**National Disability Services**

Member Benefits Guide 2021

Getting the most from your NDS membership.

NDS represents service providers across Australia in their work to deliver high-quality services for people with disability. [NDS website](http://www.nds.org.au/)

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# About NDS

NDS is Australia’s peak body for non-government disability service organisations, representing the full spectrum of disability service providers across Australia.

We promote the full social and economic participation of people with disability by supporting high-quality, innovative and sustainable disability services. Members range in size from small support groups to large multi-service organisations and collectively, operate several thousand services for Australians with all types of disability.

NDS is Australia’s biggest and most diverse alliance of disability service providers. Found in cities, towns and regions all over the country, our 1,200 members serve all types of people with disability and do so in all sorts of ways. But whatever their services involve, and wherever they might provide them, our members often face the same challenges – and benefit from the same sorts of opportunities if and when they arise.

The NDIS’s focus on flexibility has been its greatest asset, empowering people with disability to have far more choice and control. But the scheme still presents our members with obstacles – from fragmentation and financial uncertainty, to confusion and tangled red tape. That’s why NDS offers members the chance to bring about change and explore ways to improve the sector. We believe that we are stronger together; that when all of us speak with one voice we make a sound certain to be heard by governments.

NDS members enjoy regular opportunities to pool resources, exchange ideas, and generally talk, learn, teach, network and listen. The collective experience of our members has been this organisation’s heart and soul for 75 years, filling and shaping the body of knowledge that the sector now relies on.

We also work hard to keep our members informed about day-to-day issues, so they can anticipate and rectify problems if and when they arise. Along with access to our ever-expanding range of professional and business development tools, members receive regular updates about policies and programs, as well as service delivery and management issues.

## Structure

NDS has offices in every state and territory. The organisation is governed by a national Board which includes the elected Chair from each state and territory committee as well as representatives elected directly by members.

NDS State Committees contribute to NDS’s achievement of its objectives. These committees develop strategic priorities that respond to the concerns and interests of members in that State/Territory and are compatible with NDS’s Strategic Plan.

NDS members are represented on National Committees and State Sub-Committees; refer to the section of this booklet titled ‘Advocacy and influence’ for further information (page 9).

## NDS elections/AGM

NDS Organisational and Life Members have the right to:

1. nominate a candidate, be a candidate and vote in NDS Board elections.
2. nominate a candidate, be a candidate, and vote in elections for State Committees in the state/territory in which their head office is located.
3. participate and vote in NDS’s Annual General Meeting.

Multi-state voting rights may be available to members operating and having a material presence in more than one state or territory (application and approval process for multi-state voting rights is required).

## Policies, reports and strategic directions

NDS’s Strategic Plan, Constitution, By-Laws, Disability Action Plan and Annual Reports can be [downloaded from the NDS website](http://www.nds.org.au/about/our-policies-and-strategic-direction)

## Membership Applications and Renewals

NDS membership consists of an annual financial year subscription. Renewals are sent to members from June each year and are completed online.

If looking to join NDS please contact:

Peter Hannon

phone 02 9256 3128

email Peter or access the [become a member webpage](http://www.nds.org.au/nds-membership/become-a-member)

# Key NDS staff

NDS employs a dedicated team of more than 100 staff skilled in providing resources, advice and member representation on a broad range of disability specific issues.

Have a question? We would love to hear from you!

As a member, you are also able to access our member-only NDS Helpdesk, where you can raise questions about the NDIS or disability employment and see responses to the questions raised by others. Read more about our helpdesk at page 6.

## NDS Membership Team

Belinda Allen

Head of Member Services and Marketing

phone 02 9256 3194

email Belinda

Peter Hannon

Membership Development Specialist

phone 02 9256 3128

email Peter

Emerson Riley

Membership Services Officer

phone 02 6283 3205

email Emerson

Tailah Phillipson

Membership Communications Officer

email Tailah

[NDS Management Team](http://www.nds.org.au/about/management-team)

[NDS Office Locations](http://www.nds.org.au/contact)

# Our services to members

* Our state and territory teams bring strength and understanding of the context of operations in each jurisdiction.
* Support for all members – metropolitan, regional rural, remote and very remote.
* Proven and effective advocacy to state/territory governments on disability issues.
* NDS uses technology to reach all members, far and wide. Our virtual conferences and webinars ensure members can connect, regardless of location.

Information is correct at time of printing, but may change without notice.

## NDS Members and Associates

Organisational Members and Associates can identify themselves as members by using a NDS member logo, conditions apply. Email the Membership Team for further information.

# Timely Information and Advice

## Access to a dedicated member-only web portal

Upon joining, NDS members are provided with access to exclusive member-only content on the NDS website. The member portal contains submissions lodged by NDS, latest news, policy papers, case studies, research, webinars, project-related information and more. Your organisation’s Main Contact and Administrator are able to upload your staff lists via the NDS member portal by visiting the ‘Account and Management’ tab.

