

**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:

Direct Support Skills Development

Leadership Development

Business Management and Operations

Sector Induction and Compliance

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

#### 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)

#### NDS ONLINE LEARNING PORTAL

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 NDS learning portal allows learners to:

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

For organisations, the NDS learning portal 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

To access the portal, simply create an account.

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

#### ACCESSING COURSES

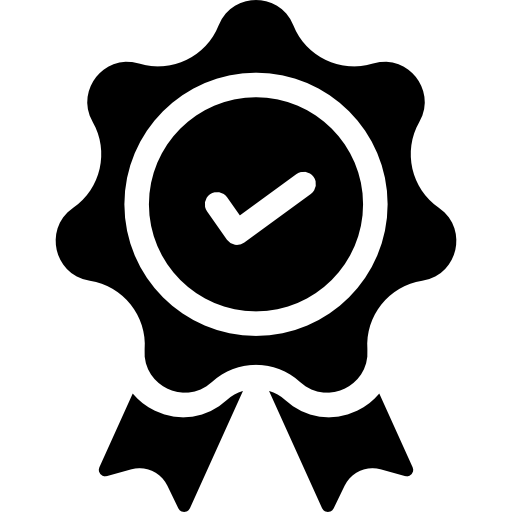
Visit [**www.nds.org.au/learn-and-develop**](http://www.nds.org.au/learn-and-develop)

In the PDF version of this document, click on each course title to open the relevant site or page.

#### 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.

#### TRAINING ACCREDITATION

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

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| [**SECTOR INDUCTION AND COMPLIANCE**](https://www.nds.org.au/nds-learn-and-develop/sector-induction-and-compliance)  [p. 4](#_DISABILITY_SAFE) |
| [**DIRECT SUPPORT SKILLS DEVELOPMENT**](https://www.nds.org.au/nds-learn-and-develop/direct-support-skills-development)  [p. 7](#_PERSON-CENTRED_THINKING) |
| [**LEADERSHIP DEVELOPMENT**](https://www.nds.org.au/nds-learn-and-develop/leadership-development/nds-leadership-development-the-emerging-leader)  [p. 12](#_NDS_DISABILITY_LEADERSHIP) |
| [**BUSINESS OPERATIONS AND MANAGEMENT**](https://www.nds.org.au/nds-learn-and-develop/business-operations-and-management/marketing-for-disability-providers)  [p. 16](#_MARKETING_FOR_DISABILITY) |
| [**CORPORATE GOVERNANCE**](https://www.nds.org.au/nds-learn-and-develop/corporate-governance)  [p. 19](#_ZERO_TOLERANCE) |

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| [DISABILITY SAFE](http://www.learnanddevelop.nds.org.au/) | |
| **DURATION:** | 20 – 30 mins each |
| **FORMAT:** | 8 x self-paced e-Learning modules |
| **TARGET AUDIENCE:** | All staff, particularly those who are new to the disability sector |

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 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

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| [DISABILITY INDUCTION PROGRAM](http://www.learnanddevelop.nds.org.au/) | |
| **DURATION:** | 30 - 60 mins each |
| **FORMAT:** | 5 x self-paced e-Learning modules |
| **TARGET AUDIENCE:** | All staff, particularly those who are new to the disability sector |

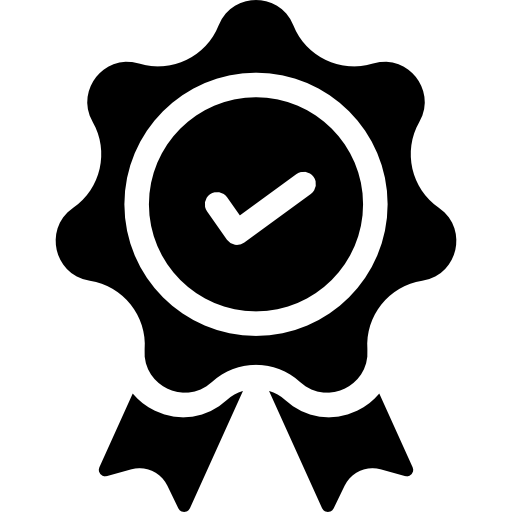
This is a five part e-Learning program developed by NDS to ensure a minimum entry level and consistent process for all new and potential employees entering the disability sector, regardless of their job role. Learners receive a comprehensive, practical understanding of the work of the sector – the rewards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

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

* 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

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| [BACK YOURSELF (THEORY) – UNPACKING MANUAL TASKS](http://www.learnanddevelop.nds.org.au/) | |
| **DURATION:** | Self-paced |
| **FORMAT:** | e-Learning module |
| **TARGET AUDIENCE:** | All staff, particularly support staff working directly with clients |

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.

