



# Member Benefits Guide 2024

Making the most of your NDS membership

NDS works with Australian disability service providers to develop capability, be informed, voice your needs and collaborate to build high-quality and sustainable disability services for people with disability.

# Face the future with confidence

At HESTA, we invest time in your super,  
to help you invest in your future.

Our online Future Planner tool,  
Retirement Income Stream, and Transition  
to Retirement Income Stream are just  
some of the many ways we're supporting  
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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 are Australia's biggest and most diverse network of disability service providers.

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

NDS has offices in every state and territory. We understand and are here for the disability sector at a local and national level. 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 create a message certain to be heard by governments.

And we believe that learning and sharing information with each other is equally as important. NDS members enjoy regular opportunities to pool resources, exchange ideas, and talk, learn, teach, network and listen. The collective experience of our members has been NDS's heart and soul for more than 75 years, filling and shaping the body of knowledge that the sector as a whole now relies on.

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

**Bottom line: NDS helps disability service providers to develop capability, be informed, voice their needs and collaborate to build high-quality and sustainable disability services for people with disability.**



# Governance

NDS has a number of forums for NDS Members to become involved and provide input on national issues and to respond to the concerns and interests of members in each State or Territory.

## NDS Board

NDS is governed by a national board which includes the elected chair from each state and territory, as well as representatives elected directly by members. Elections are held annually in October/November. NDS Organisational and Life Members have the right to nominate a candidate, be a candidate and vote in NDS Board elections.

## State and Territory Divisional Committees

Each State and Territory has its own Divisional Committee, consisting of representatives elected by NDS members in that state or territory. Elections are held annually in July. NDS Organisational and Life Members have the right to nominate a candidate, be a candidate, and vote in elections for State Committees in the state/territory in which their head office is located. Multi-state voting rights may be available to members operating and having a material presence in more than one state or territory (note: an approval process for multi-state voting rights applies).

## Annual General Meeting

NDS facilitates an Annual General Meeting in November each year. NDS Organisational and Life Members have the right to participate and vote in NDS's Annual General Meeting.

## 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. [nlds.org.au/about/our-policies-and-strategic-direction](https://nlds.org.au/about/our-policies-and-strategic-direction)

## 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.

Visit [nds.org.au/images/files/NDS-Statement-of-Principles-for-Service-Providers.pdf](https://nds.org.au/images/files/NDS-Statement-of-Principles-for-Service-Providers.pdf)

## Renewing your Membership

NDS membership is a financial year subscription due 1 July annually. NDS sends membership renewal notices in June and are completed online.

## Showcase your Membership

Organisational Members and Associates can identify themselves as members by using an NDS member logo, conditions apply. Contact the Membership Team at [membership@nds.org.au](mailto:membership@nds.org.au) for further information.



# Member Benefits

Effective and ‘smart’ advocacy, drawing on good practice and strong evidence to inform our positions

Members inform our work every step of the way.

NDS has maintained 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 more than 1,000 members and other providers, NDS has a strong voice at the policy table.

The policy positions NDS advocates 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.org.au/policy-library](https://nds.org.au/policy-library)

NDS also 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.

“Thanks so much NDS, you are always advocating for the disability sector and are respected by Government.”  
**NDS Member**

## National Communities of Practice

NDS’s National Communities of Practice support NDS’s advocacy as well as fostering collaboration and networking with other members who have shared interests. There are eight National Communities of Practice:

- Children, Young People and their Families
- Disability Employment Services
- Employment Supports (Social Enterprise)
- Housing and Support
- NDIS Intermediaries
- Quality & Safeguarding
- Remote and Very Remote
- Workforce

All NDS members are welcome to subscribe to and attend communities of practice. To indicate your preferences, simply follow the steps on your ‘manage subscriptions’ page under ‘Account and Membership’. Once you are subscribed, you will receive CoPs meeting invites and information from your CoP lead straight to your inbox.

## Timely insights and analysis to inform your decision making

### 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, hubs 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.

#### **Need to retrieve your member login password?**

Visit [nds.org.au/login](https://nds.org.au/login) and select the 'Forgot your password?' link.

### Email News Updates

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

### NDS Helpdesk

Have a question? We would love to hear from you! NDS members have exclusive access to the NDS Helpdesk, an online platform where you can ask questions about the NDIS and disability employment.