Members are also able to attend a range of face-to-face meetings, conferences, professional development activities and issues-based committees and networks. See the ‘Advocacy and Influence’ and ‘Learn and Innovate’ sections (on pages 8 and 9) for further information.

### Need to retrieve your member login password?

Visit the [NDS login page](https://ndsorg-my.sharepoint.com/personal/alisa_maxted_nds_org_au/Documents/H%20Drive/ALISA/COMMS/www.nds.org.au/login) and select the ‘Forgot your password?’ link.

## NDS Helpdesk

The [NDS Helpdesk](http://www.nds.org.au/helpdesk) is your go-to online destination for members to ask questions about the NDIS and disability employment. Ask a question or search through the hub to see what other service providers are asking.

## Member Exclusive Webinars

Member-only webinars, podcasts and events are hosted regularly to tackle complex and relevant topics like the NDIS Quality and Safeguarding Framework, the Disability Royal Commission and more. Webinars can be accessed from the ‘Resources’ area of the NDS website.

## Email News Updates

NDS delivers up-to-date information and analysis via regular email News Updates on local, state and national issues.

## Annual State of the Disability Sector report

Released at the annual members-only CEOs’ Meeting each year, the [State of the Disability Sector report](http://www.nds.org.au/about/state-of-the-disability-sector-report) provides key trends, policy directions and issues in the disability sector. The report is available throughout the year.

## Information and advice about the NDIS

NDS is at the forefront of policy advocacy designed to enhance the implementation of the National Disability Insurance Scheme (NDIS).

Members have access to the intelligence gathered by NDS about the NDIS to support their planning. The [NDS Helpdesk](http://www.nds.org.au/helpdesk) details NDIS issues and updates in addition to question and answer functionality.

## Looking to add additional contacts to your membership?

The Main Contact and Administrator for the membership simply needs to login, click on Account and Membership / My membership / Our staff / Add staff. Members can also use our special bulk upload to quickly upload their staff list. Detailed instruction is available on [NDS’s website](http://www.nds.org.au/resources/how-to-guides)

## Would you like to adjust the type of information received?

Log in to the NDS website and click on ‘Account and Membership’, then ‘Manage subscriptions’ to access your account preferences.

# Advocacy and Influence

Members inform our work every step of the way. NDS has had strong relationships with governments, their departments and the sector for many years. We work hard to maintain these relationships and develop new ways to expand our policy influence.

NDS is working harder than ever in our key role of advocating on your behalf. Much of our advocacy takes place ‘below the line’, where influence happens quietly but assertively. Our strength in advocacy comes from the collective power of many providers and with 1,200 members, NDS has a strong voice at the policy table.

NDS members are represented on a number of National and State Sub-Committees in high priority areas including:

* Housing and Support
* Supported Employment
* Children Young People and Their Families
* NDIS Operations
* Open Employment
* Workforce
* NDIS Intermediaries
* Quality and Safeguarding
* Regional and Remote

The policy positions NDS advocate to governments are based on thorough consultation with members and supported by research and evidence. Through NDS, members have frequent opportunities to contribute to policy development. To view submissions made by NDS, visit [NDS's policy library](https://ndsorg-my.sharepoint.com/personal/alisa_maxted_nds_org_au/Documents/H%20Drive/ALISA/COMMS/nds.org.au/policy-library)

NDS advocates strongly on behalf of member organisations that provide employment services for people with disability. This advocacy includes direct interaction with parliamentarians, their advisers and senior DSS staff as well as cooperative relationships with other provider peak bodies. We have advocated for our members in the Fair Work Commission, including active participation in the reviews of the Supported Employment Services (SES) Award and the Social, Community, Home Care and Disability Services Industry (SCHADS) Award.

## Interested in joining an NDS Committee?

NDS State/Territory Committees contribute to NDS’s achievement of its objectives. These committees develop strategic priorities that respond to the concerns and interests of members in that state/territory and are compatible with NDS’s Strategic Plan.

State Committee elections are held annually by secret postal ballot, with call for nominations going out in July. Only NDS Organisational Members and Life Members are eligible to participate in Board and State Committee elections.

# Learn and Innovate

Your NDS membership gives you access to a community of diverse disability service providers. Together, we can collaborate, innovate and open doors to new opportunities for professional networks and personal development.

National, state and regional conferences and events

Receive discounted registration fees at many NDS regional, state and national conferences and events (where offered).

