National Disability Services (NDS), Western Australia

Digital Annual Report 2018/19

# Membership

Attract and maintain a diverse sector-wide membership which speaks with one voice nationally

## Our members’ priorities drive our work

* More than 1050 non-government specialist disability services organisations across Australia are NDS members
* Members provide full range of services: accommodation, home support, respite, therapy, community participation and employment
* NDS is Australia’s peak body for non-government disability service providers. [View NDS Strategic Plan](https://www.nds.org.au/images/files/StrategicPlan2019-20_final.pdf).

## NDS exists for and because of our members

* Attracting and maintain a diverse, sector-wide membership which speaks with one voice nationally
* Influencing Australian governments and decision-makers in national and local conversations on disability issues
* Ensuring our members are informed and resourced to continue working as viable disability service providers
* Ensuring we have in place the revenue needed to do what our members expect of us as their national peak body

## Local WA Focus

NDS Members in WA provide 85% of funded specialist disability services, providing supports to about 30,000 people with disability.

NDS WA in partnership with our members has funded and supported solutions to strengthen the disability sector in WA and deliver quality services for people with disability.

* Advocating for sound policies
* Ensuring the sector is funded and supported
* Promoting the value of a diverse, sustainable and mission driven sector
* Maintaining local and national focus on disability issues

# Influence

Influencing Australian governments and decision-makers in local and national conversations on disability issues.

## Reach and Impact

* Pre-Budget Submission
* State and National Policy Submissions
* State Government Reference Groups
* NDIS Transition Advisory Groups
* National Disability Strategy
* WA Supporting Communities Forum
* WA NDIS Market Review
* METRONET Access and Inclusion Advisory Group
* Social Assistance and Allied Workforce Steering Committee
* Containers for Change Technical Working Group

## NDS WA State Budget Priorities 2019/20

* Policy and advocacy centrepiece
* Key peak advocacy submission highly regarded by Government, demonstrated by the high take up of PBS recommendations into Government policy
* Developed in consultation with NDS member and sector stakeholders
* Identified three areas critical in guiding the State Government’s attention and future investment in disability:
  + Develop and funding a State Disability Plan
  + Building and making the NDIS work in WA; and
  + Reinvigorating the National Disability Strategy to drive better economic and social participation outcomes for people with disability in our community

For more information, please view the [NDS WA 2018-19 Pre-Budget Submission](https://www.nds.org.au/resources/nds-wa-2018-19-pre-budget-submission).

[Melissa Northcott video](https://www.youtube.com/watch?v=3AeImHOYgXA&feature=youtu.be)

[Liam Dow-Hall video](https://www.youtube.com/watch?v=LXbczgwyC2k&feature=youtu.be)

## A vibrant, and diverse and sustainable sector

* NDS WA advocated strongly for sector transition funding
* In 2018 State Government committed $20.3M to support the WA disability sector transition to the NDIS
* Ensuring services and supports are of the highest standard for people with disability and their families during NDIS transition
* Phase 1 and 2 of the funding has been distributed

## Advocacy

* Strong policy advocacy to ensure that the implementation of the NDIS is on track in WA
* Worked closely with the NDIA and mainstream State and Commonwealth government agencies that provide critical services for people with disability
* Prepared policy submissions to State and Commonwealth agencies including the Productivity Commission and Joint Standing Committee on NDIS… to secure better economic and social inclusion for people with disability
* Submission to the Department of Social Services Consultation Paper on market oversight function of the NDIS Quality and Safeguarding Commission
* State Training Board Submission
* NDS Submission: Market Readiness for provision of services under the NDIS
* NDS WA Container Deposit Scheme Submission
* NDS WA Submission to the Senate Standing Committee on Economics on Regional Inequality in Australia
* Submission on the Ministerial Expert Panel on Voluntary Assisted Dying Legislation Discussion Paper

## NDIS WA Market Review of pricing and rules as they affect WA

NDS provided strong advocacy on behalf of the disability sector addressing the terms of reference of the NDIS WA Market Review and highlighting the significant transfer and transition issues being faced by WA providers. The work and process of this Group was very consultative and respectful of the role providers have in delivering the NDIS to those in need in WA.

