National Disability Services (NDS), Western Australia

Digital Annual Report 2016/17

# Membership

Attract and maintain a growing and diverse sector-wide membership that values NDS

## Representing strong membership – Strategic Plan 2017

NDS has a clear purpose and role with more than 1150 non-government disability services organisations across Australia being NDS members. These members provide a full range of services, including:

* Accommodation
* Home Support
* Respite
* Therapy
* Community Participation
* Employment

NDS’ priorities are informed and shaped by members.

[View the new Strategic Plan](https://www.nds.org.au/news/nds-launches-new-strategic-plan) for 2017 and beyond.

### Local Focus

In WA, 110 members provide services to nearly 26,000 West Australians, their families and carers. NDS has further extended its reach through initiatives including ACROD Parking, Companion Card, Changing Places Network, and Community Living and Participation Grants.

## Quote from Joan McKenna Kerr, National President of NDS, Chair of NDS WA

“Our focus at NDS is to advance the social and economic inclusion of people with disability and build strong and dynamic disability and support services to support the successful implementation of the NDIS”.

# Influence

Government, strategic partners and media recognise NDS as the authoritative and credible voice of the disability services sector.

## Fortify and champion NDIS – Reach and Impact

In order to increase the reach and impact with the public and its members, NDS has developed the WA Industry Plan, Pre-Budget Submission, Services Priority Review, NDIS Essential Briefing, and National Disability Strategy.



## Quote from NDS WA Service Priority Review Submission

“Harnessing opportunities and resolving issues will require significant investment, resourcing and commitment to strengthen our community’s capacity.”

## Machinery of government changes – State-wide transformation

* Western Australia’s human services functions consolidated under new Department of Communities
* More holistic and coordinated delivery of services
* Service Priority Review
* Strengthened partnership approach
* Delivery of integrated and sustainable disability services

## Quote from NDS WA Service Priority Review Submission

“A high quality disability sector workforce that strengthens, safeguards and provides greater choice is a vital part of building vibrant services in local communities.”

## NDIS in WA

**NDIS roll out in WA commenced on 1 July,** ensuring that West Australians with disability will be able to access the NDIS. **NDS WA has highlighted to government the:**

* Importance of local decision making that is close to people with disability, particularly people requiring exceptionally high support
* Unique conditions of rural and remote communities
* Need for government investment in transition support and workforce development

## NDS WA State Budget Priorities 2016/17 – Policy and advocacy centrepiece

The WA NDS 2017-18 Pre-Budget Submission (PBS):

* Highlights key policy issues facing disability sector
* Scopes transitional change and monumental reform
* Provides government with clear picture of challenges and opportunities for the sector and people with disability
* Identifies funding priorities and critical areas of demand
* Building on existing strong level of services

### Ten Key Priorities

1. Partnership and transition to NDIS in WA
2. Support and implement the WA Disability Services Industry Plan
3. Integrated services for people with complex needs
4. Preventing and responding to abuse, neglect and harm and equal access to justice
5. Stronger investment in education and training
6. Investment in employment solutions
7. Investment in housing solutions
8. Enhancing access and inclusion: ACROD Parking, Companion Card and Changing Place
9. Addressing transport accessibility
10. Improving health and wellbeing outcomes

[Read the complete WA NDS 2017-18 Pre-Budget Submission (PBS).](https://www.nds.org.au/news/nds-wa-presents-2017-18-pre-budget-submission1)

## Industry Plan – Roadmap for NDIS implementation in WA

The WA Disability Services Sector Industry Plan includes:

* NDIS Snapshot
* Profile of the WA Disability Sector
* Three strategic themes
* Seven strategies
* 24 actions and initiatives
* Recommended next steps

[Read the complete WA Disability Services Sector Industry Plan](https://www.nds.org.au/resources/wa-disability-services-sector-industry-plan).

## Economic and service growth



## Community access and inclusion – Values driven

This year NDS WA has:

* Approved $650,000 in small grants through the Community Living and Participation Grants program to support West Australians with disability and local community groups;
* Supported over 12,000 people with disability through the WA Companion Card program and network of Affiliates; and
* Issued 45,000 new and renewed Australian Disability Parking Permits, bringing the total to 80,000 WA permits in circulation.

The WA Companion Card program celebrated ten years of operation in 2016 and recognised Event Cinemas as their Affiliate of the Year as voted by WA cardholders.

## NDS WA Lunch in celebration of International Day of People with Disability

NDS WA celebrated International Day of People with Disability by hosting a Lunch on 2 December for 500 West Australians, including people with disability, the disability sector and representatives from government and the business community.

