

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 Approach

What sets us apart and makes us unique is the way in which we approach our work and how we deliver these services:

- **We are passionate about driving real change** in the sector, approaching our advocacy efforts with courage and from a position of strength.
- **We are collaborative, consultative and responsive** in our approach – working closely with the sector and our members and drawing on the expertise of people with lived experience of disability.
- **We understand and value the diverse settings in which our members operate**, whether it be geographical, cultural or service diversity We reflect this diversity through being both local and national in our thinking and our actions.
- **We showcase the work and contributions of our members**, recognising, promoting and celebrating their contribution to their communities.



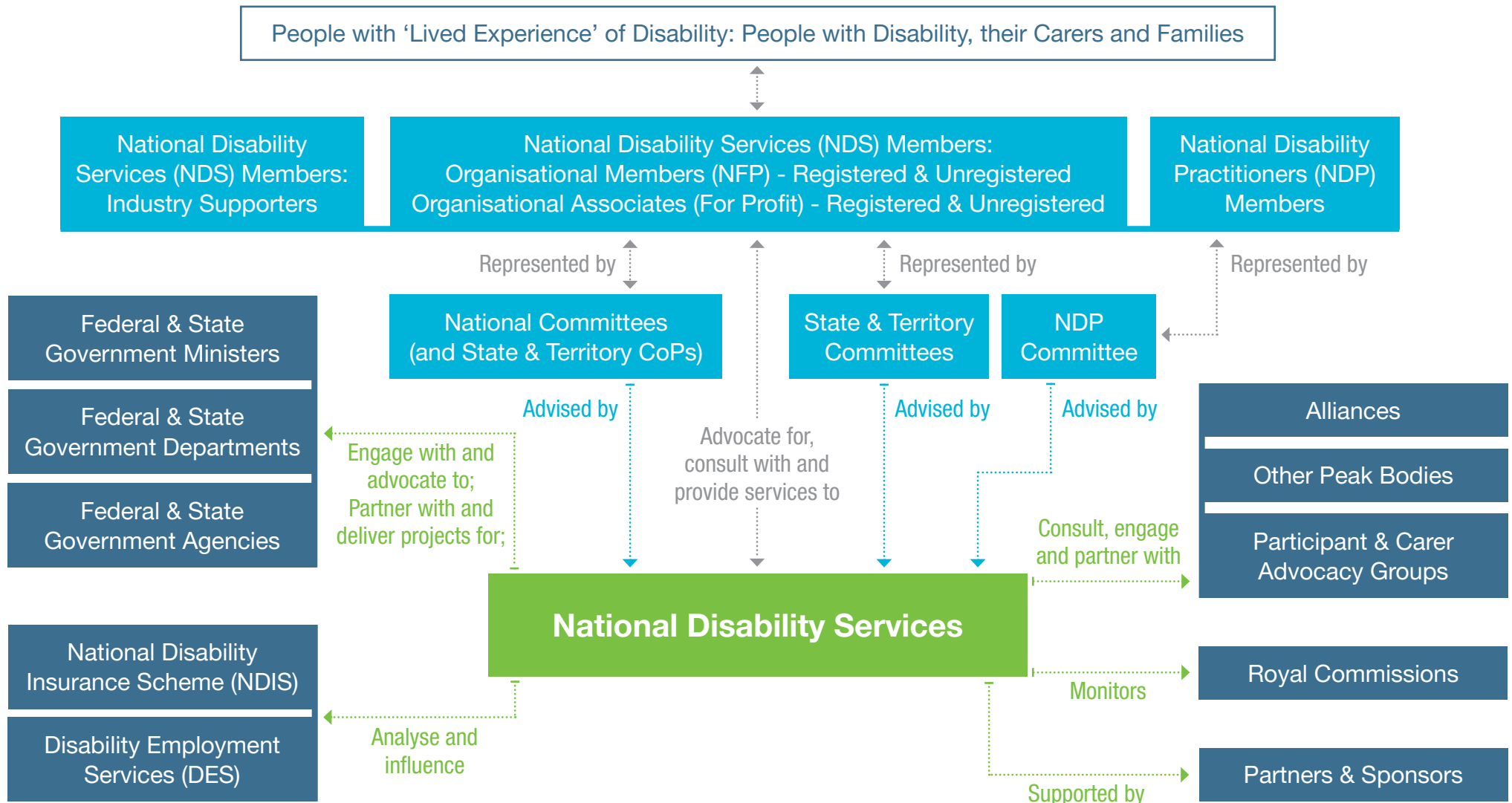
NDS Strategy – Towards 2025

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 Approach	We are passionate about driving real change.	We are collaborative, consultative and responsive.	We understand and value the diverse settings of our members.	We showcase the work of our members.	
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.

Some initiatives for each Goal are:

<p>Goal 1: Ensure NDIS delivers on its promise for all Australians.</p>	<p>Goal 2: A powerful, informed voice across the sector for all our members.</p>	<p>Goal 3: High quality and sustainable services by the sector.</p>	<p>Goal 4: Members and people with lived experience at the centre of our work.</p>	<p>Goal 5: A diverse and talented team delivering an organisation that is effective, efficient and sustainable.</p>
<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 Key Stakeholders



NDS Strategy – How We Deliver - Our Core Values

Respect	<p>We value everyone in the NDS team. We actively encourage the development of the team and individuals, and we recognise their contribution to the success of NDS. We value members’ expertise and their contributions and commitment to our sector.</p>
Leadership	<p>We lead and champion a better future for our sector in its support for people with disability. We are vigorous and bold in championing the rights of all people with disability as valued members of our community with the right to be in control of their lives.</p>
Innovation	<p>We strive to find ways to continuously improve, advance and bring meaningful outcomes to the disability sector.</p>
Collaboration and Teamwork	<p>We support each other, our members and the sector, to further our collective purpose to support people with disability. We work together efficiently and effectively, across all states and territories, to meet the needs of our members and their clients, and to support NDS to achieve its goals and vision.</p>
Accountability and Integrity	<p>We deliver on our commitments. We take ownership and hold ourselves accountable for meeting the expectations of our members and the sector. We uphold the highest standards of integrity in all our actions, practicing honesty, sincerity and trust.</p>