

2018

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:

Sector Induction and Compliance

Direct Support Skills Development

Leadership Development

Business Management and

Corporate Governance

FUNDING SUPPORT

NDS Learn and Develop has partnered with Apprenticeship Support Australia (ASA) as a funding consultant.

ASA is available to assess eligibility for federal and state employer-based incentives. Service providers benefit from:

- National coverage
- A flexible account management model
- No cost to service providers

FLEXIBLE SERVICES

NDS Learn and Develop programs include in-house delivery options for face-to-face programs and corporate licence options for online programs. These options may dramatically lower costs if you have a large number of staff or a high turnover workforce.

DISABILITY LEARNING CENTRE

Looking for quality, sector-specific training content? We are continuing to develop a growing range of free and fee-for-service learning resources for service providers.

The Disability Learning Centre is supported by NDS Learn and Develop and allows learners to:

- Download course completion certificates and reports
- Track individual learning records and upload additional completion certificates

For organisations, the Disability Learning Centre offers the potential to:

- Host your own content (such as e-learning modules) on a customisable portal for a cost-effective service-fee
- Purchase an e-learning library licence to allow users to access content at a reduced rate
- Receive regular user reports to track course completion rates

The Disability Learning Centre won the 2018 Platinum LearnX Impact Award.



It is free and simple to create your own account:

www.ndslearnanddevelop.sumtotal.host

TRAINING ACCREDITATION

Some modules may be accepted by RTOs for recognition of prior learning (RPL). Look for this symbol throughout the catalogue:



WORKFORCE ESSENTIAL E-LEARNING LIBRARY

We have bundled together our most popular e-learning courses to save organisations even more money. Look for this symbol throughout the catalogue for the included courses:



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INDUCTION AND
COMPLIANCE**

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SKILLS
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OPERATIONS AND
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GOVERNANCE**

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BACK YOURSELF (THEORY) – UNPACKING MANUAL TASKS



| | |
|-----------------------------|---|
| DURATION: | Self-paced |
| FORMAT: | e-Learning module |
| TARGET AUDIENCE: | All staff, particularly support staff working directly with clients |
| ANNUAL FEE: | \$35/person + GST Group discounts available on application |
| LEARNING OBJECTIVES: | Develop workers' knowledge and understanding of good back care Recall prevention strategies and manual handling techniques |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Back Yourself (Theory) - Unpacking Manual Tasks |

Distributed in partnership with Cerebral Palsy Training Alliance, this online module provides training on the principles of prevention of workplace injuries.

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 as a refresher or pre-requisite to related accredited training modules.

DISABILITY AWARE: AN AWARENESS AND INCLUSION PROGRAM

| | |
|-----------------------------|--|
| DURATION: | 90 mins |
| FORMAT: | Self-paced e-Learning module |
| TARGET AUDIENCE: | All staff, particularly those who are new to the disability sector |
| ANNUAL FEE: | \$35/person + GST Group discounts available on application |
| LEARNING OBJECTIVES: | Develop workers' knowledge and understanding of the different causes and types of disability |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Disability Aware: An awareness and inclusion program |

Distributed in partnership with Cerebral Palsy Alliance Training Alliance, this comprehensive online course is designed to enhance your knowledge and skills to work inclusively and provide services to people with disability.



Whether you are an employer, manager, colleague, volunteer, teacher, community worker or service provider, this online course aims to build your disability awareness and confidence in:

- Disability and diversity
- The rights of people with disability
- Different causes and types of disability
- Communication tips and techniques
- Stereotypes and misconceptions
- Strategies to help you feel able to work inclusively with people with disability

DISABILITY INDUCTION



| | |
|-----------------------------|--|
| DURATION: | 30 - 60 mins per module |
| FORMAT: | 5 x self-paced e-Learning modules |
| TARGET AUDIENCE: | All staff, particularly those who are new to the disability sector |
| ANNUAL FEE: | \$50/person + GST Group discounts available on application |
| LEARNING OBJECTIVES: | Develop workers' knowledge and understanding of the work of the sector – the rewards as well as the challenges |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Disability Induction eLearning Program |

Disability Induction was 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, and consists of 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

DISABILITY SAFE



| | |
|-----------------------------|--|
| DURATION: | 20 – 30 mins per module |
| FORMAT: | 8 x self-paced e-Learning modules |
| TARGET AUDIENCE: | All staff, particularly those who are new to the disability sector |
| ANNUAL FEE: | \$100/person + GST Group discounts available on application |
| LEARNING OBJECTIVES: | Enhance quality of disability services through safe work practice Develop workers' knowledge and understanding in creating and participating in safe environments |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Disability Safe E-Learning Program |

Disability Safe is a comprehensive and applied program consisting of eight individual e-learning modules:

