2016

**PROGRAM CATALOGUE**

**NDS LEARN**

**AND DEVELOP**

NDS Learn and Develop is a unique service that gives you access to high quality, flexible and cost-effective learning solutions.

Because we know that experience is the best kind of knowledge, our resources come exclusively from recognised providers.

NDS Learn and Develop’s exciting and innovative national program offering comprises training programs and resources.

These fit into five development streams:

#### NDS ONLINE LEARNING PORTAL

You don’t need unnecessary complications in your practice. We make it easy for organisations to find the learning resources that best meet their needs with the free NDS Learning Portal.

Find quality learning resources quickly and systematically with this easy-to-use portal, based on a growing range of free and fee-for-service learning resources.

The portal allows learners to manage their training records efficiently, including uploading certificates from any completed training, and reports that can be incorporated into organisational training records.

Sector Induction And Compliance

Direct Support Skills Development

To access the portal, simply create an account.

##### [www.learnanddevelop.nds.org.au](http://www.learnanddevelop.nds.org.au/)

Leadership Development

#### FLEXIBLE SERVICES

Business Management and Operations

We understand that training can be a significant investment, especially if you have a large number of staff or a high turnover workforce.

Corporate Governance

NDS Learn and Develop programs include in-house delivery options for face-to-face programs and corporate licence options for online programs. These options dramatically lower costs for large sales.

#### COLLABORATION

We recognise that we are strongest together. NDS Learn and Develop welcomes the opportunity to partner with members in the development and curation of training offerings.

Expressions of interest can be directed to

Nicole Jenkins, National Learning & Development Practice Manager, on 02 9256 3107 or at [learnanddevelop@nds.org.au.](mailto:learnanddevelop@nds.org.au)

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**CORPORA**

[**DISABILITy SAFE**](https://www.nds.org.au/events-and-training/disability-safe-e-learning-program)

**DURATION:** Self paced (20-30 minutes each)

## BACK yOURSELF

**(THEORy) – UNPACKING**

**MANUAL TASKS**

Disability Safe is a comprehensive and applied program

consisting of eight individual e-learning modules. The program has been designed to enhance the quality

of disability services through safe work practice. Modules focus on developing and expanding workers knowledge and understanding, in regards to creating and participating in safe environments.

Disability Safe program package includes the following topics:

* Bullying Awareness for Senior Managers
* Bullying Awareness for Workers
* Food Safety for Disability Support Workers
* Impairment in the Disability Sector
* Infection Control for Disability Support Workers
* Medication Management
* Risk Management for support workers
* Slips, Trips, and Falls Awareness Training for the Disability Sector

## [DISABILITy INDUCTION](https://www.nds.org.au/events-and-training/disability-induction-elearning-program) [PROGRAM](https://www.nds.org.au/events-and-training/disability-induction-elearning-program)

**DURATION:** Self paced (20-30 minutes each)

Five part e-Learning program developed by NDS, to ensure a minimum entry level and consistent process for all new and potential employees entering the disability sector, regardless of their job role. Learners received a comprehensive and practical understanding of the work conducted within the sector – the rewards as well as the challenges.

The program is designed to be completed flexibly, at a learner’s own pace. On average learner take four to five hours to complete the five modules:

* It’s a great career if you enjoy working with people
* You can make a difference
* Essential skills
* Looking after yourself and others
* Your work is meaningful.

**DURATION:** Self paced (20-30 minutes each)

Distributed in partnership with Cerebral Palsy Training Alliance, this online module provides training on the principles of prevention and of workplace injuries. This course gives learners an understanding of good back care, a solid base of prevention strategies and manual handling techniques.

Back Yourself is recommended for all staff, especially support staff working directly with clients.

This online module has knowledge assessments built into the module and a certificate of completion can be issued upon successful completion. This online program is ideally positioned a refresher or pre requisite to related accredited training modules.