## NDIS Implementation and Sector Support

* NDIS Transition Strategic Working groups
* Monitor market capacity and capability
* NDIS Sector Support Network
* Strengthen sector knowledge and capacity
* Identify and actively seek resolution of NDIS transition issues
* Resulted in improvements to NDIS prices for regional services

## Investment in Training

* Member of the Social Assistance and Allied Health Workforce Steering Committee
* Participated in the development of new Traineeships and Enterprise Training programs
* Chair of the Community Services, Health, & Education Training Council

# Community Access and Inclusion

* The WA Companion Card Program has over 594 affiliates
* The ACROD Parking Program has over 87,000 Australian Disability Parking Permits in circulation across WA
* The WA Companion Card Program has over 15,600 cardholders
* Free MLAK Key to open Changing Places issued to 3,784 people with disability
* 32 Changing Places are now open in WA
* The Community Living and Participation Grants provided 272 grants for people with disability valued at $424,000

## Clancy Waterman – Grant #883

“I just wanted to say a heartfelt thank you for Clancy’s new bike. We spent the afternoon riding, enjoying ice-cream and just loving being a part of the community. I think Clancy’s smile says it all in the video.”

[Clancy Waterman video](https://www.youtube.com/watch?v=tjvFCjxzfwE)

## Busselton Toy Library – Grant #1220

“Our experience of the CLPG was very positive and an easy process. The application was straight forward and we were provided support from staff at all points along the way. The grant and subsequent equipment exceeded our expectations. We were extremely grateful for the opportunity to apply and our members have already began to provide positive feedback on items purchased.”

**Renee Dehring (membership officer).**

## Addison Reid – Grant #830

“We have definitely received the Hippocampe and absolutely love it!! It has enabled us to take our daughter to the beach with ease and have even been able to take it on holidays as it folds up nicely in our wheelchair van.

Our experience with applying for this grant was great! It was all done with ease and we received the chair in a timely manner.

Thank you so much – it really has made a difference in Addison life and her accessibility. We have photos of her in it if you need any!!”

**Regards, Narelle Read (mum).**

## NDS WA Lunch in celebration of International Day of People with Disability

The 2018 theme ‘Inclusive WA’ was linked to United Nations theme and key focus of the 2019/20 NDS WA Pre-Budget Submission.

Marketplace, showcasing a number of enterprises and micro-enterprises that provide sustainable work for people with disability

Spotlight on inclusion and equality, strengths based approaches to disability and mutual benefits of employment for people with disability.

Read more on the news update highlighting the [NDS WA Lunch in celebration of International Day of People with Disability](https://www.nds.org.au/news/nds-in-wa-celebrates-international-day-of-people-with-disability-with-a-lunch-event?_cldee=ZnJhbmNlcy50aG9tYXNAbmRzLm9yZy5hdQ%3d%3d&recipientid=contact-f2ba2fe6a4e8e41180120050568e218a-9692dd488cfa41929970ae74d9e00b07&esid=81a7dea6-70f7-e811-80cf-005056ac7853)

[Video: NDS WA Lunch celebration of International Day of People with Disability 2018](https://www.youtube.com/watch?v=j6OZ-8GXZ48)

## 2019 Disability Support Awards

* Important workforce recruitment and retention initiative during critical time of growth for disability sector
* Nominations made by people with disability awarding quality and excellence
* Showcasing the disability services sector as a place of innovation, a place for employment and a place to have a career
* 1300 nominations received since the Awards inception
* Premier disability sector event attended by 800 people from across the sector, including the Governor of WA and the Minister for Disability Services

[Video: 2019 Disability Support Awards](https://www.youtube.com/watch?v=EhIjDozryEg)

[Read more on the official WA Disability Support Awards website.](http://www.dswa.org.au/)

