National Disability Services Webinar: Responding to Covid-19 accessible slides



Document in English language

# Slide 1

## National Disability Services: Responding to COVID-19: Lessons from 2020 as we plan ahead webinar

Friday 19 February 2021

# Slide 2

## Agenda

Welcome and Introductions

Reflection and Resetting: Why we are here – Sarah Fordyce, State Manager (VIC) National Disability Services

Setting The Scene – David Moody, National Disability Services C.E.O

2020 Reflections – Graeme Kelly, Project Advisor, Safer and Stronger

2020 Workforce Reflections - Yumi Stamat, Purpose at Work

Provider Perspectives:

* Kate MacRae, Able Australia (VIC)
* Jennifer Luff, Sunnyfield (N.S.W.)
* Jo Jessop, Multicap (Q.L.D.)
* Breakout Sessions – Issues and opportunities sharing
* Report back and discussions

# Slide 3

## Why we are here

Sarah Fordyce – State Manager (VIC), National Disability Services

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## Setting The Scene

David Moody, C.E.O., National Disability Services

# Slide 5

## Hot issues for our sector in 2021

* Covid-19
* S.I.L./S.D.A./Housing & Living Options
* Workforce
* Disability Royal Commission
* Disability employment
* Pricing
* Support Coordination
* Quality and Safeguards
* Tune Review implementation
* N.D.S. Review
* Federal Election?

# Slide 6

## Reflecting on 2020 and what we have learnt

* How to be more agile and deal with adversity more effectively
* Staff can work from home productively
* Government support makes a difference
* The value of having a great team who had the knowledge, capability and initiative to make a difference
* The true value of collaboration and support between organisations
* The value of leadership demonstrating resilience

# Slide 7

## Learning how to work with Covid in 2021

* Covid is not going away any time soon so we should be prepared for some disruption and more challenges ahead
* Look at 2021 as a year of opportunity to lift and grow with better outcomes for providers and their clients
* It’s another year to learn from others and collaborate with partners who can add real value
* Enhance our staff engagement and productivity to achieve our goals and objectives
* Providers to invest in their businesses and in their staff to achieve greater outcomes

# Slide 8

## Key lessons from 2020

Graeme Kelly

# Slide 9

## C-19 Lessons – Highlights from Report to N.D.S. Victoria February 2020

Graeme Kelly – Optimate Consulting

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# Slide 10

## Safer Stronger and maybe Smarter – Introduction

* Report for key stakeholders
* Best Practice captured
* Methodology used multiple sources
* Primary source C.E.O. Interviews
* Inquiry directed to:
  + What worked well?
  + What could be improved?
  + What should be changed?
* Five key themes emerged

# Slide 11

## Infection Prevention and Control and Business Continuity

What worked

* Initial sector preparations/response – mostly “without a safety net”
* Effective response to positive cases
* Collaboration stood out before ramped up support over last six months
* Finally, some agreed quality I.P.C. training

# Slide 12

## I.P.C. and Business Continuity

Recommendations

* Keep the momentum going/“Make it stick”
* Develop further logistical support i.e. infrastructure and business continuity approaches that have proven successful
* Continue to develop good practice

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## 2. Business Sustainability and Innovation

What worked

* Improved balance between operational and strategic
* Opened eyes for future opportunities and risks
* “Never waste a crisis to shake up thinking”

# Slide 14

## Business Sustainability and Innovation

Recommendations

* Seek support from good practice organisations
* Consolidate learnings for better financial reporting and scenario development
* Employ strategic adaptation to emerge stronger

# Slide 15

## 3. Workforce and Wellbeing

What worked

* Finding new ways of working at the front line and in support functions
* Stronger focus on staff wellbeing

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## Workforce and Wellbeing

Recommendations

* Consideration should be given to appropriate recognition
* Use C-19 as a launching pad for a new work force strategy
* Confirm and simulate the surge work force response
* Work force strategy must address W.H.S.

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## 4. Governance and Leadership

What worked

* More responsive governance and risk management frameworks
* Taking responsibility early and maintaining oversight
* Fast tracked revised K.P.I. reporting to a small number of agreed indicators
* Use of existing resources

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## Governance and Leadership

Recommendations

* Formalise your governance approach/contingency planning
* Look for opportunities to share and collaborate not just on C-19
* Be proactive and don’t wait for the “establishment” to respond
* Reflect on your lessons learned/good practice

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## 5. Collaboration and Communication

What worked

* Moving from alarm to support action
* Leadership provided through Able Australia
* Activating local connections based on existing relationships
* Clear, correct and consistent leadership communications

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## Collaboration and Communication

Recommendations

* Strengthen NDS capability to consolidate improvement
* Strengthen existing collaborations that align well with new actions
* Integrate co-design and greater involvement of customers in the C-19 normal future
* Increase engagement with customers with diversity needs
* Explore recent improvements in communications technology

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## Conclusion

“Nobody does pandemic well but we did better than most”

# Slide 22

## Workforce lessons from Covid-19



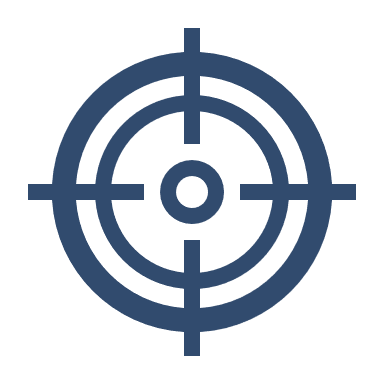
Yumi Stamet, Director Purpose at Work

19 February 2021

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## Purpose of this session

What lessons can be drawn in the area of workforce development and management from Covid-19?