Visit [nds.org.au/helpdesk](https://nds.org.au/helpdesk)

"There is so much to focus on, [but], NDS provides the latest information and focuses on emerging issues."  
**NDS Member**

### Member Exclusive Webinars

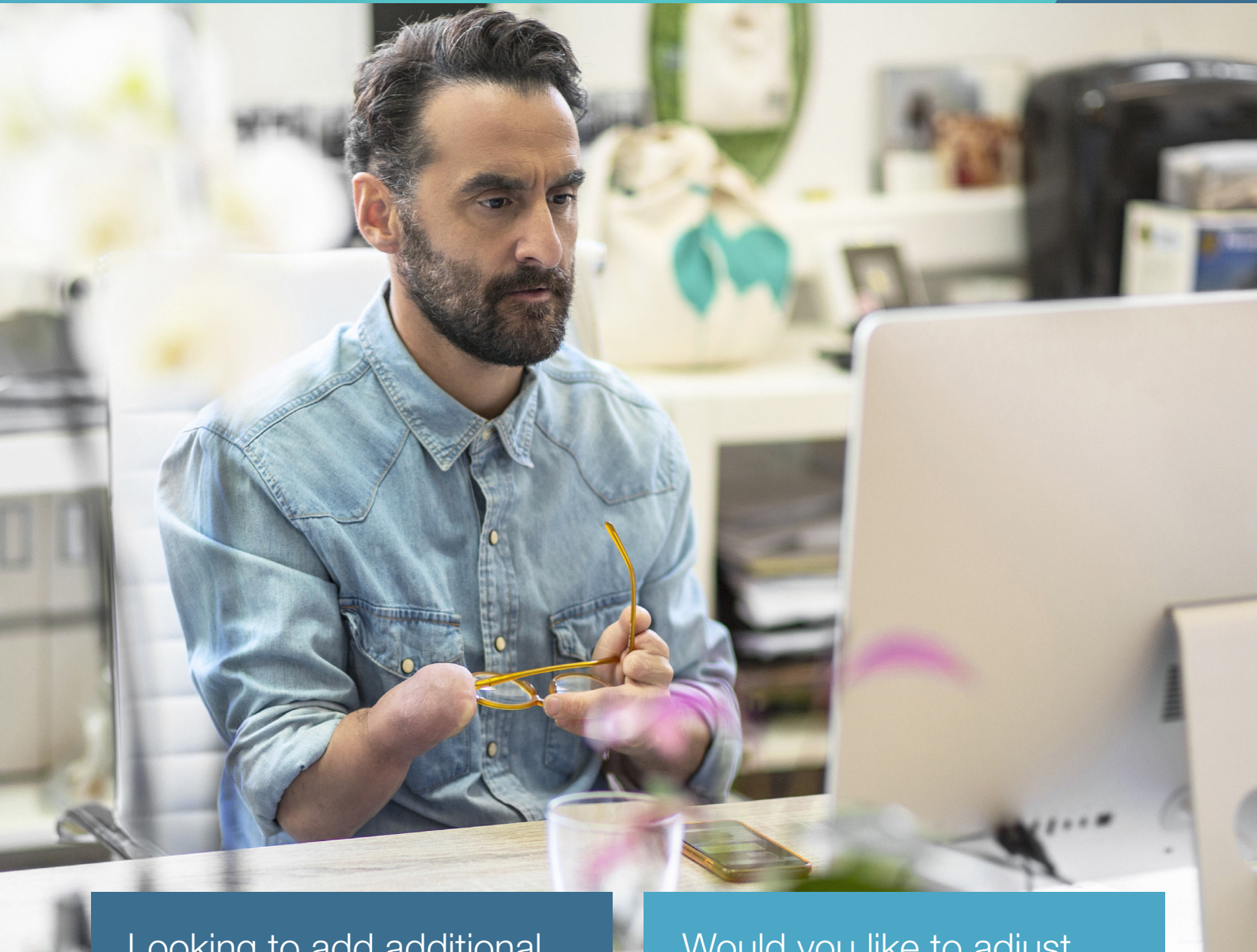
Member-only webinars, podcasts and events are hosted regularly to tackle complex and relevant topics like the NDIS Quality and Safeguarding Framework, the Disability Royal Commission and more. Webinars can be accessed from the 'Resources' ([nds.org.au/resources](https://nds.org.au/resources)) area of the NDS website.

### Annual State of the Disability Sector report

Released at NDS's flagship annual CEOs' Meeting each year, the State of the Disability Sector report provides key trends, policy directions and issues in the disability sector. The report is available throughout the year.

Visit [nds.org.au/about/state-of-the-disability-sector-report](https://nds.org.au/about/state-of-the-disability-sector-report)





## 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 at [nds.org.au/resources/how-to-guides](https://nds.org.au/resources/how-to-guides). To get the most from your membership, we encourage you to add all staff to your profile.

## 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.

## Tools, resources and services to promote and drive continuous improvement in service quality and business sustainability

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 not-for-profit Organisational Members only.

### 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.

### Emprevo

You don't need Emprevo until you do. Discover why more than 700 workplaces in Australia's leading health organisations love Emprevo. With your own Worker Marketplace, you can quickly find and connect with your workers to fill shifts faster than ever before.

### Expense Reduction Analysts (ERA)

Expense Reduction Analysts (ERA) is a leading network of cost reduction consultants who optimises supply chain and processes, finding the best suppliers and providers to meet an organisation's strategic needs. NDS members receive a 5% discount on service fees.

