National Disability Services (NDS), Western Australia

Digital Annual Report 2019/20

# Membership

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

## NDS exists for and because of our members

* More than 1,200 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.
* National Disability Services 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)

## Our members’ priorities drive our work

* Attracting and maintaining 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; and
* Ensuring we have in place the revenue and resources needed to do what our members expect of us as their national peak body.

## Local WA Focus

NDS in WA has developed and implemented solutions to strengthen the disability services sector in WA and deliver better outcomes 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 a local and national focus on disability issues.

[Membership](https://www.nds.org.au/nds-membership)

# Influence

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

## Reach and Impact

* 268 Government and policy meetings
* 17 WA and National Policy Submissions
* 16+ Steering and Working Groups
* 10 Sub Committees and Communities of practices

Key Advocacy Policies Actioned by WA Government

* State Disability Strategy
* Expansion of Changing Places Network
* NDIS Transition Fund
* NDIS Transition Projects
* Public Sector Employment Project for People with Disability
* Aboriginal Employment Project
* Customised Employment Project
* Quality and Safeguarding and Positive Behaviour Support Practitioner Initiatives
* Workforce Initiatives
* Skills Passport
* Rural Innovation Workforce Fund
* Information and Sector Support Project.

## Reach and Impact

* State Government Reference Groups
* NDIS WA 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
* Co-Chair of the COVID-19 Taskforce with the Department of Communities

## NDS WA State Budget Priorities 2020/21

* Policy and advocacy centrepiece.
* Key peak advocacy submission highly regarded by Government, demonstrated by the high take up of Pre-Budget Submission recommendations actioned into Government policy.
* Developed in consultation with NDS members and sector stakeholders.
* Identified two priority areas critical in guiding the State Government’s attention and future investment in disability:
  + Supporting a sustainable, innovative disability sector to deliver the NDIS
  + Building an inclusive WA community

For more information, please view the [NDS WA 2020-21 Pre-Budget Submission](https://www.nds.org.au/resources/nds-wa-2020-21-pre-budget-submission).

[Ajay and Barry](https://youtu.be/msSftTgaPuo)

[Carol](https://youtu.be/gqn0AuXELto)

[Sophie K](https://youtu.be/IGJgk_QoqCg)

## Public Sector Employment

Working with NDS members and public sector agencies to increase employment for people with disability.

* Co-design and Project reference group with our employment provider members
* [Agency self-assessment and action plan](https://www.nds.org.au/wa-public-sector-disability-employment-confidence/wa-agency-self-assessment)
* [15 accompanying checklists, factsheets, templates and mentoring program](https://www.nds.org.au/wa-public-sector-disability-employment-confidence/wa-agency-self-assessment)
* Eight State Government agencies on-boarded as project partners
* Agencies provided with individualised support to implement resources into agency policies and practices
* Tailored workshops delivered
* Online [Disability awareness training module](https://s3.ap-southeast-2.amazonaws.com/etrainu.lms.sydney/NDS-WA/disability-understandingv2/index.html).

More than 60 people with disability were interviewed for positions across the eight State Government agencies and 37 people with disability were recruited.

“I will now be more optimistic and intensify opportunities to address obstacles in my workplace.”

“I will now consider 'applicability to all' when developing policies, guidelines etc.”

## Access and Inclusion

* The [WA Companion Card Program](http://www.wacompanioncard.org.au/) has almost 17,000 cardholders.
* The WA Companion Card Program has over 601 affiliated businesses.
* The [ACROD Parking Program](http://www.acrod.org.au) has over 90,000 Australian Disability Parking permit holders across Western Australia.
* In 2019 a new database for ACROD Parking was developed and launched.
* The Community Living and Participation Grants provided 272 grants for people with disability valued at $424,000.
* 32 Changing Places across Western Australia.
* Free MLAK key to open Changing Places issued to 6,558 people with disability.

**How people use their Companion Cards**

* A survey of Companion Cardholders with more than 1200 responses revealed that the card is used at the Cinema 22%; Concerts 13%; Transport 13%; Parks & recreation 11%; Sport Venues 11%; Theatre 10%; Museums 9%; Fitness 5% and Clubs 2%
  + 98% agree that the Companion Card is valuable to them.
  + 88% say Companion Card is extremely and/or very important to enabling them to be involved in community life.