## [FIRE SAFETy AND](https://www.nds.org.au/events-and-training/fire-safety-and-emergency-response)

[**EMERGENCy RESPONSE**](https://www.nds.org.au/events-and-training/fire-safety-and-emergency-response)

**DURATION:** Self paced (20-30 minutes each)

Distributed in partnership with Cerebral Palsy Training Alliance, this online course covers the requirements under WHS Regulation 2011 and includes:

* Site emergency and evacuation plans
* Familiarisation with automated fire systems and equipment
* Evacuation and communications of emergencies in line with AS 3745 - 2010
* Planning for emergencies in facilities and AS 4083 - 2010
* Planning for emergencies - Health care facilities
* The fire tetrahedron Fire extinguishers choice and use

A case study and compulsory quiz is included at the end of the course. This learning activity also includes informal and formal assessment.

This module is recommended for all staff.

[**PERSON-CENTRED**](https://www.nds.org.au/events-and-training/person-centred-review-training)[**REVIEw TRAINING**](https://www.nds.org.au/events-and-training/person-centred-review-training)

**DURATION:** 2 Days

The person-centred review process is a way of facilitating a meeting that keeps the person at the centre of the process while also covering any criteria/ information needed within support plans, education plans and other funding related documents including planning with people involved in NDIS.

This two-day workshop is delivery by Helen Sanderson Associates – pioneers in Person-centred approaches. Person-Centred Review training can help you:

* CHCDIS009 Facilitate ongoing skills development using a person-centred approach
* CHCDIS010 Provide person-centred services to people with disability with complex needs

Course content is delivered in a flexible online platform allowing learners to undertake study at a time that best suits them.

As nationally recognised units, learners will receive a certificate of attainment upon the successful completion.

## [MARKETING FROM THE](https://www.nds.org.au/events-and-training/marketing-from-the-frontline)

[**FRONT LINE (wORKSHOP)**](https://www.nds.org.au/events-and-training/marketing-from-the-frontline)

* Support a person and those who know and care

about them to think about their life, what is working, what could be possible and what needs to change.

* Ensure a person is living the life that they want to and that any support or service they have is working toward this.
* Review how a personal budget, health budget, NDIS funding or any other individualised package is being used to achieve the person’s outcomes.
* Fulfil organisational statutory requirements in a person-centred way.
* Improve how you facilitate reviews

This two-day workshop is for people who have previously completed training in Person Centred Thinking.

## [PERSON-CENTRED](https://www.nds.org.au/events-and-training/person-centred-units-of-competency)

[**UNITS OF COMPETENCy**](https://www.nds.org.au/events-and-training/person-centred-units-of-competency)

**DURATION:** Self paced

NDS in conjunction with TAFE Australia to provide a flexible person-centred development offering.

Learners can choose from four Person-centred units of competency, coming from the CHC30408 - Certificate III in Disability

* CHCDIS0002 Follow established person-centred behaviour supports
* CHCDIS005 Develop and provide person-centred service responses

**DURATION:** 1 Day

Developed and delivered by Forte Training, this workshop works with front line support workers and their leaders to build their capacity to make better decisions, to develop the tools to become more client- focused and to learn the right mindset and behaviours to unlock your real potential under the NDIS.

The workshop aims to support frontline workers and managers to:

* Develop practical soft marketing techniques that can be used to assist in understanding the mindsets of customers when choosing a disability service provider;
* Know when and where to use soft marketing skills to influence a person’s decision; and
* Understand what service means in a more commercial environment under the National Disability Insurance Scheme (NDIS).

## [MARKETING FROM THE](https://www.nds.org.au/events-and-training/marketing-from-the-frontline-e-learning)

[**FRONT LINE (E-LEARNING)**](https://www.nds.org.au/events-and-training/marketing-from-the-frontline-e-learning)

**DURATION:** 45 Minutes

Based on the Marketing From the Front Line workshop, developed and delivered by Forte Training, this

e-learning module introduces the new NDIS reality and how it will affect service providers just like yours across Australia. The course content is divided into three sections designed to help learners develop soft marketing techniques and assist you in understanding the mindsets of clients when choosing a disability service provider.

Learners can undertake this module a their own pace. Average time is between 45-60 minutes.