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.

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| [FIRE SAFETY AND EMERGENCY RESPONSE](http://www.learnanddevelop.nds.org.au/) | |
| **DURATION:** | Self-paced |
| **FORMAT:** | e-Learning module |
| **TARGET AUDIENCE:** | All staff |

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

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

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| [WORK WITH DIVERSE PEOPLE](http://www.learnanddevelop.nds.org.au/) | |
| **DURATION:** | 45 mins |
| **FORMAT:** | Self-paced e-Learning module |
| **TARGET AUDIENCE:** | All staff |

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

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| [DISABILITYAWARE: AN AWARENESS AND INCLUSION PROGRAM](http://www.learnanddevelop.nds.org.au/) | |
| **DURATION:** | 90 mins |
| **FORMAT:** | Self-paced e-Learning module |
| **TARGET AUDIENCE:** | All staff, particularly those who are new to the disability sector |

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

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| [HUMAN RIGHTS AND YOU](http://www.learnanddevelop.nds.org.au/)FREE OF CHARGE | |
| **DURATION:** | Zero Tolerance30 mins |
| **FORMAT:** | Self-paced e-Learning module |
| **TARGET AUDIENCE:** | All staff |

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 compliments the online module.

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

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| [WORK WITH PEOPLE WITH DISABILITY](http://www.learnanddevelop.nds.org.au/) | |
| **DURATION:** | 30 mins |
| **FORMAT:** | Self-paced e-Learning module |
| **TARGET AUDIENCE:** | All staff, particularly frontline support staff |

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):

* The role of the disability support worker (parts 1 and 2)

These guides were produced with joint Tasmanian agency funding.

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| [MANUAL HANDLING FOR DISABILITY SUPPORT WORKERS](http://www.learnanddevelop.nds.org.au/) | |
| **DURATION:** | 60 mins |
| **FORMAT:** | Self-paced e-Learning module |
| **TARGET AUDIENCE:** | All staff, particularly frontline support staff |

Developed as part of an NDS Member Collaboration, this awareness 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
25. Set up of wheelchair – folding and unfolding
26. Pushing a wheelchair
27. Going down a step kerb in a wheelchair
28. Going up a step kerb in a wheelchair
29. Using brakes on gradients
30. Using a wheelchair transfer board
31. Transportation of wheelchairs on different surfaces

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| [LEADING WORK HEALTH AND SAFETY IN THE DISABILITY SECTOR](http://www.learnanddevelop.nds.org.au/) | |
| **DURATION:** | 60 mins |
| **FORMAT:** | 4 x self-paced e-Learning module |
| **TARGET AUDIENCE:** | All staff |

See page 14 for more information on this course.

More

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| [PERSON-CENTRED THINKING](https://www.nds.org.au/nds-learn-and-develop/direct-support-skills-development/person-centred-thinking) | |
| **DURATION:** | 1 or 2 day options |
| **FORMAT:** | Workshop |
| **TARGET AUDIENCE:** | Frontline support staff and managers |

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.

By the end of this program, you should be able to use person-centred thinking tools in order 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 introduction or two-day applied workshop.

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| [PERSON-CENTRED REVIEW TRAINING](https://www.nds.org.au/search?searchword=person-centred) | |
| **DURATION:** | 2 days |
| **FORMAT:** | Workshop |
| **TARGET AUDIENCE:** | Staff who have previously completed Person-centred Thinking |

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.