- 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

FIRE SAFETY AND EMERGENCY RESPONSE

| | |
|-----------------------------|--|
| DURATION: | 60 minutes |
| FORMAT: | Self-paced e-Learning module |
| TARGET AUDIENCE: | All staff |
| ANNUAL FEE: | \$35/person + GST Group discounts available on application |
| LEARNING OBJECTIVES: | Develop workers' knowledge and understanding of fire safety and emergency response |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Fire Safety and Emergency Response |

Distributed in partnership with Cerebral Palsy Alliance 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 tetrahedron fire extinguishers choice and use

HUMAN RIGHTS AND YOU



FREE OF CHARGE

| | |
|-----------------------------|---|
| DURATION: | 30 mins |
| FORMAT: | Self-paced e-Learning module |
| TARGET AUDIENCE: | All staff |
| ANNUAL FEE: | Free of charge for individual access on the Disability Learning Centre supported by NDS Organisations may order the suite of resources to host on their own Learning Management System for \$350 + GST |
| LEARNING OBJECTIVES: | Develop workers' knowledge and understanding of human rights |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Zero Tolerance Framework Understanding Abuse |

Human rights are the foundation of the Zero Tolerance framework.



Human Rights and You is a national video-based e-Learning program for disability support workers about why human rights matter when supporting people with disability. It explores topics including:

- What are human rights?
- Rights and responsibilities
- When rights go wrong
- Asking for help

A participant workbook complements the online module.

NDS acknowledges the funding from the Victorian and Western Australian Governments which allowed this program to be developed

WORK WITH DIVERSE PEOPLE

| | |
|-----------------------------|---|
| DURATION: | 45 mins |
| FORMAT: | Self-paced e-Learning module |
| TARGET AUDIENCE: | All staff |
| ANNUAL FEE: | \$35/person + GST Group discounts available on application |
| LEARNING OBJECTIVES: | Reflect on personal values and perspectives on diversity Communicate with people from diverse backgrounds and situations |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Work with Diverse People |

Distributed in partnership with Cerebral Palsy Alliance Training Alliance, this online module provides broad-level guidelines on working with diverse people in an inclusive work environment.



The program has knowledge checks built in and, on completion, learners should be able to:

- Reflect on their own values and perspectives on diversity
- Appreciate diversity and inclusiveness and understand their benefits
- Communicate with people from diverse backgrounds and situations
- Promote understanding across diverse groups

WORKING WITH PEOPLE WITH DISABILITY



| | |
|-----------------------------|---|
| DURATION: | 30 mins |
| FORMAT: | Self-paced e-learning module |
| TARGET AUDIENCE: | All staff, particularly frontline support staff |
| ANNUAL FEE: | \$35/person + GST Group discounts available on application |
| LEARNING OBJECTIVES: | Develop workers' knowledge and understanding of providing support to people with disability |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Working with People with Disability |

Developed as part of an NDS Member Collaboration, this module introduces staff to:

- The principles of providing support to people with disability

- Main features of common disabilities
- Person-centred practice
- Community access opportunities for customers
- Effective communication strategies to use with customers

Resource guides are also available to provide further information to the fundamental principles of disability support work under the National Disability Insurance Scheme (NDIS).

These guides were produced with joint Tasmanian agency funding.

MANUAL HANDLING FOR DISABILITY SUPPORT WORKERS



| | |
|-----------------------------|--|
| DURATION: | 60 mins |
| FORMAT: | Self-paced e-learning module |
| TARGET AUDIENCE: | All staff, particularly frontline support staff |
| ANNUAL FEE: | \$70/person + GST Group discounts available on application |
| LEARNING OBJECTIVES: | Develop workers' knowledge and understanding of managing manual handling risks |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Manual Handling for Disability Support Workers |

Developed as part of an NDS Member Collaboration, this awareness-raising e-learning module for disability support workers addresses what makes a manual task hazardous and how to manage the risk associated with it.

With a number of demonstrative videos and interactive activities, topic areas include:

- Managing risk associated with hazardous manual tasks
- Personal care
- Mobility
- Transportation

The module includes a short assessment required for course completion.