Marketing from the Front Line e-learning program was developed with support from the Department of Family

& Community Services, Ageing, Disability & Home Care (ADHC) through the Industry Development Fund and the Commonwealth Department of Social Services through the Sector Development Fund.

## [UNDERSTANDING ABUSE](https://www.nds.org.au/item/understanding-abuse-1)

**DURATION:** Self paced (30 minutes)

Understand Abuse is a suite of training resources including a video based e-Learning program designed to promote a change in the way abuse and neglect are understood, and to offer practical advice and tools to be used by individuals, teams and supervisors

##### ‘UNDERSTANDING ABUSE’ E-LEARNING PROGRAM

A 30-minute video based e-learning program for disability support workers. The three part program with printable worksheets help facilitate personal and group reflection and a commitment to action.

The ‘Understanding Abuse’ Learning Bites are 3-5 minute videos addressing eight life areas. They can be used to promote discussion and personal reflection by support workers. Each Learning Bite has a printable worksheet to be completed and signed off by the supervisor.

##### ‘UNDERSTANDING ABUSE’ DOwNLOADABLE wORKSHEETS

These easy-to-use worksheets promote reflection, team discussion and action through simple personal and team exercises.

Includes checklists to help support workers to recognise instances of good, poor and abusive practice, and to take action.

##### ‘UNDERSTANDING ABUSE’ GUIDE FOR SUPERVISORS

Provides useful information for supervisors to use ‘Understanding Abuse’ with staff. Offers additional training information, scenarios and links to other relevant training and resources.

National Disability Services acknowledges the funding from the Victorian Government which allowed these resources to be developed.

## [PERSON-CENTRED](https://www.nds.org.au/events-and-training/person-centred-thinking) [THINKING](https://www.nds.org.au/events-and-training/person-centred-thinking)

**DURATION:** 1 or 2 Day Options

For people being supported by services it is not person- centred planning that matters as much as the pervasive presence of person-centred thinking. This course will provide attendees with practical person-centred skills and tools that can be used to support people to have more choice and control in their lives regardless of their situation or disabilities.

Participants will learn to use person-centred thinking tools and be able to:

* Separate what is important to someone from what is important for them.
* Discover what is working and not working in a situation from different perspectives.
* Record how someone communicates through using a communication chart.
* Identify what are core responsibilities and where you can use creativity and judgment.
* Use mindful listening tools to develop one-page profiles
* Mindfully record learning by using learning logs and 4 plus 1 questions

The Helen Sanderson Associates Person-centred Thinking program can be completed as either a one- day introductory or two day applied workshop.

[**DISABILITy LEADERSHIP**](https://www.nds.org.au/events-and-training/disability-leadership-themes-units-of-competence)[**THEMES - UNITS OF**](https://www.nds.org.au/events-and-training/disability-leadership-themes-units-of-competence)

[**COMPETENCy**](https://www.nds.org.au/events-and-training/disability-leadership-themes-units-of-competence)

**DURATION:** Self Paced (approx. 8 weeks per theme)

Delivered in partnership with Australasian Leadership Academy, NDS Leadership Themes bundle related units of competency, offering a flexible and targeted development opportunity. Program content is delivered online. A Statement of Attainment is issued on successful completion of each theme, which may be credited towards the full Certificate IV in Leadership and Management qualification. Participants can choose to undertake the Themes as either assessed

or non-assessed. Participants can choose from five Leadership Themes:

##### THEME 1 PEOPLE AND PERFORMANCE

* Personal Accountability BSBWOR404 Develop work priorities
* People Management BSBMGT401 Show leadership in the workplace

##### THEME 2 BUSINESS PLANNING & NETwORKS

* Operational Planning & Execution BSBMGT402 Implement operational plan
* Financial Management BSBFIA402 Report on financial activity

##### THEME 3 wORKPLACE RELATIONSHIPS

* Communication BSBLDR401 Communicate effectively as a workplace leader
* Organisation Relationships BSBLDR402 Lead effective workplace relationships
* Customer Relationships BSBCUS403 Implement customer service standards
* Community Engagement BSBREL402 Build client relationships and business networks

