National Disability Services (NDS),

Western Australia

Digital Annual Report 2020/21

# Membership

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

## We are Australia’s peak body for disability service organisations

National Disability Services is Australia’s peak body for non-government disability service organisations, representing service organisations in their work to deliver high quality services including accommodation, home support, respite, therapy, community participation and employment for people with disability.

## 1,200

We’re honoured that 1,200 disability service organisations around Australia entrust us to represent them, to unify our collective strength and fight for a more inclusive future for people with disability.

## Our members’ priorities drive our work

* Advocacy and influence
* Timely considered information and advice
* Learn and innovate
* Collaborate and improve
* National and local perspective
* Business supports and services

“NDS is a trusted source of information. Membership keeps me informed and up-to-date with the latest things that are happening.”

# Influence

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

## Reach and Impact

* 300+ Government and Stakeholder Meetings
* 30+ State and National Policy Submissions
* 16+ Steering and Working Groups
* 10 Sub-committees and Communities of Practice

[View 2020-21 Pre-Budget Submission](https://www.nds.org.au/resources/nds-wa-2020-21-pre-budget-submission)

[View WA State Election Priorities Online Overview 2021](https://www.nds.org.au/resources/wa-election-priorities-2021)

## Notable Advocacy Achievements

* Championed State Disability Strategy and Action Plan
* Advocated for Office of Disability in WA
* WA Disability Worker Passport
* Positive Behaviour Support Practitioners project
* Industry NDIS Transition Fund
* Public Sector Employment project
* Public Sector disability employment target of 5 per cent by 2025
* Expansion of Changing Places network in WA
* NDS and Health Department “Ready to Go Home” Project
* Expanded ACROD Parking Program eligibility criteria to include people who are legally blind
* This Bay is Someone’s Day
* WA Plastic Straws Working Group

## WA Election Priorities

### NDS WA State Budget Priorities

* A Minister for Disability Services and fund the 10-year State Disability Strategy
* Maintain a fit-for-purpose Office of Disability
* Invest in a strong disability workforce and quality support services
* Guarantee good education, training and jobs
* Roll out disability housing
* Build accessible communities
* Great health and justice outcomes

[View NDS 2021 Election Priorities](https://www.nds.org.au/resources/wa-election-priorities-2021)

[View Frances Buchanan, CEO WA Blue Sky and Shane Birch, Owner Shane’s Liquid Gold video](https://www.youtube.com/watch?v=mtswxDSRsNA)

[View Ben Aldridge, Managing Director, 30 Foot Drop video](https://www.youtube.com/watch?v=qJuQQJ3S9Xs)

[View Sophie Keay, NDS Project Officer Building the Talent Pool video](https://www.youtube.com/watch?v=PNhp6RY1Skc)

[View Melissa Northcott, Disability Advocate video](https://www.youtube.com/watch?v=11ZmzkYg6-U)

[View Danielle Loizou-Lake NDS Project Lead – Disability Health Project video](https://www.youtube.com/watch?v=JjQooj62YxM)

## Ready to Go Home Project

### NDS partnered with Department of Health WA for a three-year project to:

* Address delays in discharge for people with disability
* Improve the hospital experience for people with disability
* Focus on improving interface between health and disability services
* Involves people with lived experience to inform project activities and co-design service improvements
* Literature review completed to ascertain factors impacting the timely discharge from hospital of people with disability who are medically stable
* First pilot trial at Rockingham Hospital commenced

## Building the Talent Pool

* Connecting WA disability service organisations with WA Public Sector Agencies to improve employment outcomes for people with disability
* Increasing confidence and capabilities of WA Public Sector Agencies to employ people with disability
* Partnered with 16 WA Public Sector Agencies and Government Trading Entities
* Delivered 28 workshops to more than 350 people
* 99 per cent of attendees reported the training had increased their knowledge regarding recruitment and working with people with disabilities
* Monthly inter-agency forums
* Co-design and project reference group
* Side-by-side support resources and training module
* Funding extended for 2021/22