The theme for the NDS WA Lunch in celebration of International Day of People with Disability was ‘Transforming Our World’ and promoted the removal of all types of barriers; including those relating to the physical environment, information and communications technology or attitudinal. The theme was linked to the overarching United Nation’s theme ‘Achieving 17 Goals for the Future We Want’, which draws attention to 17 sustainable development goals and how these goals can create a more inclusive and equitable world for persons with disabilities.

The major focus of the Lunch was to showcase and celebrate a diverse group of West Australians with disability who shared their journey and achievements.

Highlights included, interviews with disability advocates Catia Malaquias and Robyn Lambird, and self-taught artist, Jacob ‘Shakey’ Butler, who created a live artwork during the Lunch. Paralympians Sharon Jarvis, Brad Scott, Priya Cooper, Colin Harrison and Russell Boaden, also shared their stories of competing at the Olympic Games.

The event was proudly sponsored by the Ability Centre, Disability Services Commission, Nulsen Disability Services, RAC and Senses Australia. Lotterywest also supported 175 people with disability and their companions to attend the event.

For further information on the NDS WA Lunch in celebration of International Day of People with Disability, please [visit the event page](https://www.nds.org.au/events-and-training/nds-wa-lunch-in-celebration-of-international-day-of-people-with-disability-2).

## 2017 Disability Support Awards

The 2017 WA Disability Support Awards showcased the impact of quality support on the lives of people with disability and raised the profile of the sector as an employer of increasing significance. Attracting almost 150 nominations across the WA sector, the Awards culminated in a gala dinner attended by 760 people.

A communications campaign in the lead-up to the WA Disability Support Awards highlighted the careers and achievements of support workers who had achieved excellence in their fields by promoting nominees/finalists and winners in the various Award categories in both mainstream and social media.

NDS WA proudly hosts the Awards in partnership with Disability Services Commission. Sponsorship was provided by RAC, HESTA, Intelife, Mosaic, Ability Centre, Family Support WA and Zenith Insurance Services. In addition, Lotterywest supported 100 people with disability and their companions to attend the event.

For further information on the WA Disability Support Awards, please [visit the official website](http://www.dswa.org.au/).

## Media

* Proactively working to promote positive stories and profile of members
* Recognised voice for comment on issues facing the disability sector
* 40+ stories featured in The West Australian, community and regional newspapers, radio and social media

# Member Capacity

Members are informed and well-resourced to provide quality supports.

## Sector development

* Quality
* Workforce
* Pricing
* Safeguarding
* Governance
* Market
* Customers

## Learning and development – Insight and know-how

* Strategic planning for NDIS implementation
* Critical governance and implications of significant change
* Transitioning into a market environment
* Maintaining mission whilst leading change
* Managing complexity and emotional impact of transition process
* Leadership and change management

## Learning and development – Capacity and capability

* Governance for Board Members and CEOs
* IT Systems Forum
* Coaching skills and Leadership series
* Developing and Implementing a Marketing Strategy
* Money Can’t Buy Inclusion
* Applied Human Rights for Frontline Staff
* Scenario Planning and Thinking Masterclass
* Working with Aboriginal Staff and Clients

## Quality and safeguarding – Development program

NDS in WA is working with small and medium size disability services organisations to develop their internal quality and safeguarding mechanisms to the highest level, with support from specialist consultants.

This year year, NDS WA had involvement from 162 participants and 15 organisations, and hosted 9 metro workshops and 4 regional workshops. The workshops offered attendees:

* Quality services, safeguarding and complaints handling workshops
* Identify specific areas of organisational strength and areas for quality improvement
* Obtain organisation-specific learnings, mentoring and practical support
* A full suite of quality and safeguarding related resources

[Read more about NDS WA’s focus on quality and safeguarding](https://www.nds.org.au/news/focus-on-quality-and-safeguarding).

## Complaints handling and management project – Getting it right

* Interactive forums for metro and regional services
* Provision of resources
* Facilitated collaboration between sector representatives, people with disability, family members and advocates

## Workforce excellence – Values based recruitment toolkit

* Enables recruitment of more diverse workforce
* Online assessment of the values critical to successful performance in the field
* Tailored strategies for organisations to engage the right staff
* Free member resource

[View the complete values based recruitment toolkit](http://www.nds.org.au/value-based-recruitment).

## Customised employment process – Individualised Employment Supports and Services

NDS WA has undertaken a first of its kind in Australia, School to Work Transition Pilot in the NDIA Perth Hills Trial site. The Pilot involved the design and delivery of a Customised Employment approach and Discovery Process training program for Disability Support Organisations, Disability Employment Service providers, Supported Employment Enterprises (ADE’s), and WA Department of Education and School Representatives.