## [NDS DISABILITy](https://www.nds.org.au/events-and-training/nds-disability-leadership-qualification) [LEADERSHIP](https://www.nds.org.au/events-and-training/nds-disability-leadership-qualification)

[**QUALIFICATION**](https://www.nds.org.au/events-and-training/nds-disability-leadership-qualification)

[**BSB42015 – CERTIFICATE IV IN**](https://www.nds.org.au/events-and-training/nds-disability-leadership-qualification)[**LEADERSHIP AND MANAGEMENT**](https://www.nds.org.au/events-and-training/nds-disability-leadership-qualification)

**DURATION:** Self Paced (10 Months)

Delivered in partnership with Australasian Leadership Academy, Disability Leadership qualification is a flexible development program with modules aligned to the NDS Disability Capability Framework

The program is broken into five themes, each containing two to three modules each. The program focus is on application and business improvement. Upon completion of the eLearning content for each module, participants are assigned a “Research Tasks & Workplace Application” activity providing opportunity to apply the learning on the job, giving tangible return on investment both the organisation and the participant.

The program is delivered via an online portal and can be completed at the participants own pace.

Recommended timelines and milestones are provided to keep learners on track and most learner choose

to complete the program within 10 months. Learners have access to coaches and mentors throughout the period in addition to two formal phone/web based mentoring sessions.

* Risk Management BSBRSK401 Identify risk and

apply risk management processes

##### THEME 4 LEADING & INNOVATION

* Innovation BSBINN301 Promote innovation in a team environment
* Leadership & Teamwork BSBLDR403 Lead team effectiveness.

##### THEME 5 FOCUS ON CUSTOMERS

* Customer Needs BSBCUS402 Address customer needs

## [THE EMERGING LEADER](https://www.nds.org.au/events-and-training/nds-leadership-development-the-emerging-leader)

**DURATION:** 1 Day

Developed and delivered in partnership with People Development Australia, The Emerging Leader is a 1 day workshop for new and emerging supervisors and leaders within the disability sector. Program focus is on the transition from team member to team leader/ supervisor and some of the challenges faced in managing others and managing work. The workshop involves self-reflection of an individual’s style, strategies for getting things done, communications, team performance and workplace relationship management applied in the context of a learners work environment.

Topics outline:

* The new manager
* Understanding self and how you manage people
* Team development stages
* Communication skills for results
* Dealing with difficult situations
* How do you direct and delegate?
* Leading others and planning work
* Employee expectations and engagement
* What motivates people at work
* Your role in the broader organisation
* Continuous improvement, flexibility and adaption
* Professional development

## [THE CHANGE ROOM](https://www.nds.org.au/events-and-training/the-change-room-training)

**DURATION:** 1 Day

Delivered by Linda Rowley Coaching and Training, The Change Room is a one day workshop designed to equip frontline managers with the tools and skills to support staff through the change process, and to facilitate positive change in their organisation. The Change Room utilises person-centred thinking and tools to ensure that the strategies used and learnt in the workshop remain relevant and effective under the NDIS.

At the end of the workshop, attendees will have:

* The skills and tools to facilitate positive change.
* Strategies to overcome barriers and resistance to change.
* An understanding of the context for change and how change can effect individuals.

## LEADING CHANGE: STRATEGIES FOR POSITIVE CHANGE

**DURATION:** 1 Day + Coaching Masterclass

Delivered by Linda Rowley Coaching and Training, this program course equips senior managers with strategies to manage changes associated with the NDIS proactively. Comprising both a workshop and a coaching masterclass, the program gives existing leaders skills to bring their team through a change process, including leading new ways of thinking, facilitating sustainable change, maintaining team wellbeing and putting change into action.

Leading Change is ideally suited for organisations wishing to run this as an in-house program.

Leading Change program was originally developed with funding from NSW Department of Family and Community Services.

## CANDID CONVERSATIONS

**DURATION:** 1 Day

Developed and delivered in partnership with People Development Australia, Candid Conversations a 1 day workshop for people looking to expand their

communications skills in giving and receiving feedback and having difficult conversations with others within the disability sector. One of the most debilitating and dysfunctional symptoms of poor teams is silence!