## NDS WA State Conference 2019

What matters most?

* Diverse range of speakers and thought leaders to inform, inspire and involve delegates.
* 30 exhibitors, 530 delegates, 60 speakers, 35 sessions, five sponsors.
* Nine streams – communities and influence; workforce; lifestyle; employment; mainstream interface; co-design; quality and safeguarding; law and independence; managing in difficult circumstances.

Delegate Feedback

“Very thought provoking - it is especially good to be immersed in a WA centric experience.”

“Such a valuable resource, great that regional organisations receive help with travel and accommodation.”

## NDS WA Lunch in celebration of International Day of People with Disability 2019

‘Promoting the participation of people with disability and their leadership’ was the United Nations theme and key focus of the 2019 NDS WA Lunch in Celebration of International Day of People with Disability.

* Spotlight on people with disability from regional Western Australia
* The marketplace showcased a number of enterprises and micro-enterprises that provide sustainable and meaningful work for people with disability.
* Celebrating the achievements and contributions of people with disability as we work collectively to promote awareness and inclusion in Western Australia.

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-celebrates-international-day-of-people-with-disability-in-wa).

[Video Link](https://youtu.be/lYJSBRWD5EE)

## WA Disability Support Awards 2020

* Nominations made by people with disability recognising quality and excellence.
* Showcasing the disability services sector as a place of innovation, a place for employment and a place to have a career.
* 1400 nominations received since the Awards inception.
* Finalists and winners were celebrated and announced through a series of video posts on social media from 22 to 28 June 2020.
* During the week of announcements, posts on the [Disability Support Awards Facebook page](https://www.facebook.com/DSWAwards/) reached over 183,261 unique users and had over 20,000 reactions.

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

Read more on the news update highlighting the [2020 Disability Support Awards](https://www.nds.org.au/news/winners-of-the-2020-wa-disability-support-awards-announced?_cldee=c3V6YW5uZS5nZW9yZ2VAbmRzLm9yZy5hdQ%3d%3d&recipientid=contact-c563bbd88382e91180da005056ac7853-ac427ed0c5b44f198378bbe4d6c52dee&esid=bcfa8dc3-73ba-ea11-80eb-005056ac7853)

Feedback

“Thank you for giving me the opportunity to read some truly incredible stories of social inclusion and integration.”

“Congrats to all the winners nominee's and all who work to improve the lives of people with disabilities.”

“All incredible amazing people doing what you love and giving assistance, a voice and impacting the lives of people with disability - thank you.”

# Media

* 40+ 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 the impacts of COVID-19 on the disability sector.
* Promoted NDS as an authoritative voice and go-to source of information on disability issues for media.
* Proactively promoted positive stories and profiled members.

# Social Media

* Twitter: 1769 followers.
* Facebook pages:
  + Companion Card: Total Likes: 2,794. Total Followers: 2,859.
  + Disability Support Awards: Total Likes: 1,677. Total Followers: 1,711

# Member Capacity / Sector Stewardship

Enabling members to collectively initiate change, influence outcomes, build capacity whilst supporting providers to deliver quality services.

## Learning and Development

* NDS WA has delivered 91 Learning and Development activities; comprised of; workshops, subcommittees, working groups and forums.
* Executive and Board Series
* Finance and Sustainability Forum
* Leadership Series: Providing Leadership Across the Organisation
* Clinical Governance in an NDIS Environment
* Decision Making
* The Role of Marketing in Safeguarding
* Art of Support Coordination
* Developing Psychological Flexibility for Trauma Informed Care
* Q&S Reflection and Action Workshop
* Elevating the Art of Support Coordination
* Risk Education Forum
* Positive Behaviour Support and Elimination of Restrictive Practices
* Preventing and Responding to Abuse
* The Role of Internal Communication in Safeguarding
* Defensible Documentation Workshop
* Media and Communication Masterclass
* Restrictive Practices Workshop
* Developing Effective Policy.