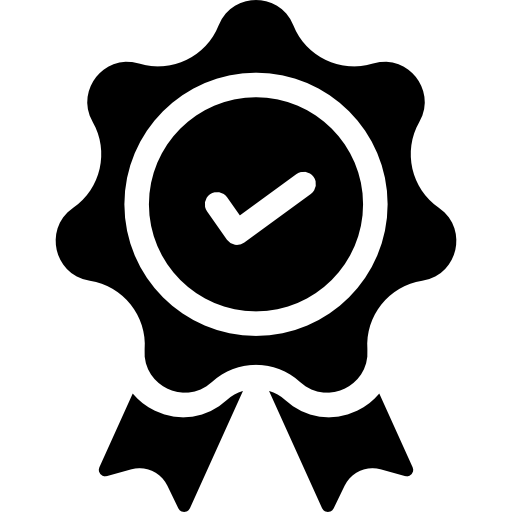
This two-day workshop is delivered by Helen Sanderson Associates – pioneers in Person-centred approaches. Person-centred Review training can help you:

* 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

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| [PERSON-CENTRED DEVELOPMENT](https://www.nds.org.au/nds-learn-and-develop/direct-support-skills-development/person-centred-units-of-competency)[UNITS OF COMPETENCY](https://www.nds.org.au/nds-learn-and-develop/direct-support-skills-development/person-centred-units-of-competency) | |
| **DURATION:** | Self-paced |
| **FORMAT:** | Blended online learning |
| **TARGET AUDIENCE:** | Frontline support staff and managers |

NDS in conjunction with TAFE Australia provide a flexible person-centred development offering, based on the CHC30408 - Certificate III in Disability:

* CHCDIS0002 Follow established person-centred behaviour supports
* CHCDIS005 Develop and provide person-centred service responses
* CHCDIS009 Facilitate ongoing skills development using a person-centred approach
* CHCDIS010 Provide person-centred services to people with disability with complex needs

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

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| [MARKETING FROM THE FRONTLINE](https://www.nds.org.au/nds-learn-and-develop/direct-support-skills-development/marketing-from-the-frontline)FREE OF CHARGE | |
| **DURATION:** | 1 day |
| **FORMAT:** | Workshop |
| **TARGET AUDIENCE:** | Frontline support staff and managers |

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

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| **DURATION:** | 45 – 60 mins |
| **FORMAT:** | Self-paced e-Learning module |
| **TARGET AUDIENCE:** | Frontline support staff and managers |

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 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.

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.

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| [UNDERSTANDING ABUSE](https://www.nds.org.au/nds-learn-and-develop/direct-support-skills-development/understanding-abuse-1)FREE OF CHARGE | |
| **DURATION:** | Zero ToleranceSelf-paced |
| **FORMAT:** | e-Learning module  8 x learning bite videos |
| **TARGET AUDIENCE:** | Frontline support staff and managers |

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 resources to be developed.

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| [PERSON-CENTRED PRACTICE ACROSS CULTURES](http://www.learnanddevelop.nds.org.au/prod/app/sys_login.aspx)FREE OF CHARGE | |
| **DURATION:** | Self-paced |
| **FORMAT:** | Self-guided workbooks |
| **TARGET AUDIENCE:** | Frontline support staff and managers |

This series of self-guided workbooks is designed to support individuals and teams to build skills for working culturally responsively and respectively 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. Empathy – a practice to connect across cultures
  2. Active listening – unconditional positive regard across cultures
  3. Choice making – cross-cultural differences and what we can learn from them
  4. Reflective practice – why different points of view matter
  5. Working effectively with interpreters

##### ORGANISATIONAL PRACTICES – BUILDING A CULTURALLY RESPONSIVE ORGANISATION

* 1. Terminology and data – a guide to understanding cultural diversity and disability
  2. Making the business case – why diversity is good for business
  3. A culturally-responsive, person-centred organisation – key elements
  4. Leading towards cultural responsiveness – a practical guide for managers, team leaders and coaches
  5. Building a diverse workforce – practical strategies
  6. Valuing bilingual workers – strategies to recruit, train and retain

##### COMMUNITY ENGAGEMENT – WORKING ALONGSIDE DIVERSE COMMUNITIES

* 1. One community at a time – cultural responsive community engagement principles and elements
  2. Making links – networking with CALD communities
  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.

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| [SUPPORTING INCLUSION](http://www.learnanddevelop.nds.org.au/prod/app/sys_login.aspx) | |
| **DURATION:** | Self-paced |
| **FORMAT:** | 8 x e-Learning modules |
| **TARGET AUDIENCE:** | Frontline support staff and managers |

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. 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).