Mature people have the ability to get information out into the open from themselves and others, they have the skills and ability to bridge difference and handle emotions while meeting the needs of others. The can have frank and direct conversations while generating a safe environment to be candid about how they feel.

* The good the bad and the ugly – what are candid conversations?
* Our best and worst behaviour – are you getting the results you want?
* My style in handling difficult situation?
* What issues do I face day-to-day that require me to have candid conversations?
* Do you know yourself? What are the strategies you use in handling difficult situations?
* Tools for candid conversations
* Coaching staff and addressing difficult issues
* Holding people accountable
* Giving positive feedback - recognition and praise
* How to turn candid conversations into action and results

## LEADERSHIP EXCELLENCE

**DURATION:** 1 Day

Developed and delivered in partnership with People Development Australia, Leadership Excellence is a 1 day workshop for experienced managers and leaders within the disability sector. The program focus is on leading a centre or business unit and the program will explore your leadership capability and how you link your leadership to the organisations vision, mission and values. It will discuss practical ways to building alignment with your team and staff to the overall direction of the organisation while exploring change management and execution issues.

* People leadership
* Leadership and capability
* Mission, Vision and Values
* Organsational Leadership
* Building Alignment
* Organisational Communication
* Change Management
* Organisational Culture
* Organisational development

[**MARKETING FOR**](https://www.nds.org.au/events-and-training/marketing-for-disability-providers)

[**DISABILITy PROVIDERS**](https://www.nds.org.au/events-and-training/marketing-for-disability-providers)

**DURATION:** 1 Day

This practical workshop is designed specifically for disability service providers to understand the core elements of marketing and develop organisational marketing plans for an NDIS context.

Before using the marketing template tool, providers will firstly discuss

* The change in the human services market
* Why marketing under NDIS is necessary
* Overview of Marketing Theory

Providers will then start using the Marketing Plan Tools, in a manner that enables providers to think beyond their own organisations, and to consider the world of marketing in a broad sense. Providers in this workshop will finish the day with a draft marketing plan and all the components needed for their marketing implementation.

## COSTING AND PRICING UNDER THE NDIS

**DURATION:** 1 Day

The Costing and Pricing Learning Program was developed by NDS and Curtin to help meet the costing and pricing challenge facing providers transitioning to the National Disability Insurance Scheme (NDIS).This workshop covers:

* Introduction to Costing and pricing Learning Program and resource portal
* Understand Activity Based Costing and why it is used in the costing and pricing of disability services under Individualised Funding and Person Centred Support
* Costing and Pricing in an NDIS environment

## [BECOMING A](https://www.nds.org.au/events-and-training/becoming-a-person-centred-organisation)

[**PERSON-CENTRED**](https://www.nds.org.au/events-and-training/becoming-a-person-centred-organisation)[**ORGANISATION**](https://www.nds.org.au/events-and-training/becoming-a-person-centred-organisation)

**DURATION:** 1 Day

The idea of a person-centred organisation embraces people at the heart of service delivery and support of staff to create a culture that reflects this ideal.

This workshop delivered by Helen Sanderson Associates provides participants with an overview of person-centred approaches within organisations and how person-centred thinking skills can be implemented at every level of an organisation facilitating a culture of person-centredness.

As part of this workshop, participants will be introduced to NDS’s suite of People Management Resources has been designed to help you integrate person-centred approaches within your organisation and is based on the Disability Workforce Capability Framework.

People Management resources include tools, tips, techniques and ready to use templates designed to save HR professionals and business leaders time and will assist in the practical and swift application of the work

This workshop is especially relevant for HR Professionals and CEO’s and Senior Managers responsible for organisation change and culture.

## [COSTING AND PRICING](http://www.cplp.nds.org.au/) [LEARNING PROGRAM](http://www.cplp.nds.org.au/)

**DURATION:** Self-paced

The Costing and Pricing Learning Program was developed by NDS and Curtin Not-for-Profit Initiative to help meet the costing and pricing challenge currently facing all providers transitioning to the National Disability Insurance Scheme (NDIS).