## Access and Inclusion

* [ACROD Parking Program](http://www.acrod.org.au/) has over 90,000 permit-holders
* The [WA Companion Card Program](https://www.wacompanioncard.org.au/) has over 18,800 cardholders
* The [WA Companion Card Program](https://www.wacompanioncard.org.au/) has over 606 affiliated businesses
* 8,500 Changing Places Master Locksmiths Access Keys issued in WA
* 34 Changing Places in Western Australia
* The last Community Living and Participation Grants presented in August supporting 18 grants for people with disability valued at $73,000

## This Bay is Someone’s Day: Park Right Day and Night

* Community education campaign to reduce the misuse of ACROD parking bays
* Highlighted impact parking in ACROD bays without a permit can have on someone’s day
* Partnered with over 30 local governments and 10 shopping centres
* ACROD bays across WA activated with eye-catching art installations representing what the bays mean to permit-holders
* Significant social media reach, seen by more than 660,000 people, 2,500 reactions and 445 shares

[View video campaign](https://acrod.org.au/thisbayissomeonesday/)

## Expansion ACROD eligibility criteria

* Review: Led by Department of Communities in collaboration with people with disability and NDS
* Expansion: Hon. Don Punch MLA, Minister for Disability Services announced in June, criteria expansion to include people who are legally blind and guide dog users from 1 July 2021
* Educate: Social media video to promote and educate re new criteria
* Stakeholders: NDS consulted key stakeholders to develop accessible new forms and assessment against new criteria
* ACROD Bays: Further work to be undertaken to increase the number of ACROD parking bays

"Being an ACROD permit holder will mean I will be able to safely get out of the car in a designated car bay near the entrance to buildings." Erika Webb, Blind Citizens WA Advocacy Officer

"People who are blind or have a guide dog often struggle to navigate car parks safely for a number of reasons. It can be very dangerous. We can't see vehicles as they reverse in and out of bays, we can’t see obstacles or hazards like potholes, signs, rubbish bins, tow balls and bike racks, and drivers in big vehicles like four-wheel drives or trucks often can’t see us."

[View ACROD Parking Program - Eligibility Criteria Expansion video](https://youtu.be/hSdbuwRDaL8)

## International Day of People with Disability

* Due to COVID-19, NDS in WA marked IDPWD with a Facebook campaign in 2020
* Campaign shone light on achievements of five West Australians with disability doing remarkable things in their communities: Rebecca Evans, Ben Aldridge, Callum Woods, Joe Salt and Tyler Hartfield
* Series reached 197,524 people and 1,178 likes
* NDS lit up key landmarks across WA in blue for IDPWD

[Read stories here](https://www.nds.org.au/resources/international-day-of-people-with-disability-stories-in-wa)

## 2021 WA Disability Support Awards

* 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
* 146 nominations received
* Finalists and winners announced at Gala Dinner in September

Find out more at the [WA Disability Support Awards website](http://www.dswa.org.au/).

Kylie Blakemore, from Interchange WA, nominated by Jordan Smith for the Excellence in Supporting Employment Opportunities Award.

“I have looked for work for a long time and was never able to cope or find the right job for me. Without Kylie I would have given up. Instead, I have a job I truly enjoy and thrive in. People are no longer rude to me. They see value in me, and so do I. This might not be extraordinary for you, but it definitely is for me and that’s why I think Kylie deserves this award.” Jordan Smith

## Social media

### Disability WA

* Total Likes 1,505 (323 on 30 June 2020)
* [Follow us](https://www.facebook.com/DisabilityWestAust)

### Disability Support Awards

* Total likes 1,877 (1,682 on 30 June 2020)
* [Follow us](https://www.facebook.com/DSWAwards)

### Companion card

* Total likes 3,155 (2,796 on 30 June 2020)
* [Follow us](https://www.facebook.com/CompanionCardWA)

### This Bay is Someone’s Day

* Total likes 1,892 (2,072 Instagram)
* [Follow us](https://www.facebook.com/ThisBayIsSomeonesDay)

## Media

* 35 + stories featured across mainstream media including newspaper, radio, magazine and television
* Highlighted the achievements of people with disability and members through positive stories
* Focused media and public attention on critical issues for the disability sector including workforce pressures, the impacts of COVID-19 and proposed changes to the NDIS
* Promoted NDS as an authoritative voice and go-to contact for disability issues in the media

# Member Capacity, Sector Stewardship

Ensuring our members are informed and resourced to continue working as viable disability service organisations