Learning and Development Feedback

“Access to resources have been an excellent opportunity for us to update our own documentation and resources without needing to spend hours in their development.”

“During that time, we have been provided one-to-one support, in-house training, guidance material and access to online training…this type of support has been essential.”

“Relevant to everyday practice.”

“Benefits this has brought to our organisation include ensuring the organisation is implementing policies and procedures appropriately and enabling a good understanding of the NDIS Practice Standards and Quality Indicators.”

[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).

## Quality and Safeguarding

Organisations across WA participated in diverse developmental strategies designed to further develop their Quality and Safeguarding systems and practices. Using a three tiered approach NDS delivered:

Information and resources to 73 organisations including 23 that provide services in Regional WA.

Quality and Safeguarding Forum, attended by 170 delegates including Executives and Senior Managers.

33 workshops to 70 organisations including 22 that provide services in Regional WA and attended by 536 Senior and Middle Managers, Support Workers and PBS practitioners.

12 Face to face workshops in Perth Metro.

11 Face to face workshops in Regional WA.

10 Online workshops.

Workshops:

* Quality and Safeguarding
* Quality and Risk
* Culture Shift
* Positive Behaviour Support and Elimination of Restrictive Practices
* Preventing and Responding to Abuse
* Countdown to Audits workshop Series
* Developing Effective Policies
* Policy Lab.

Feedback from Workshop Participants:

“Thanks so much for another great workshop! Definitely helps me stay up to date with current information and developments.”

“Thank you NDS for providing good quality support to providers.”

“Excellent workshop, really informative and easy to implement into our organisation.”

## Positive Behaviour Support

* WA is first state to offer training to increase and sustain the number of appropriately skilled Behaviour Support Practitioners.
* Number of Practitioners in WA needs to double to meet sector transition needs.
* 12-week training program involving three hour weekly online live stream training sessions and a total of 12 hours of one on one individualised reflective meetings.
* Facilitated by experienced Behaviour Support Consultants.
* Strong demand from sector with applications more than double available placements.
* By the end of the project NDS will have supported 90 Positive Behaviour Support Practitioners to be registered in WA.

Feedback from Participants:

“We are really impressed with the training. Thanks so much for the opportunity.”

“We’ve never had an opportunity like this to be in the same place as people from Geraldton, Pilbara, Mandurah etc…. this is great.”

“I’d like to acknowledge that developing and delivering this online is different and harder. I’d like to thank the commitment of everyone who went ahead with providing us with this training opportunity, given the current environment.”

## NDIS Sector Support and Transition

* Responded to 1028 questions from 125 organisations relating to service delivery within the NDIS.
* Delivered 6 NDIS in WA Provider Support Network sessions to 539 people from the WA Disability sector.
* Facilitated online networking and resource platform using Microsoft Teams to 442 people from WA disability Sector.
* 32 Systemic Issues logged and escalated to the relevant government agency and or relevant NDS Sub-Committee for attention/resolution.
* Provided 1:1 Customised Support to organisations on 82 occasions; 54 were face-to-face, 28 conducted by teleconference. Regional areas visited included Newman, Broome, Geraldton and Inner South West.
* Delivered NDIS related presentations to other peak bodies, associations, organisations and disability services boards.
* During pandemic expanded brief to provide information on COVID-19, including liaison with the Health Department to streamline information to both sectors on how to best support people with disability.

## Aboriginal Employment Project

* Promotion and implementation of the NDS Aboriginal Employment Guide and Toolkit through NDS’ Sub-Committees, CORDS and 2019 NDS’ State Conference.
* More than 200 disability workers from eight WA disability service organisations supported in building their capacity and capability to grow their Aboriginal workforce.
* 26 Aboriginal people employed in 2019-20 through project.
* Promoted disability service organisations to partner with local Aboriginal communities.