A video library is also available to demonstrate the following tasks:

1. Using a transfer belt
2. Undressing
3. Showering
4. Drying
5. Dressing
6. Lying to sitting
7. Positioning the customer's lower limb for rolling
8. Positioning the customer's upper limb for rolling
9. Rolling the customer towards the worker
10. Rolling the customer away from the worker
11. Assist to stand back
12. Assist to stand side
13. Using a transfer belt to stand
14. Sit to stand with walking frame
15. Assisted walking
16. Walking with a transfer belt
17. Walking with aid – walking frame
18. Walking with aid – walking stick
19. Assisted sitting
20. Assisted sitting with a transfer belt
21. Repositioning a person in a wheelchair
22. Moving a customer using a hoist
23. Using a slide sheet
24. Assisting a weight-bearing person in and out of the car
26. Set up of wheelchair – folding and unfolding
27. Pushing a wheelchair
28. Going down a step kerb in a wheelchair
29. Going up a step kerb in a wheelchair
30. Using brakes on gradients
31. Using a wheelchair transfer board
32. Transportation of wheelchairs on different surfaces

LEADING WORK HEALTH AND SAFETY IN THE DISABILITY SECTOR



| | |
|-----------------------------|---|
| DURATION: | 20 – 30 minutes per module |
| FORMAT: | 10 x self-paced e-learning modules |
| TARGET AUDIENCE: | All staff, particularly WHS professionals and frontline managers |
| ANNUAL FEE: | \$50/person + GST Group discounts available on application |
| LEARNING OBJECTIVES: | Develop workers' knowledge and understanding of work health and safety legislation and systems |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Leading Work Health and Safety in the Disability Sector |

See page 16 in this catalogue for more information on this course.

DECISION-MAKING SUPPORT FOR DISABILITY SUPPORT WORKERS

FREE OF CHARGE

| | |
|-------------------------|--|
| DURATION: | Up to 2 hours |
| FORMAT: | 6 x e-learning |
| TARGET AUDIENCE: | Frontline support staff and managers |
| WEBSITE: | www.learning.scopeaust.org.au |

Scope Australia have developed a brief online course designed to improve knowledge about decision-making support in disability support workers.



We are inviting disability support workers in Australia who work with adults with intellectual disability or acquired brain injury to participate in the course and help us evaluate it.

Since this course is part of a research project, you will need to answer some questions about the course.

Access this course here:
www.learning.scopeaust.org.au

DEFENSIBLE DOCUMENTATION FOR DISABILITY SUPPORT STAFF

| | |
|-------------------------|--|
| DURATION: | Half day |
| FORMAT: | Workshop |
| TARGET AUDIENCE: | Frontline support staff and managers |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

Be ready in the event your care is questioned. This workshop:

- Is compliant with legislation and disability standards
- Supports client choice and control
- Enables clients to direct their own care and ensures staff document their duty of care
- Reduces the time required to write relevant information
- Uses complaints, legal cases, and coronial investigations to illustrate requirements
- Covers incidents, risks, change and the big risk: refusal of care or advice

This workshop is available for in-house delivery upon request.

EVERY MOMENT HAS POTENTIAL



FREE OF CHARGE

| | |
|-------------------------|--|
| DURATION: | 30 mins |
| FORMAT: | 5 x learning bite videos |
| TARGET AUDIENCE: | Frontline support staff and managers |
| WEBSITE: | www.activesupportresource.net.au |

This suite of learning bites and resources provides an introduction to Person-centred Active Support. This is a way of working that enables everyone - no matter what their level of intellectual or physical disability - to make choices and participate in meaningful activities and social relationships.

Access these resources here:
www.activesupportresource.net.au

INTELLECTUAL DISABILITY FOR DISABILITY PROFESSIONALS

FREE OF CHARGE

| | |
|-------------------------|--|
| DURATION: | Self-paced |
| FORMAT: | 6 x e-learning modules |
| TARGET AUDIENCE: | Frontline support staff and managers |
| WEBSITE: | www.idhealtheducation.edu.au |

This program has been designed to build the confidence, skills and knowledge needed to respond to the mental health needs of people with an intellectual disability.

Access this program here:
www.idhealtheducation.edu.au

Developed by the Department of Developmental Disability Neuropsychiatry (3DN) at UNSW Australia, and funded by Ageing Disability and Home Care, Family and Community Services.

MARKETING FROM THE FRONTLINE

| | |
|-------------------------|--|
| DURATION: | 1 day |
| FORMAT: | Workshop |
| TARGET AUDIENCE: | Frontline support staff and managers |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

Developed and delivered by Forte Training, this workshop works with frontline 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:

- 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
- Understand what service means in a more commercial environment under the NDIS

MARKETING FROM THE FRONTLINE



FREE OF CHARGE

| | |
|-----------------------------|---|
| DURATION: | 45 – 60 mins |
| FORMAT: | Self-paced e-learning module |
| TARGET AUDIENCE: | Frontline support staff and managers |
| ANNUAL FEE: | Free of charge for individual access on the Disability Learning Centre supported by NDS Organisations may order the suite of resources to host on their own Learning Management System for \$350 + GST |
| LEARNING OBJECTIVES: | Develop soft marketing techniques Consider potential mindsets of clients when choosing a disability service provider |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Marketing From the FrontLine (e-Learning) |

Based on the *Marketing from the Frontline* 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 *Marketing from the Frontline* 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.