## Quality and Safeguarding Sector Readiness

Building sector capability and preparedness in transitioning to NDIS Quality and Safeguarding Commission requirements

### Range of initiatives tailored to specific needs of the WA disability sector:

* Over 2,100 hours of workshops, attended by more than 1,000 disability sector workers
* Information Hub provided timely, accurate responses and support to more than 2,000 contact requests from sector
* Development and dissemination of tools and resources
* Delivered 956 specialist 1:1 consultancy hours to 235 disability sector organisations

## Increasing Positive Behaviour Support Practitioners

* Number of Practitioners in WA needs to triple
* WA first state to offer training to increase and sustain skilled Practitioners
* Training program includes 12 x 3-hour weekly online training sessions and a total of 12 hours of one-to-one individualised reflective meetings
* Facilitated by experienced Behaviour Support Practitioners
* Provision of subsidies for workers to attend training
* Delivered three rounds of Positive Behaviour Support Practitioner Training to 138 Practitioners
* Further two rounds in 2021-22

## NDIS Job Matching Service

* Commenced September 2020
* State-wide service to NDIS Registered Service Providers, registered training organisations and employment providers in WA
* Provides consistent and contemporary workforce planning, information and support services, together with targeted organisation and place-based strategies to build sustainable disability workforce
* Established relationships with key stakeholder groups
* Commencement of workforce planning with 77 NDIS Registered Service Providers
* Building new pipelines of suitable workers for the disability sector through Job Actives and Jobs & Skills Centres
* Supported recruitment of 1,566 new workers into disability sector
* 859 training enrolments in NDIS related courses and skillsets
* 158 student placements

## WA Disability Worker Passport

* Platform developed in collaboration with over 50 disability service organisations in WA
* Provides an easy-to-access and transportable location for workers to store training and professional clearances
* Useful for agency staff and people with disability who are self-managing
* Offers disability service organisations efficiencies in onboarding, tracking, training and compliance
* Five disability service organisations and 1,100 workers participated in the platform pilot

## Think Support

* State-wide media campaign
* ‘Think Support’ to attract young people to the disability workforce
* Included outdoor advertising, website and social media
* 18-week campaign
* Combined social reach of 206,540 people
* Achieved 2.4 million impressions
* Generated 6,840 website sessions

[View the Think Support website](https://thinksupport.org.au/)

## Valued Careers

* Engagement: Engagement project to ignite secondary school students’ interest in careers in the disability sector
* Established: Established new networks with careers, training and education agencies
* Visited 33 schools
* Careers Workshops delivered to 1,245 students
* 88 per cent of students indicated the workshops had inspired them to consider a career in the disability sector
* 94 per cent of students indicated the workshops increased their awareness of career pathways in the disability sector

## Enterprise Training Program Attendance Subsidy

* Wage subsidy for workers completing Enterprise Training Program courses
* Training demand areas include person-centred behaviour support, strengths-based skill development, using communication to build relationships and dementia support
* Assist disability service organisations to develop and build workforce skill capacity
* NDS facilitates consortium applications to ensure viable training groups
* Half of funding already committed in 2020/21

## Regional and Remote Expansion and Development Fund

* Grants for NDIS registered service providers in regional and remote WA
* Stimulate broader range of sustainable, quality NDIS services for people with disability in regional and remote WA
* High demand – 60 applications received totalling approximately $10 million

### Key project areas:

* Workforce recruitment
* Allied health workforce attraction
* Community awareness
* Targeted Aboriginal workforce recruitment and development
* Allied health assistant training
* Organisation development
* Workforce training

11 grants awarded totalling $1.7 million

## Jobs in WA Disability Services Website

* In response to COVID-19, NDS launched a job-matching website for job seekers
* 63 employers registered on website
* Facebook advertising and promotion via Think Support Instagram and Facebook accounts
* Over 250 job seekers have uploaded profiles

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

## Aboriginal Employment Project

* Th NDS Aboriginal Employment Guide and Toolkit developed in 2018 reviewed and republished
* 114 representatives from 15 WA disability service organisations attended facilitated workshops to complete a reflective self-assessment and develop an action plan to build their capability to grow their Aboriginal workforce
* 94 per cent of participants rated the workshop of interest and relevant to their work
* 85 per cent stated the workshops had increased their knowledge and confidence “moderate to very significant.”

