DFFH and Mark McGowan, Clinician, DFFH	Building client strengths: What are they and how do we measure them? Caleb Lloyd, Associate Professor, Centre for Forensic Behavioural Science, Swinburne University of Technology	Panel: Amplifying lived experience voice: Co-designing justice for social change and inclusion Pattie Phillips, Forensic Lived Experience Worker, ACSO, Jenna Harrison, Senior Projects Manager, Department of Justice and Community Safety (DJCS), Igor Tomic, Senior Program Manager, DJCS and Marietta Martinovic, Associate Professor, RMIT University	Creating stable bases for young people who have perpetrated serious youth-to-youth violence Dr Lisa Warren, Clinical Director, Code Black Psychology
1:35pm – 1:55pm	The transformative impact of integrated health and housing for chronic rough sleepers Edgar Daly, Monitoring and Evaluation Lead, Launch Housing and Claire Doherty, Senior Research and Evaluation Officer, St Vincent's Hospital	Horses (or ARMIDILOs?) for courses: The time sensitive validity of risk assessment tools for people with cognitive disability who have offended Dr Matt Frize, Director Forensic Disability Services, DFFH, Keenie Daly, University of NSW and Mathew Galotta, The Wellbeing Group		Watch out for them mob: responding to the unmet needs of First Nations People with complex communication needs Jody Barney, Executive Director, Deaf Indigenous Community Consultancy and Alexandra Devine, Senior Research Fellow, Melbourne School of Population and Global Health

<p>2:00pm – 2:20pm</p>	<p>An innovative integrated health and housing approach for rough sleepers – learnings and lessons for the future</p> <p>Melinda Wagner, Group Manager - Health and Wellbeing, Launch Housing and Jacqui Garbett, Team Leader, St Vincent's Health Melbourne</p>	<p>Oji's journey: developing an e-therapy app for justice-involved people living in the community</p> <p>Ashley Batastini, Ph.D., Associate Professor, Forensic Psychology</p>	<p>Understanding and navigating risk in care teams for clients with complex needs</p> <p>Alexandra Talent, Complex Psychology and Irene Economou, Complex Psychology</p>	<p>The power of service collaboration to address barriers and fast-track National Disability Insurance Scheme (NDIS) access for complex, high-risk and disengaged people</p> <p>Michelle James, Senior Psychologist and Operations Clinical Services Manager, Complex Psychology, Lawrence Harvey, Senior Manager Mental Health Forensic and Community Services, ermha365 and Cassandra Turnbull, Practice Leader, ermha365</p>
<p>2:20pm – 2:40pm Afternoon tea refreshments and poster presentations Level 8, Savoy Ballroom Foyer, Grand Hyatt Melbourne</p>				
<p style="text-align: center;">PLENARY SESSION</p>				
<p>2:40pm – 3:40pm</p>	<p>Closing keynote: "We must remember, these people's history follow them": Māori, marginality and the complex needs of gang communities in Aotearoa New Zealand</p> <p>Associate Professor Armon Tamatea, School of Psychology and Social Sciences, University of Waikato, New Zealand</p>			
<p>3:40pm – 4:40pm</p>	<p>Panel discussion: Integrating mental health, disability, and human rights for comprehensive support</p> <p>An expert panel facilitated by Jon Faine AM. Hear from experts in Mental Health, Disability and human rights explore how systems can better connect to provide integrated wrap around supports for people with complex needs.</p> <p>Panellists include:</p> <ul style="list-style-type: none"> - Dr Astrid Birgden, PhD Consultant Forensic Psychologist, Just Forensic - Distinguished Professor James R. P. Ogloff AM, Forensic Behavioural Science and Executive Dean, School of Health Sciences, Swinburne University of Technology - Phillipa Thomas, Chief Executive Officer, Mental Health Victoria - Dragan Wright, Psychotherapist and Facilitator. Areas of expertise: Complex PTSD, Minority Stress and Transgender Health. Draganzanwright.org 			
<p>4:40pm – 4:45pm</p>	<p>Closing comments</p> <p>Jon Faine AM, Melbourne Lawyer, Broadcaster, Writer and Host</p>			
<p>4:45pm – 5:00pm</p>	<p>Closing performance</p> <p>Choir of Hard Knocks</p>			
<p>5:00pm</p>	<p>Close of The Complex Needs Conference 2025</p>			