## View upcoming events on the NDS Events Calendar

[NDS's Event and Training](https://ndsorg-my.sharepoint.com/personal/alisa_maxted_nds_org_au/Documents/H%20Drive/ALISA/COMMS/www.nds.org.au/events-and-training)

Some upcoming events include:

* Quality and Safeguarding Virtual Conference, 12-13 May 2021
* Disability Employment Horizons, 19 May 2021
* Positive Behaviour Support Virtual Conference, 9 June 2021
* Workforce Virtual Conference, 24 June 2021
* Your Essential Briefings, July - August
* CEOs’ Meeting, 22-23 November 2021

## CEOs’ Meeting

NDS Organisational Members and Associates are eligible to attend NDS’s annual member-only CEOs’ Meeting providing analysis of national policy directions and advice on key management issues.

## NDIS, Quality and Safeguarding and Royal Commission into Abuse, Neglect and Exploitation of People with Disability specific forums

NDS has an exciting calendar of online and physical events to support your engagement in the biggest topics in the sector right now; including the NDS Your Essential Briefings, held in each State and Territory.

## National Disability Practitioners

Recognise and develop your staff with a FREE National Disability Practitioners subscription!

A skilled and informed workforce is crucial for the NDIS. As an NDS member, you can support, recognise and reward your staff through FREE access to NDP and all of the helpful resources it entails.

The NDP community consists of more than 15,000 passionate and professional individuals. NDP is committed to informing, developing and inspiring the Australian disability workforce, so that they can deliver quality services and life opportunities for the people they support.

Contact the NDP team to receive the code for free membership for all of your staff by emailing NDP or phone 02 9256 3188. Please note: the free NDP subscription is available to Organisational Members and Associates only.

## carecareers

carecareers is a not-for-profit talent attraction initiative for the disability, community and aged care sector, developed and managed by NDS.

The carecareers.com.au website offers a wealth of information and advice for jobseekers, as well as a variety of free resources for employers in the sector.

## NDS Learn and Develop

NDS has a number of strategic partnerships in place in order to promote learning and development opportunities to the sector – from e-learning courses to workshops and other resources. For further information email the Learn and Develop team

# Collaborate and improve

NDS has developed dedicated Royal Commission and COVID-19 hubs on our website housing many resources to assist members through the Royal Commission process and COVID-19, including webinars, workshops, and information sheets, details for panels of experts as well as news and links to helpful information. Members will receive regular e-newsletters to stay informed throughout the process.

# Business Supports and Services

NDS is committed to lowering the cost of doing business so you can free up financial resources for what matters most – delivering the best possible service for people with disability.

Please note: Some products/services are available to Organisational Members only.

## Gallagher

Access insurance and risk management advice for disability service providers. Gallagher is the endorsed insurance broker for NDS, providing specialist insurance and risk management advice to organisations and sole traders.

## WHS Advice Line

Facilitated by Sue Smith Safety Service, the WHS Advice Line provides organisational members and associates a free over-the-phone 15 minute initial consultation on a range of WHS topics

## NDS Legal Helpline

Facilitated by Holman Webb Lawyers, the national helpline offers NDS Organisational Members with a free over-the-phone advice consultation on any business related issue. Terms and conditions apply.

## Winc

NDS Organisational Members and Associates can access discounts of up to 25 per cent off the catalogue price on a range of office supplies with Winc.

## NDS Management Support Online

The NDS Management Support Online (MSO) service puts hundreds of resources on all aspects of running an organisation right at your fingertips. NDS Organisational Members will receive a 15 per cent discount when purchasing the MSO.

## Qantas Club

NDS Members and Associates can receive a discount on their Qantas Club membership and save up to $328.

## NDS Quality Portal

The NDS Quality Portal can help organisations manage risk and quality performance. NDS Organisational Members will receive a 10 per cent discount when purchasing the NDS Quality Portal.

## StreetFleet

Is your fleet NDIS ready? As a leader in providing Fleet Management services to the disability and not-for-profit sectors, StreetFleet offers NDS members a free fleet appraisal, unique tender system plus other discounted services.

## IR/HR Advisory Service

A NDS IR/HR Advisory Service, facilitated by WorkPlacePLUS will enable members to access a free initial half-hour phone consultation and an additional $50 per hour discount off the already competitive standard WorkPlacePLUS consultancy rates.

## Accountancy Advice Service

An accountancy advice service, facilitated by Pitcher Partners provides a complimentary 10 minute response to non-entity specific questions on any finance-related matter, including (but not limited to) JobKeeper queries.

## Nexia Australia

NDS’s small business (less than 10 FTE) and sole trader members are now able to access up to three complimentary 20 minute over-the-phone consultations on any NDIS business-related issue with Nexia Australia

## Referoo

Fast, simple, secure online reference checks. Referoo is the leading Australian owned, complete online referencing tool. Designed to make it easier for you to generate fast and secure reference checks, our suite of tools is customisable to any business, of any size.