## Media

* 45+ stories featured in The West Australian, The Sunday Times, ABC, 6PR, community and regional newspapers, Talking Disability Magazine and Medical Forum Magazine
* Focused media and public attention on urgent NDIS transition concerns
* Maintained NDS as an authoritative voice on disability issues
* Proactively promoted positive stories and profiled members

## Social Media

**NDS Twitter:**

* Total Followers: 1704

**Disability Support Awards:**

* Total likes: 1152
* Total followers: 1246
* Most Popular Post: 4400

**Companion Card:**

* Total likes: 1993
* Total followers: 2085
* Most Popular Post: 2583

**Community Living and Participation Grants:**

* Total likes: 248
* Total followers: 290
* Most Popular Post: 415

# Member Capacity & Sector Stewardship

Ensuring our members are informed and resources to continue working as viable and quality disability service providers.

NDIS Roll out commenced in WA on 1 July 2018.

NDIS Transition  
NDS has worked closely with its members to support them to adjust both operationally and financially:

* NDS Helpdesk
* Panel of consultants
* NDIS Provider Support Network
* Online virtual sharing network
* NDIA WA Advisory Group
* Regional visits to support NDS members

## Learning and Development

* Business Processes
* Executive Board Series
* Flexible Employment Options
* Leadership Series
* Marketing in the NDIS
* NDIS Readiness
* Developing Strategy in an NDIS Environment
* SIL Workshop
* Social Inclusion
* Understanding Challenging Behaviour
* Support Coordination
* Working with a NFP Board
* Crisis Communication
* Developing Effective Policy
* Quality and Safeguarding
* Aboriginal Workforce

The learning and development included 64 training workshops and 1764 disability workers.

[View all of NDS Events and Training on the NDS website](https://www.nds.org.au/events-and-training/all-events-and-training?searchword=&_audience=&_topic=&_state=Western+Australia%7C%7C-+%7C%7CNational).

## NDS WA Leaning and Development Feedback – Increases Knowledge

**Transcriber’s Note:** The percentages below are the raw figures used to create a pie chart on the original document. Please contact NDS for more information.

Total Participants

* No change: 2%
* Slight change: 21%
* Significant change: 57%
* Very significant change: 21%

## Quality and Safeguarding

156 Organisations were directly impacted by the 3 tiered approach of the project. This is included an information hub, capability strategies and specialist support for established and newly registered providers. 16 workshops delivered to 285 disability workers, 52 organisations, 9 Metro Workshops and 7 Regional Workshops.

* Quality and Safeguarding
* Preventing and responding to Abuse
* Positive Behaviour Support and Elimination of Restrictive Practices
* Developing Effective Policy
* Crisis Communications and Engagement

Organisations worked towards achieving systemic changes that will have a positive safeguarding impact.

A full suite of quality and safeguarding related resources.

“Great workshop, professional, well researched and well delivered.”

## Safer Services

### Safer Services Toolkit

Ensuring the safety of people with disability is paramount to the delivery of high quality services and support.

* NDS WA launched Safer Services Toolkit and resources in February at Quality and Safeguarding Forum
* Four-year project undertaken, funded by Lotterywest
* 23 tools and resources
* First step for organisational readiness for NDIS Quality and Safeguarding framework

Find the [Safer Services Toolkit](https://www.nds.org.au/zero-tolerance-framework/preventing-abuse) on the NDS Preventing Abuse webpage.

“The tool was extremely easy to use, I haven’t come across an activity that was this easy to run. We had in depth conversations but it was quick to use. I now want to test this with a bigger group of staff.”

“everyone was very positively engaged and (use of the tools) gave a deeper understanding of why safeguarding processes come about and the importance of them.”

“The general interviewing tips were excellent, really clear and an important resource for our teams.”