The program provides a suite of training and support resources for service providers that can be applied and accessed across diverse locations across Australia.

The focus on small and medium service providers is important since these organisations constitute the majority of the sector and, arguably, have the least resources available to be applied to the challenges of a changing funding environment.

There is no universally accepted definition of ‘small to medium’ in the sector and not all organisations will require the same level of support or skills

development. All organisations have the opportunity to access the materials and pick and choose elements that they might find useful.

The understanding of costing and pricing is not limited to financial staff. The program includes material that is of relevance to management, operational and service staff across the organisation.

The learning format is designed to allow for facilitated and self-directed learning. There are a number of integrated components that make up the suite of learning materials including:

* The Study Guide
* The Macro Case Study
* Micro Case Studies
* Webinars
* Seminars

The Study Guide is the primary resource; other components are designed so that you can focus on a particular topic or method of learning.

## [IMPROVEIT4NDIS](https://improveit.org/)

**DURATION:** Self-paced

ImproveIT4NDIS has been designed in partnership with NDS to deliver an accelerated IT improvement program for providers seeking to build their IT literacy and capability for the National Disability Insurance Scheme (NDIS).

The ImproveIT4NDIS website is a hub of IT resources for community and disability organisations, particularly in Australia and New Zealand. It contains a wide range of resources from self-select guides, templates and self-assessment tools to recorded webinars, as well as the opportunity to participate in workshops and online discussion groups.

Visit the website to gain instant access to resources on:

* Governance, planning and management - fit-for- purpose IT systems will be vital for organisations delivering services under the NDIS.
* Online presence - to succeed in the competitive world of the NDIS, providers will need to attract clients. Websites, social media and email marketing can all help
* Platforms and collaboration - an efficient back office will help you manage funding and reduce overheads as you move to the NDIS
* Risk management and disaster recovery - developing a back-up routine, educating staff on information security and keeping your system virus- free will protect your information and your clients’ information
* Skills and culture - introducing new systems and ways of working can be trying; get some help managing your workforce requirements.

## [PERSON-CENTRED](https://www.carecareers.com.au/page/person-centred-people-management-resources)

[**PEOPLE MANAGEMENT**](https://www.carecareers.com.au/page/person-centred-people-management-resources)[**RESOURCES**](https://www.carecareers.com.au/page/person-centred-people-management-resources)

**DURATION:** Self-paced

A comprehensive suite of over 40 resources designed to support person-centred approaches to Job Design; Recruitment and Selection Performance, Supervision and Development Planning.

Resources include tips, tools, techniques and templates which provide practical linkages between person-centred approaches, best practice people management and the Disability Workforce Capability Framework.

This resource suit is especially useful for:

* Human Resource professionals and organisational leaders involved in workforce planning and engagement.
* Team leaders, supervisors, managers involved in supervision and performance management

The development of these resources has been funded by the NSW Department of Family and Community Services.

[**ZERO TOLERANCE**](https://www.nds.org.au/resources/zero-tolerance)

**DURATION:** Self-paced

Zero Tolerance is an initiative led by National Disability Services in partnership with the disability sector. It aims to assist disability service providers to understand, implement and improve practices which safeguard the rights of people they support.

Built around a national evidence-based framework, Zero Tolerance outlines strategies for service providers to improve prevention, early intervention and response to abuse, neglect and violence experienced by people with disability.

An expanding range of Zero Tolerance tools and resources for the disability sector are available to support broader safeguarding approaches for people with a disability.

## [SAFEGUARDING FOR](https://www.nds.org.au/images/files/NDS_Zero_Tolerance_Safeguarding_for_Boards.pdf) [BOARDS](https://www.nds.org.au/images/files/NDS_Zero_Tolerance_Safeguarding_for_Boards.pdf)

**DURATION:** Self-paced

This guide has been developed for members of Boards of Management (boards) of disability service providers. It provides information for boards to have a better understanding of abuse, neglect and violence

experienced by people with disability. It outlines human rights-based organisational approaches to minimise risk of abuse, and best-practice and responsibilities for organisations in responding to abuse.