PARTICIPATION PROJECT LEARNING GUIDES



| | |
|-----------------------------|---|
| DURATION: | Self-paced |
| FORMAT: | Self-guided workbooks |
| TARGET AUDIENCE: | The Participation Project Learning Guides are designed for use by both disability support workers and people with disability |
| INVESTMENT: | 1 hardcopy set + soft copy for unlimited downloads available free of charge for Tasmanian providers NDS Members: \$360 + GST Non-Members: \$540 + GST (soft copy link only) |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Participation Project: Learning Guides for Disability Support Workers |

AUGMENTATIVE AND ALTERNATIVE COMMUNICATION (AAC)

Many people who cannot use typical speech to communicate use AAC, which refers to a range of communication strategies rather than speech. Key definitions are as follows:

- **Augmentative:** refers to something that adds to something else
- **Alternative:** refers to something you use instead of something else

AAC adds to the ways a person can communicate. It also provides ways to communicate apart from using typical speech. AAC uses a range of communication techniques, such as: symbols, gestures, pointing and computer technologies. The strategies are designed to employ the non-verbal modes of communication that a person uses.

The AAC guide outlines a support worker's role in supporting the person using an AAC system or device.

COMMUNICATION AND THE DISABILITY SUPPORT WORKER

After completing the activities in this guide, the learner should be able to:

- Demonstrate commitment to empowerment of people with disability
- Identify the current communication capability and needs of the person

- Address constraints to communication
- Communicate in an effective way with most people
- Collaborate with colleagues to work as a team
- Report problems to their supervisor
- Complete workplace correspondence and documentation
- Contribute to continuous improvement

ENCOURAGING LIFESTYLE CHOICES

This book for support workers is about working with people with intellectual disability to support choices for physical health and wellbeing.

MAKING LIFESTYLE CHOICES

This book for people with intellectual disability is designed to assist with making healthy lifestyle choices.

GET READY TO ASSIST CLIENTS WITH MEDICATION

This guide provides support workers with activities to revise the core skills needed to successfully participate in the unit of competency HLTHPS006 Assist clients with medication.



Funding for these publications has been provided by the Department of State Growth. Disability Workforce Innovation Network is a project implemented with the assistance of funding provided by the Australian Government.

PERSON-CENTRED PRACTICE ACROSS CULTURES

FREE OF CHARGE

| | |
|-----------------------------|---|
| DURATION: | Self-paced |
| FORMAT: | Self-guided workbooks |
| TARGET AUDIENCE: | Frontline support staff and managers |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Person-Centred Practice Across Cultures resources |

This series of self-guided workbooks is designed to support individuals and teams to build skills for working culturally responsively and respectfully for people with disability from culturally and linguistically diverse (CALD) backgrounds.

There are 14 topics supporting individual practice, organisational practice and community engagement:

INDIVIDUAL PRACTICES – WORKING WITH PEOPLE WITH DISABILITY FROM CALD BACKGROUNDS

- 1.1. Empathy – a practice to connect across

cultures

- 1.2. Active listening – unconditional positive regard across cultures
- 1.3. Choice making – cross-cultural differences and what we can learn from them
- 1.4. Reflective practice – why different points of view matter
- 1.5. Working effectively with interpreters

ORGANISATIONAL PRACTICES – BUILDING A CULTURALLY RESPONSIVE ORGANISATION

- 2.1. Terminology and data – a guide to understanding cultural diversity and disability
- 2.2. Making the business case – why diversity is good for business
- 2.3. A culturally-responsive, person-centred organisation – key elements
- 2.4. Leading towards cultural responsiveness – a practical guide for managers, team leaders and coaches
- 2.5. Building a diverse workforce – practical strategies
- 2.6. Valuing bilingual workers – strategies to recruit, train and retain

COMMUNITY ENGAGEMENT – WORKING ALONGSIDE DIVERSE COMMUNITIES

- 3.1. One community at a time – cultural responsive community engagement principles and elements
- 3.2. Making links – networking with CALD communities
- 3.3. Cross-cultural story-based marketing – one story at a time

This free workbook series was designed by futures Upfront for NDS with funding provided by the NSW Department of Family and Community Services, Ageing, Disability and Home Care.

PERSON-CENTRED THINKING

| | |
|-----------------------------|--|
| DURATION: | 1 or 2 day options |
| FORMAT: | Workshop |
| TARGET AUDIENCE: | Frontline support staff and managers |
| LEARNING OBJECTIVES: | <p>By the end of this program, you should be able to use person-centred thinking tools in order to:</p> <ul style="list-style-type: none"> • 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 |

ENQUIRIES: Email learnanddevelop@nds.org.au

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 learners 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.