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| [EVERY MOMENT HAS POTENTIAL](http://www.learnanddevelop.nds.org.au/prod/app/sys_login.aspx) | |
| **DURATION:** | 30 mins |
| **FORMAT:** | 5 x learning bite videos |
| **TARGET AUDIENCE:** | Frontline support staff and managers |

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.

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| [PARTICIPATION PROJECT LEARNING GUIDES](http://www.learnanddevelop.nds.org.au/prod/app/sys_login.aspx)FREE OF CHARGE | |
| **DURATION:** | Self-paced |
| **FORMAT:** | Self-guided workbooks |
| **TARGET AUDIENCE:** | Frontline support staff and managers |

The Participation Project Learning Guides are designed for use by both disability support workers and people with disability.

##### 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

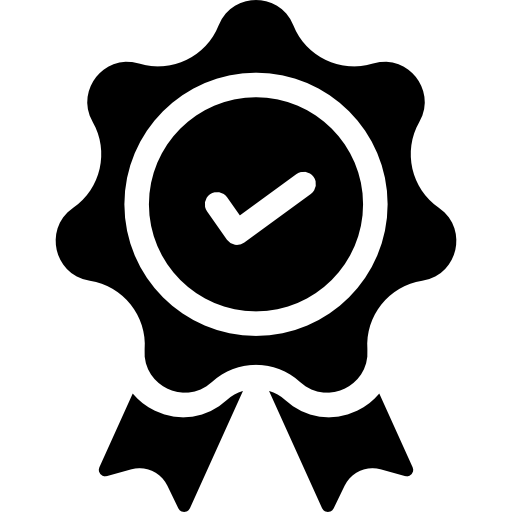
##### ENCOURAGING LIFESTYLE CHOICES

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.

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| [DEFENSIBLE DOCUMENTATION FOR DISABILITY SUPPORT STAFF](https://www.nds.org.au/events-and-training/defensible-documentation-for-disability-support-staff) | |
| **DURATION:** | Half day |
| **FORMAT:** | Workshop |
| **TARGET AUDIENCE:** | Frontline support staff and managers |

Be ready in the event your care is questioned.

This training:

* 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.

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| [INTELLECTUAL DISABILITY FOR DISABILITY PROFESSIONALS](http://www.learnanddevelop.nds.org.au/prod/app/sys_login.aspx) | |
| **DURATION:** | Self-paced |
| **FORMAT:** | 6 x e-Learning modules |
| **TARGET AUDIENCE:** | Frontline support staff and managers |

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.

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

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| [SUSTAINABLE SERVICE UNDER NDIS](http://www.learnanddevelop.nds.org.au/prod/app/sys_login.aspx) | |
| **DURATION:** | 30 mins |
| **FORMAT:** | e-Learning module |
| **TARGET AUDIENCE:** | Frontline support staff and managers |

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

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| [RECOGNISING RESTRICTIVE PRACTICES](https://www.nds.org.au/zero-tolerance-framework/considering-additional-risk)FREE OF CHARGE | |
| **DURATION:** | Zero ToleranceSelf-paced |
| **FORMAT:** | 8 x learning bite videos |
| **TARGET AUDIENCE:** | Frontline support staff and managers |

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.

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| [NDS DISABILITY LEADERSHIP THEMES](http://www.learnanddevelop.nds.org.au/prod/app/sys_login.aspx) [UNITS OF COMPETENCY](http://www.learnanddevelop.nds.org.au/prod/app/sys_login.aspx) | |
| **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 |