## Aboriginal Employment Project

* Developed Aboriginal and Torres Strait Islander Employment Guide and Toolkit
* 21 Aboriginal people have been employed
* Connections with Aboriginal communities
* Six disability service organisations (five based in the regions)
* Aboriginal Advisory Network

## Regional Innovative Workforce Grants

* Funded four project to trial new approaches in regional workforce development
* NDS member organisations involved: GIFSA, EPIC, ATLAS, Senses Australia
* Projects cover allied health, partnerships with Aboriginal Corporations; and videos to attract potential workers

## Customised Employment

Through the Information, Linkages and Capacity (ILC) building initiative NDS co-designed and delivered customised employment workshops and mentoring for more than 340 people with disability, parents, families, school and disability sector representatives in both metropolitan and regional WA.

* Workshops delivered in Northam, Narrogin, South and North Metro Perth, Kalgoorlie, Esperance, Bunbury and Manjimup
* 277 people attended Parent Employment Supports Information Sessions
* 126 people attended Introduction to Customised Employment
* 87 people attended Micro-Enterprise Development workshops
* Ongoing mentorship to workshop participants to support their learning and implementation of the customised employment approach
* 95% of workshop participants rated the workshops as “highly valuable”

**Brandon from Brandon’s Shredding (photo)**

“The workshop gave me the tools I needed to assist my sons better prepare for their lives after school and in a country town where employment opportunities are limited, it is good to know that using a person centred approach like Customised Employment can be useful in breaking down the stereotypes that people with disability face” **Michelle, Bunbury WA**

## Public Sector Employment

Project working with our members and the WA public sector to increase employment opportunities for people with disability.

* Report on public sector performance in employing people with disability
* Toolkit to assist public sector agencies attract, recruit and retain people with disability as valued employees
* Established co-design group with people with disability

## Allied Health Workforce Project

Co-designed and developed resources including:

* skills and knowledge benchmark
* models and strategies for student supervision
* strategies for supervision and support of professionals and therapy assistance working remotely

# Resources

NDS has the revenue required to meet its strategic and organisational objectives.

## Organisational sustainability

NDS WA secured funding in 2018/19 for:

* Quality and Safeguarding
* Management of Changing Places Network
* Community Living and Participation Grants
* ILC Pathways to Work
* ILC Building the Talent Pool – Public Sector Employment
* NDIS Information Specialist Support
* Developing Organisational Capacity
* Aboriginal Employment Pathways
* Allied Health Workforce
* Regional Innovation (Workforce)

# Governance

NDS Board and committees make maximum use of members’ knowledge, skills and influence.

## Representing strong membership

### Representation on National Board

* **President:** Joan McKenna Kerr, Autism Association of WA
* **Elected Member:** Gordon Trewern, Nulsen Disability Services
* **Elected Member:** Danielle Newport, Activ Foundation

### NDS WA State Committee 2018/19

* Joan McKenna Kerr, Chair, Autism Association of WA
* Rosie Lawn, Vice Chair, Avivo
* Marina Re, Vice Chair, Identity WA
* Danielle Newport, Ex Officio, Active Foundation
* Darren Ginnelly, My Place
* Debra Zanella, Ruah Community Services
* Frances Buchanan, WA Blue Sky
* Gordon Trewern, Vice Chair, Nulsen Disability Services
* Justin Colyer, Rise Network
* Justin O’Meara Smith, Interchange
* Matt Burrows, Therapy Focus (to January 2019)
* Robert Hicks, GIFSA
* Rob Holmes, Enable WA

### Sub-committees

Our members have been directly involved in providing input and policy advice on a range of issues through our NDS subcommittees.

* **Access and Inclusion:** Michelle Crook, Rocky Bay Inc.
* **Accommodation and Housing:** Wendy Cox, Identitywa
* **Clinical and Allied Health:** Ruth Lee, Therapy Focus
* **Employment:** Patrick Moran, Edge Employment Solutions
* **Finance and Sustainability:** Adam Maxwell, Rocky Bay Inc.
* **Workforce:** Fiona Durrant, Rise Network

### Communities of Practice

Quality and Safeguarding

Training Providers

SME Peer to Peer Network

NDIS in WA Provider Support Network