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

PERSON-CENTRED REVIEW

| | |
|-------------------------|--|
| DURATION: | 2 days |
| FORMAT: | Workshop |
| TARGET AUDIENCE: | Staff who have previously completed Person-centred Thinking |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

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 in support plans, education plans and other funding related documents including planning with people involved in NDIS.

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

- Support a person (as well as 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 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

RECOGNISING RESTRICTIVE PRACTICES

FREE OF CHARGE

| | |
|-----------------------------|---|
| DURATION: | Self-paced |
| FORMAT: | 8 x learning bite videos |
| TARGET AUDIENCE: | Frontline support staff and managers |
| ANNUAL FEE: | Free of charge for individual access on the Disability Learning Centre supported by NDS Organisations may order the suite of resources to host on their own Learning Management System for \$350 + GST |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Recognising Restrictive Practices - Zero Tolerance Program |

Recognising Restrictive Practices is a set of short films and accompanying guide that explore the use of restrictive practices and encourage disability support workers and supervisors to reflect on (and talk about) less restrictive ways of supporting people with disability.



A short introduction film and seven pairs of films explore the following restrictive practices:

- Restricted Access
- Power and Control
- Mechanical Restraint
- Chemical Restraint
- Physical Restraint
- Seclusion
- Consequence Control

Legislation for restrictive practices is different in each state and territory. NDS recommends these films be used within your organisational policies and procedures on restrictive practices

and with support from local professionals as required.

These films were funded by the Victorian Government and developed with support from the Victorian Office of Professional Practice.

RESPONDING TO ABUSE

FREE OF CHARGE

| | |
|-----------------------------|---|
| DURATION: | Self-paced |
| FORMAT: | 8 x learning bite videos |
| TARGET AUDIENCE: | Frontline support staff and managers |
| ANNUAL FEE: | Free of charge for individual access on the Disability Learning Centre supported by NDS Organisations may order the suite of resources to host on their own Learning Management System for \$350 + GST |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Responding to Abuse Films - Zero Tolerance Program |

Responding to Abuse is a set of short films and accompanying guide to help frontline disability workers to think about how to respond quickly and appropriately to abuse, neglect, and violence of people they support.



They include an introduction and seven themed films covering:

- Recognising early warning signs
- Being a bystander
- Understanding trauma
- A 'safety-first' approach
- Responding to a disclosure
- Preserving evidence
- The role of supervisors and managers

Watch the scenario in each film. Press pause and answer the questions provided. Then watch the second clip to hear what others had to say.

These films were funded by the NSW Government Industry Development Fund and developed with support from the NSW Ombudsman.

SUPPORTED DECISION MAKING



| | |
|-------------------------|---|
| DURATION: | 80 mins |
| FORMAT: | e-learning module |
| TARGET AUDIENCE: | Frontline support staff and managers |
| ANNUAL FEE: | Free of charge for NSW residents until June 2020 |

Non-NSW residents: \$35/person + GST

Group discounts available on application

LEARNING OBJECTIVES:

Develop workers' knowledge and understanding of consistent best practice in supported decision making

FURTHER INFORMATION:

Go to www.nds.org.au and search for [Supported Decision Making \(e-Learning module\)](#)

Developed and distributed on behalf of NSW Public Guardian, this e-learning module introduces the Supported Decision Making Practice Framework and discusses in detail the various elements of the framework.

Decision making is a Human Right and an essential part of everyone's life.

The module introduces the Supported Decision Making Practice Framework and discusses in detail the various elements of the framework. Critical concepts are explored and their application presented through examples and practical scenarios.

SUPPORTING INCLUSION

FREE OF CHARGE

| | |
|-------------------------|--|
| DURATION: | Self-paced |
| FORMAT: | 8 x e-learning modules |
| TARGET AUDIENCE: | Frontline support staff and managers |
| WEBSITE: | www.supportinginclusion.weebly.com |

Supporting Inclusion is an online learning program which has been developed with you, the support worker, in mind. It can also be used by trainers or teachers to support their teaching.

Access program here:

www.supportinginclusion.weebly.com

The online learning resource was funded by the Australian Research Council's (ARC) Linkage Scheme. It is a collaboration between La Trobe University, the University of New South Wales, Kent University, Yooralla and Jewish Care (Victoria).

SUSTAINABLE SERVICE UNDER THE NDIS



| | |
|-----------------------------|--|
| DURATION: | 30 mins |
| FORMAT: | e-learning module |
| TARGET AUDIENCE: | Frontline support staff and managers |
| ANNUAL FEE: | \$35/person + GST |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Sustainable Service under the NDIS |

Developed as part of an NDS member collaboration, this interactive module provides insights into the commercial NDIS environment and knowledge required to make commercially sound decisions while providing high-quality support to clients.