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

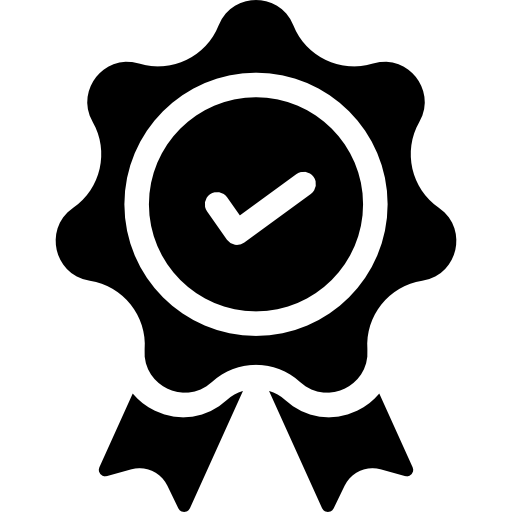
##### THEME 3: WORKPLACE RELATIONSHIPS

* 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

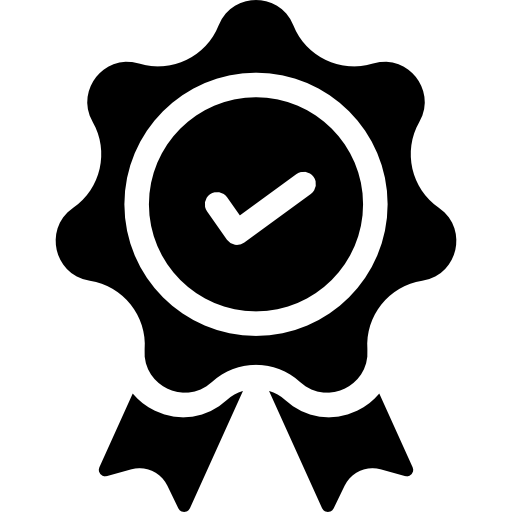
* Customer Needs BSBCUS402 Address customer needs
* Customer Relationships BSBCUS403 Implement customer service standards
* Community Engagement BSBREL402 Build client relationships and business networks

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| [NDS DISABILITY LEADERSHIP QUALIFICATION](https://www.nds.org.au/nds-learn-and-develop/leadership-development/nds-disability-leadership-qualification)[BSB42015 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT](https://www.nds.org.au/nds-learn-and-develop/leadership-development/nds-disability-leadership-qualification) | |
| **DURATION:** | Self-paced (approximately 10 months) |
| **FORMAT:** | 5 x leadership themes  2-3 e-Learning modules per theme |
| **TARGET AUDIENCE:** | New or emerging leaders |

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 broken into five themes, each containing two to three modules each. The program focus is on application and business improvement. Upon completion of the e-Learning 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 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. Learners have access to coaches and mentors throughout the period in addition to two formal phone/web-based mentoring sessions.

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| [THE EMERGING LEADER](https://www.nds.org.au/nds-learn-and-develop/leadership-development/nds-leadership-development-the-emerging-leader) | |
| **DURATION:** | 1 day |
| **FORMAT:** | Workshop |
| **TARGET AUDIENCE:** | New or emerging leaders |

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.

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 learner’s 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

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| [THE CHANGE ROOM](https://www.nds.org.au/nds-learn-and-develop/leadership-development/the-change-room-training) | |
| **DURATION:** | 1 day |
| **FORMAT:** | Workshop |
| **TARGET AUDIENCE:** | Frontline managers |

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.

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

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| [LEADING CHANGE: STRATEGIES FOR POSITIVE CHANGE](https://www.nds.org.au/events-and-training/leading-change-strategies-for-positive-change) | |
| **DURATION:** | 1 day + coaching masterclass |
| **FORMAT:** | Workshop |
| **TARGET AUDIENCE:** | CEOs, board members and senior managers |

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 to organisations wishing to run this as an in-house program.

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

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| [MANAGING CHANGE AND COMMUNICATION](http://www.learnanddevelop.nds.org.au/prod/app/sys_login.aspx) | |
| **DURATION:** | Self-paced |
| **FORMAT:** | e-Learning module |
| **TARGET AUDIENCE:** | All staff |

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

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| [CANDID CONVERSATIONS](https://www.nds.org.au/events-and-training/nds-leadership-development-candid-conversations) | |
| **DURATION:** | 1 day |
| **FORMAT:** | Workshop |
| **TARGET AUDIENCE:** | All staff |

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. 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 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

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| [LEADING WORK HEALTH AND SAFETY IN THE DISABILITY SECTOR](http://www.learnanddevelop.nds.org.au/prod/app/sys_login.aspx) | |
| **DURATION:** | Self-paced (approximately 20 - 30 mins per module) |
| **FORMAT:** | 10 x e-Learning modules |
| **TARGET AUDIENCE:** | All staff, particularly safety officers and frontline managers |

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.