## Customised Employment

* NDS co-designed and delivered customised employment workshops and mentoring for more than 415 people with disability, parents, families, school and disability sector representatives in both metropolitan and regional WA.
* Developed an [online learning module](https://s3.ap-southeast-2.amazonaws.com/etrainu.lms.sydney/Knowbly/NDS/customised-employment/updated/index.html) to increase accessibility and usability
* 227 people attended 19 Customised Employment Workshops in Broome, Karratha, Geraldton, Albany, Port Hedland, East Metropolitan and Central Perth.
* 66 mentoring and information sessions
* 116 people attended eight Micro-Enterprise Development Workshops.
* Online state-wide community of practice established with 216 members.

Feedback

“Instructors were very knowledgeable and experienced. They offered new perspectives and innovative relevant insights to our development process.”

“Excellent training program, highly informative and I learnt a lot that I think will be practical for future use.”

“Well-paced and informative session run by an engaging and knowledgeable presenter.”

## Skills Passport

* Seeks to reduce training duplication in the sector and hasten deployment of staff into the workplace.
* Consulted with 34 disability support providers to obtain input into content of five core induction modules.
* 30 organisations attended a series of workshops to build their knowledge and skills for Mealtime Management, Medication, OSH, Manual Handling and Personal Support and Daily Living.
* Digital platform has been determined as best option to store verified worker details including police clearances, licences, First Aid certification and any of the core modules successfully completed.
* Steering Committee established with Department of Communities and a technical solution being developed.

## Jobs in WA Disability Services Website

* In response to COVID-19, NDS launched a website that readily matches job seekers with disability employers.
* 44 employers are registered on the website.
* Over 250 job seekers have uploaded their profiles.
* Using filters, the website creates a short list of job seekers matching the skills and experience sought by employers saving time and effort.

Visit the [Jobs in WA Disability Services Website](https://www.jobsinwadisabilityservices.com/)

## Valued Careers

* Aims to attract secondary school students to begin working in the disability sector.
* Highlights to students values-based employment.
* Promotes employment opportunities and career progression in the sector Program developed by co-design group.
* Program delivered in schools by five people with disability.
* Seven schools visited, 175 students.

“The highlight was engaging in conversation and getting to know the challenges and positives in [the presenters’ lives]…”

# 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
* Jobs and Market Fund
* Jobs in WA Disability Services Website
* Positive Behaviour Support Practitioners
* Disability Health Ready to Go Home Project
* NDIS Information Specialist Support
* Developing Organisational Capacity
* Aboriginal Employment Pathways
* Regional Innovation (Workforce)
* Young People and Careers in Disability Support Campaign
* Sector readiness: NDIS Quality and Safeguards Commission
* Community Awareness ACROD Parking Program

# 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:** Danielle Newport, Activ Foundation
* **Elected Member:** Gordon Trewern, Nulsen Disability Services

### NDS WA State Committee 2019/20

* Joan McKenna Kerr, Chair, Autism Association of WA
* Marina Re, Vice Chair, Identitywa
* Frances Buchanan, WA Blue Sky
* Justine Colyer, Rise Network
* Angelena Fixter, Therapy Focus
* Paul Fleay, Inclusion WA
* Darren Ginnelly, My Place
* Robert Hicks, GIFSA (November 2019)
* Rob Holmes, Enable WA (August 2019)
* Kathy Hough, Far North Community Services (December 2019)
* Rosie Lawn, Avivo (Vice Chair to September 2019)
* Justin O’Meara Smith, Interchange WA
* Danielle Newport, Ex Officio, Activ Foundation
* Gordon Trewern, Nulsen Group
* Debra Zanella, Ruah Community Services

### 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:** Gareth Goodway, Ability Centre
* **Accommodation and Housing:** Wendy Cox, Identitywa
* **Clinical and Allied Health:** Catherine Greenway, Early Start Australia
* **Employment:** Anna Bagshaw, Forrest Personnel
* **Finance and Sustainability:** Bruce Land, My Place
* **Workforce:** Jackie Vernon, Rocky Bay

### Communities of Practice

Quality and Safeguarding: Alison Blake, Strategic Support

Training Providers: Grace Grennan, Avivo

SME Peer to Peer Network: Frances Buchanan, WA Blue Sky

Thank you for your participation and contribution that together strengthens the sector’s influence and impact.