## NDIS Sector Support and Transition

* Responded to 1,925 questions from 138 organisations relating to service delivery within the NDIS
* Delivered 3 NDIS in WA Provider Support Network sessions to 215 disability workers
* Facilitated online networking and resource platform using Microsoft Teams to 577 people from WA disability sector
* Provided 1:1 Customised Support to organisations on 114 occasions; 34 were face-to-face, 80 conducted by teleconference. Regional areas visited included Geraldton, Albany, Inner South-West, Karratha and Kalgoorlie
* Delivered NDIS related presentations to other peak bodies, associations, organisations and disability services boards
* Facilitated face-to-face support coordination training
* Continued to provide sector-specific support in relation to delivering services throughout COVID-19 pandemic

## Learning and Development in WA

In addition to NDS online Learning and Development, in 2020 NDS in WA resumed in-person Learning and Development workshops for the sector attended by 580 disability workers. Examples of sector-specific learning and development activities include:

* Quality and Safeguarding Forum
* CEO Connect Event
* Finance Forum
* NDIS Worker Screening Webinar
* Rethinking Sustainable Organisations
* SME Sundowner
* Support Coordination
* Disability Support Awards – Nomination Masterclass
* CEO Roundtable Policy Forum

# Resources

NDS has the revenue required to meet its strategic and organisation objectives

## NDS in WA Resources

### NDS in WA secured funding in 2020/21 for:

* WA Companion Card
* WA ACROD Parking Program
* Community Awareness ACROD Parking Program
* Sector Policy & Development WA
* Building the Talent Pool
* Community Living & Participation Grants
* Disability Sector Event Coordination and Facilitation
* NDIS Information and Specialist Sector Support
* Jobs and Market Fund
* NDIS Job Matching Service
* Sector Readiness for NDIS and Safeguards Commission
* Regional Travel Assistance
* Aboriginal Employment Pathways
* Worker Passport Platform
* Jobs in WA Disability Services Website
* Expansion of the Campaign to attract Younger People in the Disability Service Sector – Workforce
* WA Customised Employment
* Mainstream Capacity Building (Health)
* Increasing Positive Behaviour Support Practitioners
* Enterprise Training Program Attendance Subsidy
* Regional & Remote Expansion Development Fund

# 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 from November 2020)
* Elected Member: Danielle Newport, Activ Foundation (to July 2021)
* Elected Member: Gordon Trewern, Nulsen Group Inc

### NDS WA State Committee 2021/21

* Joan McKenna Kerr, Autism Association of WA (Chair)
* Gordon Trewern, Nulsen Group Inc (Vice Chair)
* Marina Re, Identitywa (Vice Chair to September 2020)
* Justin O’Meara Smith, Interchange WA (Vice Chair from September 2020)
* Elizabeth Barnes, VisAbility Ltd (to July 2021)
* Frances Buchanan, WA Blue Sky
* Justine Colyer, Rise Network
* Angelena Fixter, Therapy Focus
* Paul Fleay, Inclusion WA
* Darren Ginnelly, My Place WA Ltd
* Kathy Hough, Far North Community Services
* Rosie Lawn, Avivo

## Sub-committees

Our members have been directly involved in providing input and policy advice on a range of issues through our NDS sub-committees and communities of practice. Thank you for your participation and contribution that strengthens the sector’s influence and impact.

* Access and Inclusion: Gareth Goodway, Ability WA
* Clinical and Allied Health: Catherine Greenway, Early Start Australia
* Employment: Anna Bagshaw, Forrest Personnel
* Finance and Sustainability: Darren Cutri, Ability WA
* Housing and Home Living: Wendy Cox, Identity WA
* Workforce: Tracy Newman, Activ

## Communities of Practice

### Training Providers

Rebecca Hankin, Autism Association of WA

### Quality and Safeguarding

Alison Blake, Strategic Support

### Small to Medium Enterprises

Frances Buchanan, WA Blue Sky

Darren Munday, 4lifeskills

## Council of Regional Disability Services

* Established in 2004
* Council of Regional Disability Services (CORDS) is an alliance of 15 leading not-for-profit disability service providers operating in regional Western Australia
* NDS in WA provides executive support to CORDS