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| [LEADERSHIP EXCELLENCE](https://www.nds.org.au/events-and-training/nds-leadership-development-leadership-excellence) | |
| **DURATION:** | 1 day |
| **FORMAT:** | Workshop |
| **TARGET AUDIENCE:** | Experienced managers and leaders |

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

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| [MARKETING FOR DISABILITY PROVIDERS](https://www.nds.org.au/nds-learn-and-develop/business-operations-and-management/marketing-for-disability-providers) | |
| **DURATION:** | 1 day |
| **FORMAT:** | Workshop |
| **TARGET AUDIENCE:** | Marketing professionals and senior managers |

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.

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| [MARKETING GOVERNANCE](https://www.nds.org.au/events-and-training/marketing-governance) | |
| **DURATION:** | 45 mins per webinar |
| **FORMAT:** | Webinar series |
| **TARGET AUDIENCE:** | All staff, particularly marketing and communication professionals, managers, CEOs and board members |

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

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| [MARKETING IN THE NDIS](https://www.nds.org.au/events-and-training/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 |

* 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

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| [COSTING AND PRICING LEARNING PROGRAM](http://www.cplp.nds.org.au/)FREE OF CHARGE | |
| **DURATION:** | Self-paced |
| **FORMAT:** | Blended learning |
| **TARGET AUDIENCE:** | Small to medium size service providers, particularly key decision makers and training facilitators |

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.

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| [COSTING AND PRICING UNDER THE NDIS](https://www.nds.org.au/resources/costing-pricing-learning-program) | |
| **DURATION:** | 1 day |
| **FORMAT:** | Workshop |
| **TARGET AUDIENCE:** | All staff |

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

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| [PERSON-CENTRED PEOPLE MANAGEMENT RESOURCES](http://www.learnanddevelop.nds.org.au/prod/app/sys_login.aspx)FREE OF CHARGE | |
| **DURATION:** | Self-paced |
| **FORMAT:** | Blended learning |
| **TARGET AUDIENCE:** | All staff, particularly HR professionals, senior managers and team leaders |

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.

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

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| [BECOMING A PERSON-CENTRED ORGANISATION](https://www.nds.org.au/events-and-training/becoming-a-person-centred-organisation) | |
| **DURATION:** | 1 day |
| **FORMAT:** | Workshop |
| **TARGET AUDIENCE:** | All staff, particularly HR professionals, senior managers and CEOs |

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.

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.

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| [IMPROVEIT4NDIS](https://www.nds.org.au/events-and-training/improveit4ndis-strategy-for-ict)FREE OF CHARGE | |
| **DURATION:** | Self-paced |
| **FORMAT:** | Blended learning |
| **TARGET AUDIENCE:** | All staff, particularly people seeking to build their IT literacy and capability |

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](http://itdepartment.com.au/disability-sector/improveit4ndis/) 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.

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| [ZERO TOLERANCE](https://www.nds.org.au/resources/all-resources/zero-tolerance)Zero ToleranceFREE OF CHARGE | |
| **DURATION:** | Self-paced |
| **FORMAT:** | Blended learning |
| **TARGET AUDIENCE:** | All staff |

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.

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.

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| [SAFEGUARDING FOR BOARDS](https://www.nds.org.au/images/zt/NDS_Zero_Tolerance_Safeguarding_for_Boards_v2.pdf)FREE OF CHARGE | |
| **DURATION:** | Zero ToleranceSelf-paced |
| **FORMAT:** | Guide book |
| **TARGET AUDIENCE:** | Board members |

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.

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| [NOT-FOR-PROFITS AND THE NDIS: TOOLKIT FOR DIRECTORS](https://www.nds.org.au/resources/all-resources/ndis-toolkit-for-directors)FREE OF CHARGE | |
| **DURATION:** | Self-paced |
| **FORMAT:** | Questionnaires and resources |
| **TARGET AUDIENCE:** | Board members |

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.

#### ARE WE MISSING ANYTHING?

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 Practice Manager, on 02 9256 3107 or at [learnanddevelop@nds.org.au.](mailto:learnanddevelop@nds.org.au)