The aim of this early intervention pilot was to assist nearly 500 students with a range of disabilities in the NDIA Perth Hills trial site from Years 10-12 to include employment related goals in their Individual Plans, to be attained through the Customised Employment approach.

The learnings from the customised approach have also been applied to the WA NDIS trial sites to achieve an increased number of young people transitioning to employment.

The Customised Employment approach and Discovery process training has been delivered throughout the Perth metropolitan and Lower South West region. The training has recently been delivered to a range of disability service providers in Melbourne and Sydney, with a number of these organisations adopting this new concept as part of their service delivery.

[Read more about our Transition to Employment initiative](https://www.nds.org.au/resources/transition-to-employment-tools-for-school-leavers).

## Quote from NDS Strategic Plan 2017

“If the opportunities and support available to Australians with disability are to improve, a strong and dynamic mission-driven disability services sector is essential.”

## Workforce Planning – Building leadership skills

* Align workforce planning and development strategies with overall business objectives
* Informed by dynamic consumer preferences
* Focus on small, medium (SMEs) and regional organisations
* Individual workforce planning consultancy support

[Read more about NDS’ delivery of a workforce planning initiative](https://www.nds.org.au/news/nds-delivers-workforce-planning-initiative-for-workforce-growth).

## Quote from NDS WA Workforce Planning Project

“All participating organisations rated an increase in competence in the Workforce Planning process, with a dramatic increase of participants who rated their capacity as ‘very good’ by the end of the project.”

## projectable – Building a disability sector workforce

projectABLE is a response to the expected 70,000 new jobs that will be created in the disability and care sector by 2019 as a result of the full roll out of the National Disability Insurance Scheme.

Through interactive workshops for students in years 10, 11 and 12, projectABLE inspires students to apply their passions, skills and abilities to enrich their lives and the lives of others by pursuing a rewarding career in the disability and community service sectors.

Our half-day workshops are **free**, delivered in schools and are led by people with disability. Our presenters talk honestly and openly about their disability and are selected based on their ability to connect with students. It is this connection, coupled with honesty and humour, that enables students to learn about life with a disability, the importance of social inclusion and what they can do to make a difference.

There is a huge variety of career options in the disability and community care sector; from support workers and nurses to social workers, advocates, physiotherapists, marketing professionals, business managers and IT professionals.

[Visit the official projectABLE website](http://www.projectable.com.au/) for further information.

## Sector Leadership – NDS WA Conference 2016

* Shaping the Future – Preparing for Change
* Three streams: Quality and Safeguarding, Sustainable Services, Workforce and Employment
* Record number – more than 500 delegates

# Resources

NDS has the revenue required to meet its strategic and organisational objectives.

## Revenue – Organisational sustainability

NDS WA secured funding in 2016-17 for:

* Workforce Development
* Transition to Employment for Young People (DSC)
* Quality and Safeguarding
* Management of Changing Places Network
* Capacity Building – Collaboration and Partnerships between NFPs
* Community Living and Participation Grants
* School to Work Transition (NDIA)

## Lindsay Street, Northbridge – Significant asset for the WA disability sector

* In 2015-16 and 2016-17, NDS WA leased its Northbridge property
* Lotterywest provided a grant for the purchase and fit out of the new office accommodation
* NDS WA took ownership on 14 June 2017
* Osborne Park offices leased

# Governance

NDS Board and committees make maximum use of members’ knowledge, skills and influence

## Representing strong membership – Engaging with members

### Representation on National Board

President: Joan McKenna Kerr, Autism Association of WA
Elected Member: Gordon Trewern, Nulsen Disability Services

### NDS WA State Committee 2016/17

* Debbie Karasinski, Chair (Jul-Feb), Senses Australia
* Joan McKenna Kerr, Chair (Feb-June), Autism Association of WA
* Gordon Trewern, Vice Chair, Nulsen Disability Services
* Marina Re, Vice Chair, Identitywa
* Fiona Beermier (Retired), Intelife Group
* Justine Colyer, Rise Network
* Marcus Stafford, MSWA
* Matt Burrows, Therapy Focus
* Michael Tait, Rocky Bay Inc.
* Rob Holmes, Enable WA
* Rosie Lawn, Avivo
* Sue Ash (Retired), UnitingCare West

### Sub-committees and Chairperson/s

* Access and Inclusion, Michelle Crook, Rocky Bay Inc.
* Accommodation and Housing, Janet Wagland, Brightwater
* Clinical and Allied Health, Kelly Gurr, Senses Australia
* Employment, Patrick Moran, EDGE Employment Solutions; and Chris O’Brien, Ability Centre (Retired)
* Finance and Sustainability, Rob Gotti, Intelife Group
* Workforce, Phil Simich, Ability Centre

### Sector interests groups

* Quality Services
* NDIS