The module discusses:

- The changing relationship between people with disabilities and service providers
- Considerations for meeting clients' needs in the context of maintaining a sustainable business
- Financial implications of day-to-day decisions for disability support workers and strategies for making sustainable choices

UNDERSTANDING ABUSE



FREE OF CHARGE

| | |
|-----------------------------|---|
| DURATION: | Self-paced |
| FORMAT: | e-Learning module and 8 x learning bite videos |
| TARGET AUDIENCE: | Frontline support staff and managers |
| ANNUAL FEE: | Free of charge for individual access on the Disability Learning Centre supported by NDS Organisations may order the suite of resources to host on their own Learning Management System for \$350 + GST |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Understanding Abuse e-Learning Program |

Understanding 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

This is 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.

They include 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 Zero Tolerance resources to be developed.

CANDID CONVERSATIONS

| | |
|-------------------------|--|
| DURATION: | 1 day |
| FORMAT: | Workshop |
| TARGET AUDIENCE: | All staff, particularly team leaders |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

Developed and delivered in partnership with People Development Australia, this program has been designed for people looking to expand their communications skills in giving and receiving feedback and having difficult conversations with others in 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. They 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 situations
- 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

THE CHANGE ROOM

| | |
|-------------------------|--|
| DURATION: | 1 day |
| FORMAT: | Workshop |
| TARGET AUDIENCE: | Frontline managers |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

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 learned in the workshop remain relevant and effective under the NDIS.

THE EMERGING LEADER

| | |
|-------------------------|--|
| DURATION: | 1 day |
| FORMAT: | Workshop |
| TARGET AUDIENCE: | New or emerging leaders |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

Developed and delivered in partnership with People Development Australia, this program is focused on the transition from team member to team leader/supervisor and some of the challenges faced in managing others and managing work.

At the end of the workshop, learners should 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

LEADERSHIP EXCELLENCE

| | |
|-------------------------|--|
| DURATION: | 1 day |
| FORMAT: | Workshop |
| TARGET AUDIENCE: | Experienced managers and leaders |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

Developed and delivered in partnership with People Development Australia, this program is focused is on leading a centre or business unit. It will explore your leadership capability and how you link your leadership to the organisations vision, mission and values.

The program 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
- Organisational leadership
- Building alignment
- Organisational communication
- Change management
- Organisational culture
- Organisational development

LEADING CHANGE: STRATEGIES FOR POSITIVE CHANGE

| | |
|-------------------------|--|
| DURATION: | 1 day + coaching masterclass |
| FORMAT: | Workshop – ideally suited to run in-house for organisations |
| TARGET AUDIENCE: | CEOs, board members and senior managers |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

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.

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

LEADING WORK HEALTH AND SAFETY IN THE DISABILITY SECTOR



| | |
|-----------------------------|---|
| DURATION: | Self-paced (approximately 20 - 30 mins per module) |
| FORMAT: | 10 x e-learning modules |
| TARGET AUDIENCE: | All staff, particularly WHS professionals and frontline managers |
| ANNUAL FEE: | \$50/person + GST Group discounts available on application |
| LEARNING OBJECTIVES: | Develop workers' knowledge and understanding of work health and safety legislation and systems |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Leading Work Health and Safety in the Disability Sector |

This comprehensive 10-module program is delivered in three sections:

MODULES 1 – 4

Introduction to why work health and safety (WHS) is important, the WHS legislative framework, WHS management systems and consultation as one of the key features of an effective management system.

MODULES 5 – 6

Risk management principles which form the other key component of an effective WHS management system and the range of WHS risks which may be encountered in the disability sector.

MODULES 7 – 10

Other important features of an effective WHS management system include injury management principles, training, record keeping and continuous improvement.

This program was developed by NDS through a WorkCover Training and Education grant.

MANAGING CHANGE AND COMMUNICATION



| | |
|-----------------------------|---|
| DURATION: | Self-paced |
| FORMAT: | e-Learning module |
| TARGET AUDIENCE: | Frontline staff and supervisors |
| ANNUAL FEE: | \$35/person + GST Group discounts available on application |
| LEARNING OBJECTIVES: | See below |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Managing Change and Communication |

By the end of this module, learners should be better prepared to:

- Understand and respond to change
- Manage personal change
- Apply positive communication strategies
- Communicate to build a more positive corporate culture
- Apply person-centred communication in diverse groups

NDS DISABILITY LEADERSHIP THEMES

UNITS OF COMPETENCY



| | |
|-------------------------|--|
| DURATION: | Self-paced (approximately 8 weeks per theme) |
| FORMAT: | 5 x leadership themes 2-3 e-learning modules per theme |
| TARGET AUDIENCE: | New or emerging leaders |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

Delivered in partnership with Australasian Leadership Academy the *NDS Leadership Themes* bundle offers a flexible and targeted development opportunity. Program content is delivered online. Statement of Attainments are issued on successful completion of each theme, which may be credited towards the full Certificate IV in Leadership and Management qualification.