## Emprevo

Emprevo is a digital workplace platform that specialises in filling all your shifts by automatically matching available work to any available, eligible workers on their smartphone. Your workers will love it as they get more of the work they want when and where they want it. Your managers will love filling shifts in minutes, not hours.

## Cynch Security

Cynch Security is online cyber fitness platform for digital small businesses. They take the complexity out of cybersecurity for business owners, enabling them to build cyber resiliency gradually over time by following their tailored program.

## Digital Armour

Data and Internet Solutions - whether you need a simple internet connection, cybersecurity solutions or a complex data network with hundreds of sites, our senior data experts can help you.

Email the NDS Membership Team for more information on how to access these benefits or if you have any recommendations or suggestions of products and/or services.

# National and Local Perspectives

NDS understands the importance of local networks and information and complements these with a national approach to ensure members have access to upcoming trends, analysis and learning opportunities and a strong, influential voice. Our state teams bring strength and understanding of the context of operations in each jurisdiction. NDS uses technology to reach all members, far and wide. Our virtual conferences and webinars ensure members can connect, regardless of location.

# Industry Supporter Directory

Non-disability organisations are able to join NDS as Industry Supporters. This subscription package enables them to access information on what is happening in the sector so that the many products and services they provide can be tailored to the needs of a service provider.

View a [list of current Industry Supporters](http://www.nds.org.au/industry-supporter-directory)

## Platinum

* Alchemy Technology
* BNG NGO Services Online
* Cinch Finance & Operations
* Community Industry Group
* Community Services Directorate
* Edmen Community Staff Solutions
* Ernst & Young
* Grant Thornton
* HDAA Australia Pty Ltd
* JPS Audit Specialists
* Lavan
* Lumary
* PricewaterhouseCoopers (Australia) Pty Ltd
* Purpose at Work Pty Ltd
* Ringwood Area Lions Aged Care Inc
* Rohling International
* Russell Kennedy Lawyers
* Social Ventures Australia
* Summer Foundation Ltd
* SupportAbility Software Pty Ltd

## Gold

* AccessAble Living Solutions Pty Ltd
* AGPAL & Quality Innovation Performance (QIP)
* Ansvar Insurance
* Arthur J Gallagher
* Aware Super
* Blue Bike Solutions
* Community Services Health & Education Training Council Inc
* Community Services Industry Alliance
* DPS Publishing
* e-Tools Software Pty Ltd
* Franklin Shanks
* Global-Mark Pty Ltd
* Hall & Wilcox
* Health Metrics
* Health Q Consulting
* IHCA
* Illuminance Solutions Pty Ltd
* Marsh Pty Ltd
* mySupply Store Pty Ltd
* Pitcher Partners Consulting Pty Ltd
* Queensland Meals on Wheels
* Reach for Training
* Saward Dawson Chartered Accountants
* Social Scaffolding
* St John Ambulance Australia (NSW)
* Street Fleet
* Tandem Inc
* Thomas Noble & Russell Chartered Accountants
* Unitech Solutions Pty Ltd
* Virtual IT Department, The
* VisiCase Australia Pty Ltd

# Statement of Principles

National Disability Services (NDS) is committed to assisting its members to provide high quality services and enhance the life opportunities and choices available to Australians with disabilities. This Statement of Principles outlines features of a quality service system that people with disability, their families and carers have a right to expect.

1. The provider respects the individual needs and choices of the people who use the service and seeks to model services around those needs and choices.
2. The provider promotes and supports the informed decision-making and the self-determination of the people who use the service.
3. The provider protects the dignity, privacy and confidentiality of individuals being supported, and discloses any limitations on its ability to guarantee full confidentiality.
4. The provider has policies and procedures to protect the people who use the service from abuse and to uphold their human rights.
5. The provider takes responsibility for ensuring competent and safe work practices based on applicable standards, continually striving to enhance staff competencies, knowledge and skills.
6. The provider exercises judgment within its area of expertise and the limits of its staff members’ qualifications. Where it lacks expertise, it collaborates with other services and agencies, seeks advice, or makes referrals.
7. The provider regularly evaluates the effectiveness of services, measuring performance against objective service outcomes and consulting with the people who use the services and their families or carers.
8. The provider promotes continuous improvement in service delivery, encouraging an organisational culture that fosters professional development and constructive service innovation.
9. The provider promotes efficient service delivery without compromising quality.
10. The provider fosters the inclusion of people with disability in the community.
11. The provider fulfills commitments in good faith and in a timely manner.
12. The provider acts with honesty, integrity, and fairness.
13. The provider shall respect the rights of individuals regardless of their race, creed, religion, sex, age, sexual orientation, national origin, or disability.
14. The provider ensures that services are delivered in a manner that is sensitive to cultural differences.