

NDS Strategy Towards 2025



National Disability Services is Australia's peak body to advance the disability sector. We enable and equip service providers to develop and deliver high-quality services and life opportunities for people with disability.

Context

- People with a disability have the same fundamental rights as everyone else, including freedom, respect, equity and dignity.
- Our members are committed to upholding these rights.
They operate in an increasingly complex, challenging and rapidly changing space
 - The ongoing evolution of the NDIS, and its associated pricing model and architecture is making it difficult for many of our member organisations to operate effectively.
 - The changes to employment supports for people with disability (both open and supported employment) also serve to make the environment in which we operate more complex and difficult to navigate.
- The disability sector is more diverse than ever before and is no longer reflective of our traditional member base of non-government, not-for-profit. Registered and unregistered providers, for profit and not-for-profit, and venture capital funded enterprises are all changing the landscape.
- Further, factors such as geography and cultural background continue to impact the services that people with disability receive, meaning that challenges around access, affordability and quality of services are further heightened for those who are already vulnerable.
- Faced with an ever-changing environment where traditional funding is becoming more uncertain, NDS needs to find a way to ensure its own future is certain so that it can continue to support its members. NDS must adapt in order to remain relevant.

Our Vision

An inclusive Australia where all people with disability live safely and equitably.

We believe that every person with disability has the right to live their life to their full potential, exercise control over their own lives and live their life free from abuse or neglect. This vision drives our focus, working towards a sector that is vibrant, innovative and truly inclusive.

► We are viewed as a thought-leader by our members, external organisations and government and seen as the ‘source of truth’ for changes across the disability sector.

Our Promise

As Australia’s peak body for disability service providers, we represent our members with a strong voice to support high quality, sustainable services for people with disability.

As a peak body, delivering on our vision requires us to be collaborative in our work, supporting the sector and our members to deliver the services their clients most need in an effective, sustainable and impactful manner.

Our Role

We see ourselves as having key roles to play across the sector:

1. To drive sector change through **effective and ‘smart’ advocacy** on behalf of our members, drawing on good practice and strong evidence to inform our positions.
2. To provide **timely insights and analysis** to service providers that they can use to inform their own decision making.
3. To provide **tools, resources and services** to promote and drive continuous improvement in service quality and business sustainability.
4. To facilitate **networking, collaboration and sharing of knowledge**, experience and good practice across the sector.

Our Values

What sets us apart and makes us unique are the values that guide our work and how we act, interact and make decisions in the delivery of our services.

- **Build respectful relationships**
Build and nurture relationships based on mutual respect, open communication and accountability
- **Lead change**
Lead change for sustainable outcomes
- **Deliver clarity and impact**
Create solutions that deliver clarity, efficiency and impact
- **Support and develop others**
Support and develop others to achieve success.
- **Embrace diversity**
Recognise and value each person's unique identity and contribution.



NDS Strategy – Towards 2025

Vision	An inclusive Australia where all people with disability live safely and equitably.				
Our Promise	As Australia’s peak body for disability service providers, we represent our members with a strong voice to support high quality, sustainable services for people with disability.				
Our Role	Effective and smart advocacy.	Timely insights and analysis.	Tools, resources and services.	Networking, collaboration and knowledge sharing.	
Our Goals	Ensure NDIS delivers on its promise for all Australians.	A powerful, informed voice across the sector for all our members.	High quality and sustainable services by the sector.	Members and people with lived experience at the centre of our work.	A diverse and talented team delivering an organisation that is effective, efficient and sustainable.
Our Values	Build respectful relationships	Lead change	Deliver clarity and impact	Support and develop others	Embrace diversity

Some initiatives for each Goal are:

Goal 1: Ensure NDIS delivers on its promise for all Australians.	Goal 2: A powerful, informed voice across the sector for all our members.	Goal 3: High quality and sustainable services by the sector.	Goal 4: Members and people with lived experience at the centre of our work.	Goal 5: A diverse and talented team delivering an organisation that is effective, efficient and sustainable.
<ul style="list-style-type: none"> • Develop a 'Friends of the NDIS' network • Build alliances with EAC and disability advocacy groups • Develop solution focussed advocacy positions to support the NDIS 	<ul style="list-style-type: none"> • Strengthen our communication and member engagement strategies • Outline annual priority areas for policy and advocacy initiatives • Promote sector-wide benchmarking opportunities for improved access to data 	<ul style="list-style-type: none"> • Deliver sector development initiatives in priority areas for our members • Provide communities of practice to support sharing of good practice • Tailor learning and development, and other resources to member needs • Develop an annual National Awards program to showcase the great work done by our members 	<ul style="list-style-type: none"> • Promote the inclusion of people with disability at all opportunities • Strengthen the voice of our members within NDS • Clearly articulate our member value proposition 	<ul style="list-style-type: none"> • Become Employer of Choice for staff • Deliver our Disability and Reconciliation Action Plans, and other Inclusion initiatives • Achieve a strong ongoing financial position • Drive efficiencies through improved use of technology and streamlined business processes

NDS Strategy – Our Core Values

Build respectful relationships	Lead change	Deliver clarity and impact	Support and develop others	Embrace diversity
Build and nurture relationships based on mutual respect, open communication and accountability	Lead change for sustainable outcomes	Create solutions that deliver clarity, efficiency and impact	Support and develop others to achieve success.	Recognise and value each person’s unique identity and contribution.
<p>We recognise the expertise, commitment and experience that members and NDS staff contribute to our sector. We listen and tackle the tough issues. We take ownership and deliver on our commitments and expect others to do the same.</p>	<p>We are courageous and bold in fulfilling our Promise. We are proactive and resilient as we work together with our members and stakeholders. We continually question and challenge ourselves and others to do better. We are thought leaders, determined to deliver outcomes that make a positive and long lasting difference.</p>	<p>We are creative and resourceful problem solvers. We continually strive to innovate and reduce complexity in our operations. We strive to improve the effectiveness of the disability sector.</p>	<p>Our success depends on the success of others. We support and develop each other, our members and the sector. We value growth and learning and encourage the sharing of knowledge and experience. We are responsive and collaborative. We provide services that are valued, benefit our members and improve the sector.</p>	<p>We believe each individual’s unique talents, guided by our common goals, helps increase the effectiveness of NDS and makes it a more enjoyable place to work. We promote and demonstrate inclusivity in all that we do. We value the diverse skills, abilities, experience and background of others. We are genuinely interested in understanding different perspectives and actively seek out the views of others to inform our work.</p>

NDS Strategy – Our Key Stakeholders