Learners may elect to undertake their choice of theme/s as assessed or non-assessed:

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
- 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

- Customer Relationships BSBCUS403 Implement customer service standards
- Community Engagement BSBREL402 Build client relationships and business networks

NDS DISABILITY LEADERSHIP QUALIFICATION

BSB42015 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT



| | |
|-------------------------|--|
| DURATION: | Self-paced (approximately 10 months) |
| FORMAT: | 5 x leadership themes 2-3 e-learning modules per theme |
| TARGET AUDIENCE: | New or emerging leaders |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

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

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

Recommended timelines and milestones are provided to keep learners on track and most learners choose to complete the program within 10 months.

BECOMING A PERSON-CENTRED ORGANISATION

| | |
|-------------------------|--|
| DURATION: | 1 day |
| FORMAT: | Workshop |
| TARGET AUDIENCE: | All staff, particularly HR professionals, senior managers and CEOs |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

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 in 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 - designed to help you integrate person-centred approaches within your organisation and based on the Disability Workforce Capability Framework.

COSTING AND PRICING LEARNING PROGRAM

FREE OF CHARGE

| | |
|-------------------------|--|
| DURATION: | Self-paced |
| FORMAT: | Blended learning |
| TARGET AUDIENCE: | Small to medium size service providers, particularly key decision makers and training facilitators |
| WEBSITE: | www.cplp.nds.org.au |

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 NDIS.

The program provides a suite of training and support resources for service providers that can be applied and accessed 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:

- 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.

COSTING AND PRICING UNDER THE NDIS

| | |
|-------------------------|--|
| DURATION: | 1 day |
| FORMAT: | Workshop |
| TARGET AUDIENCE: | All staff |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

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 NDIS. This workshop covers:

- Introduction to the 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

IMPROVEIT4NDIS

FREE OF CHARGE

| | |
|-------------------------|--|
| DURATION: | Self-paced |
| FORMAT: | Blended learning |
| TARGET AUDIENCE: | All staff, particularly people seeking to build their IT literacy and capability |
| WEBSITE: | www.itdepartment.com.au/disability-sector/improveit4ndis |

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 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 request 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.

MARKETING FOR DISABILITY PROVIDERS

| | |
|-------------------------|--|
| DURATION: | 1 day |
| FORMAT: | Workshop |
| TARGET AUDIENCE: | Marketing professionals and senior managers |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

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.

MARKETING GOVERNANCE

FREE OF CHARGE

| | |
|-----------------------------|--|
| DURATION: | 45 mins per webinar |
| FORMAT: | Webinar series |
| TARGET AUDIENCE: | All staff, particularly marketing and communication professionals, managers, CEOs and board members |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Marketing Governance |

These information and training resources may be instantly accessed by service providers as required. The series includes the following topics:

- Review implications of the NDIS on business planning
- Understanding the role of marketing governance
- Strategy
- Risk management
- Financial reporting
- Roles and responsibilities
- Accountability and metrics

MARKETING IN THE NDIS

| | |
|-----------------------------|---|
| DURATION: | 1 hour per webinar |
| FORMAT: | Webinar series |
| TARGET AUDIENCE: | All staff, particularly marketing and communication professionals, managers, CEOs and board members |
| INVESTMENT: | \$135 including GST Discount available for Victorian providers |
| LEARNING OBJECTIVES: | Learners should be able to utilise the marketing tools and resources demonstrated in this program |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Marketing in the NDIS |

This webinar series has been designed to support providers operating in the NDIS environment to understand marketing theory and how to apply it to their organisation.

Topics include:

- How to get marketing on the agenda of your organisation
- How to develop a marketing strategy
- Tactics for your marketing plan
- Aligning your marketing tactics with your business objectives

This program is subsidised for Victorian providers with thanks to the Victorian Government Sector Transition Support Package.

NDIS SIMPLE FINANCIAL MANAGEMENT

| | |
|-----------------------------|--|
| DURATION: | Self-paced |
| FORMAT: | Webinar series and downloadable worksheets |
| TARGET AUDIENCE: | Frontline leaders and financial managers |
| INVESTMENT: | \$135 including GST Discount available for Victorian providers |
| LEARNING OBJECTIVES: | Learners should be able to utilise the financial tools and resources demonstrated in this program |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for NDIS Simple Financial Management |

NDIS Simple Financial Management is a recorded webinar series designed to support providers operating in an NDIS environment to understand the financial levers that underpin sustainability of their organisation.