### 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.

"I know the information from NDS is researched and relevant for my organisation."  
NDS Member

### 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.

### NDS Legal Helpline

Facilitated by Holman Webb Lawyers, the national helpline offers not-for-profit NDS Organisational Members with a free over-the-phone advice consultation on any business-related issue. Terms and conditions apply. Terms and Conditions apply. Please contact [membership@nds.org.au](mailto:membership@nds.org.au)

### 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 Members will receive a 15% discount when purchasing the MSO.



Contact the NDS Membership Team on [membership@nds.org.au](mailto:membership@nds.org.au) for more information on how to access these benefits or if you have any recommendations or suggestions of products and/or services.

### **NDS Quality Portal**

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

### **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.

### **Qantas Club**

NDS Members can receive a discount on their Qantas Club membership.

### **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.

### **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.

## Networking, collaboration and sharing of knowledge, experience and good practice across the sector

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

NDS members receive discounted registration fees at many NDS regional, state and national conferences and events, including our premier event the annual Executive Leaders Conference. You can view upcoming events on the NDS Events Calendar [nds.org.au/events-and-training](https://nds.org.au/events-and-training)

### NDS Learn and Develop

NDS has a suite of Learning and Development solutions targeted specifically to the needs of the disability sector. We can help build individual and organisational capability, allowing you to focus on providing the best services and support to people with disability. NDS members save too, with generous discounts provided.

### NDS Workforce Essentials e-Learning

The NDS Workforce Essentials e-learning library allows you to train your workforce online, anywhere, at any time. The library has more than 100 essential resources, tools and learning products, developed by NDS experts for the disability sector. For more information, visit [nds.org.au/training-and-development](https://nds.org.au/training-and-development)

### Interactive Workshops

NDS delivers an extensive range of online and face-to-face workshops, in partnership with subject matter experts, to meet the professional development needs of the disability sector. We can even provide customised training in your workplace.

Topics include:

- Defensible Documentation
- Quality and Safeguarding
- Governing and Managing for Human Rights (Board level)
- Incident Reporting
- Risk Management



“NDS provides contemporary, relevant and high-quality training opportunities for the disability sector”  
**NDS member**

- Mental Health and wellbeing
- Manual Handling
- Leadership
- Emotional intelligence
- Lean Transformation
- Disability Awareness, designed and co-facilitated with our Lived Experience Network

### Check out our workshops

Visit [nds.org.au/index.php/training-and-development/in-house-workshops](https://nds.org.au/index.php/training-and-development/in-house-workshops)

For further information or to discuss how NDS’s Learning and Development solutions can support you or your organisation please contact us at [learnanddevelop@nds.org.au](mailto:learnanddevelop@nds.org.au)

## 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, giving your staff access to exclusive resources, learning and development and networking opportunities. The NDP community consists of more than 13,000 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 on [info@ndp.org.au](mailto:info@ndp.org.au) or 02 9256 3188.

**Please note:** the free NDP subscription is available to Organisational Members and Associates only.



“NDS staff are friendly and helpful and offer credible information and advice.”  
**NDS member**

## Key NDS staff

NDS employs a dedicated team of staff skilled in providing resources, advice and member representation on a broad range of disability-specific issues. Our state and territory teams bring strength and understanding of the context of operations in each jurisdiction.

### **NDS Management**

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

### **NDS State and Territory Offices**

Contact us: [nds.org.au/contact](https://nds.org.au/contact)

### **Member Services Team**

Phone: 02 6283 3205

Email: [membership@nds.org.au](mailto:membership@nds.org.au)

# Industry Supporter Directory

Non-disability organisations can 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 disability service providers.

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

Platinum	Gold
Alchemy Technology	AGPAL & Quality Innovation Performance (QIP)
Ansvar Insurance	Arthur J Gallagher
Blue Bike Solutions	Aspirico Pty Ltd
BNG NGO Services Online	Community Services Industry Alliance
Cinch Finance & Operations	DPS Publishing
Community Services Directorate	e-Tools Software Pty Ltd
Lavan	Franklin Shanks
MEGT (Australia) Ltd	Hall & Wilcox
PricewaterhouseCoopers (Australia) Pty Ltd	HESTA
Purpose at Work Pty Ltd	ImpactInstitute
Ringwood Area Lions Aged Care Inc	mySupply Store Pty Ltd
Russell Kennedy Lawyers	Nightingale Software
Social Ventures Australia	On Track Investigations
StewartBrown	Pitcher Partners Consulting Pty Ltd
SupportAbility Software Pty Ltd	ShiftCare
	Street Fleet
	Surgical House Pty Ltd
	TechAbility
	Unitech Solutions Pty Ltd
	WorkPlacePLUS



## **NDS Member Services**

Phone: 02 6283 3205

Email: [membership@nds.org.au](mailto:membership@nds.org.au)

**LinkedIn** @National Disability Services

**Facebook** @nationaldisabilityservices

[nds.org.au](https://nds.org.au)

**NDS** National  
Disability  
Services