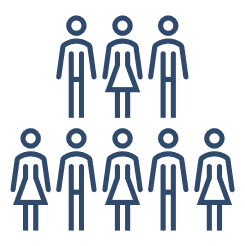
Content:

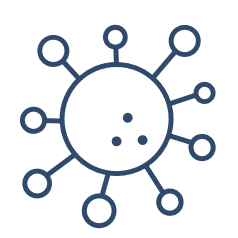
* Workforce issues during the Covid-19 crisis
* How did providers respond?
* What lessons can we draw?

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# Slide 24

## Workforce size issues during Covid-19

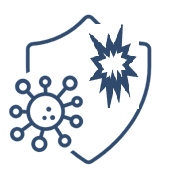




* Staff mobility restricted
* Drop in demand
* Staff going into isolation
* Lack of surge workforce



* Staff with multiple employers
* Workforce shortage

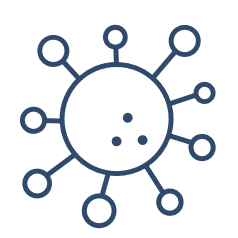


* Casuals and sole traders
* Low pay rate
* Mostly female staff

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## Workforce skills issues during Covid-19

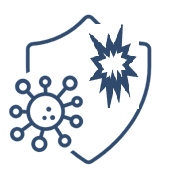




* Infection control



* Lack of time/resources for training

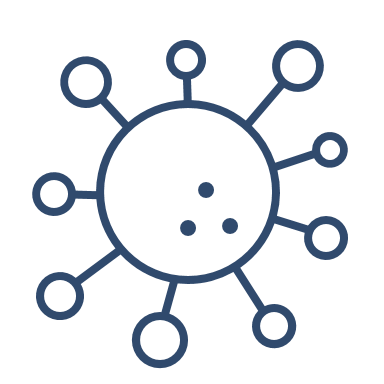


* Literacy and language

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## Work environment issues during Covid-19

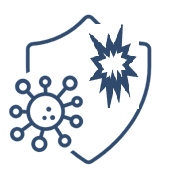




* Lack of emergency planning
* Manager exhaustion
* Additions to workload and stress
* Access and use of P.P.E.
* Border issues



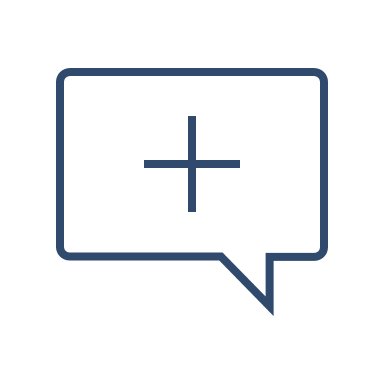
* Job stress, fatigue, and mental health issues amongst workforce



* Lack of supervision
* Lack of frontline autonomy
* Lack of workforce planning

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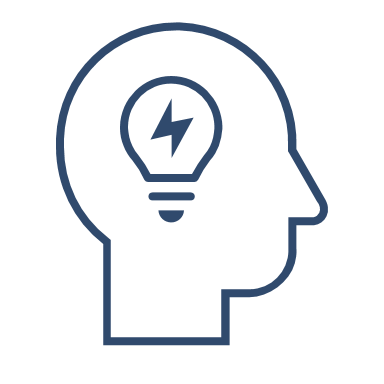
## Providers response to Covid-19



* Recognition of importance of support work
* Increase use of technology
* Adoption of new ways of working
* Stronger focus on staff wellbeing
* Providers working together to face the crisis

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## What lessons can be drawn?



* Start improving your work environment
* Align your workforce practices to the new times
* Increase your planning capability
* Collaborate to address systemic issues

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## More information

* [NDS session with two providers on how their self-organising teams responded to Covid-19](https://youtu.be/LF0COXI8C_8)
* [Article by Corporate Rebels on how progressive organisation respond to crisis](https://corporate-rebels.com/times-of-crisis/)
* [National Skills Commission Report: The shape of Australia’s post Covid-19 workforce](https://www.nationalskillscommission.gov.au/shape-australias-post-covid-19-workforce)
* [Social policy Research Centre: The disability workforce and Covid-19](http://unsworks.unsw.edu.au/fapi/datastream/unsworks:66998/bincdf1e78b-f5e3-470d-8601-ee2cdadb3d42?view=true&xy=01)
* [University of Melbourne: Disability support workers: the forgotten workforce in Covid-19](https://mspgh.unimelb.edu.au/news-and-events/disability-and-health-unit/about/forgotten-workforce-in-covid-19)

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## Yumi Stamet, Purpose at Work

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[Purpose At Work webpage](http://www.purposeatwork.com.au/)

[LinkedIn page](https://www.linkedin.com/company/purpose-at-work-pty-ltd/)

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## Provider Perspectives

Kate MacRae – Able Australia (VIC)

Jennifer Luff – Sunnyfield (N.S.W.)

Joanne Jessop – Multicap (Q.L.D.)

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## Covid-19 Reflections



Kate MacRae C.E.O. Able Australia

Chair of C.E.O. Covid Collaboration

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## Invisible



# Slide 35

## Health/Disability



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# Slide 37

## Collaboration



# Slide 38

## What next



# Slide 39

## Vulnerable Workers



# Slide 40

## Mental Health and Well Being



# Slide 41

## Literacy and Health Literacy



# Slide 42

## Administrative Burden



# Slide 43

## Financial Viability



# Slide 44



* Communication
* Infection Protocols
* Business systems and support
* Response Plans
* External stakeholders
* Client and Staff Welfare

# Slide 45

## Short Break

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## Breakout rooms

What lessons will you take from operating during the COVID-19 environment that you can build upon in your organisation into the future?

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