A combination of human rights, choice, control and finance underpins most of the key changes that disability providers need to respond to under the NDIS marketplace.

Most support leaders are already well-acquainted with the choice, control and human rights elements to the NDIS – You work in this industry to make a difference. However, many are not so well acquainted with how their decisions impact their client’s finances and their organisations outcomes.

This series acknowledges that support leaders “signed up to make a difference – not a profit”. It also acknowledges that they are busy people who tend to focus on the urgent because they don’t always have time for the important.

PERSON-CENTRED PEOPLE MANAGEMENT RESOURCES

FREE OF CHARGE

| | |
|-------------------------|--|
| DURATION: | Self-paced |
| FORMAT: | Blended learning |
| TARGET AUDIENCE: | All staff, particularly HR professionals, senior managers and team leaders |
| WEBSITE: | www.carecareers.com.au/page/person-centred-people-management-resources |

This is 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 that provide practical linkages between person-centred approaches, best practice people management and 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.

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

VALUES BASED RECRUITMENT

| | |
|-------------------------|---|
| DURATION: | 1 day |
| FORMAT: | Workshop |
| TARGET AUDIENCE: | All staff, particularly marketing and communication professionals, managers, CEOs and board members |
| ENQUIRIES: | Email learnanddevelop@nds.org.au |

Values Based Recruitment ("VBR") provides a process for an organisation and job applicants to determine if there is a mutual fit between them - centred on the alignment of values that are important to the organisation, people who use and access services, and the applicant.

Research indicates that values alignment increases job satisfaction and retention, reduces staff costs and improves service levels - including an increase in quality, safeguarding and client satisfaction.

Purpose of the session:

- Gain a basic understanding of VBR and the key elements
- Have an opportunity to explore the development of questions based on your own organisations values
- Develop an assessment centre agenda and begin to plan the session/day
- Explore different ways to involve people with lived experience in the recruitment process in ways that are meaningful to them



NOT-FOR-PROFITS AND THE NDIS: TOOLKIT FOR DIRECTORS

FREE OF CHARGE

| | |
|-------------------------|--|
| DURATION: | Self-paced |
| FORMAT: | Questionnaires and resources |
| TARGET AUDIENCE: | Board members |
| WEBSITE: | www.nds.org.au/resources/ndis-toolkit-for-directors |

The NDIS has thrown up a range of new challenges and information demands for directors of not-for-profits working with the NDIS.


Directors cannot be expected to know everything about everything that goes on in the companies on whose boards they sit. They do however need to feel assured that developments in each domain of a company's operations remain under scrutiny and control.

This toolkit is structured around the domains of business operations and has two parts:

1. The Questions for directors are designed to prompt directors to ask the questions that will help them achieve the necessary level of assurance.
2. The Resources for directors are selected to lead directors toward resources relevant to their role in the organisation.

SAFEGUARDING FOR BOARDS

FREE OF CHARGE


| | | |
|-----------------------------|---|---|
| DURATION: | Self-paced |  |
| FORMAT: | Guide book | |
| TARGET AUDIENCE: | Board members | |
| ANNUAL FEE: | Free of charge for individual access on the Disability Learning Centre supported by NDS Organisations may order the suite of resources to host on their own Learning Management System for \$350 + GST | |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Zero Tolerance | |

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.

QUALITY AND SAFEGUARDING FOR BOARDS


FREE OF CHARGE

| | | |
|-----------------------------|---|---|
| DURATION: | Self-paced |  |
| FORMAT: | Learning bite videos | |
| TARGET AUDIENCE: | Board members | |
| ANNUAL FEE: | Free of charge for individual access on the Disability Learning Centre supported by NDS Organisations may order the suite of resources to host on their own Learning Management System for \$350 + GST | |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Zero Tolerance | |

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.

ZERO TOLERANCE

FREE OF CHARGE

| | | |
|-----------------------------|--|---|
| DURATION: | Self-paced |  |
| FORMAT: | Blended learning | |
| TARGET AUDIENCE: | All staff | |
| FURTHER INFORMATION: | Go to www.nds.org.au and search for Zero Tolerance | |

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 the 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.



Do you have any topic ideas or suggestions?

NDS Learn and Develop welcomes the opportunity to partner with members in the development and curation of training offerings. Sharing content and ideas across the sector will ultimately benefit the people with disability who we are all here to support.

Expressions of interest can be directed to:

Nicole Jenkins, National Learning & Development Manager, on 02 9256 3107 or at learnanddevelop@nds.org.au.

