

Annual Report 2021







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Report from NDS President and Interim CEO

Message from Rohan Braddy, NDS
President and Laurie Leigh, NDS
Interim Chief Executive Officer

Borders closed. Schools and businesses shut down. Families separated. Financial uncertainty.

The 2020-21 financial year was a difficult time, not just in Australia but all over the world. We all had to adjust to new ways of living and new ways of working, and cope with new levels of anxiety and stress.

The disability sector, of course, was hardly immune to the turmoil, with day programs put on hold, community centres closed, and suspensions and reductions in supported employment. Many Australians with disability were particularly vulnerable to the virus, others particularly impacted by being confined to home.

But while repeated lockdowns were tough on the sector, the resilience and dedication of NDS members is something else that clearly came to the fore.

Even though they were often confined to their homes, or unable to operate in communal settings, we saw service providers all over the country adapt in all sorts of ways to support their participants.

Online and in person, in parks and on Zoom, NDS members did everything they could



to overcome the challenges of COVID, and maintain – or improve – their services.

And just as our members should be proud of their year, we at NDS are proud of how we worked to support them.

With regular webinars and frequent news updates, together with online courses, conferences and Communities of Practice, there was nothing ‘virtual’ about our efforts to connect with members during what was, by necessity, a largely ‘virtual’ year.

As the pandemic rolled on, we continually updated our COVID-19 Hub, providing a single place for trusted advice and member-only resources like discounted PPE.

Similarly, our support for navigating the Disability Royal Commission also continued, with events and up-to-date advice expanding our Royal Commission Hub.

Throughout the year, we also connected with policy makers, conveying members’ views on

a wide range of issues, including SIL, SDA, mandatory vaccination and NDIS pricing. Appointed new Minister for the NDIS in March 2021, one of those policy makers – The Hon Linda Reynolds – has so far provided grounds for (cautious!) optimism with her proactive approach to consultation.

Following extended engagement with the NDIA's pricing team, we saw one of the year's biggest wins with the NDIA delaying the mandatory adoption of the new group pricing methodology. This welcome announcement means members have until mid-2022 to transition.

Elsewhere, the NDIS Quality and Safeguarding Commission began operating in Western Australia, and soon after, introduced new nationally consistent worker screening checks, to be administered by individual states and territories. While a nationally consistent safety check is supported by NDS, it's clear that that implementation created enormous administrative and processing hurdles, with long delays which risked workers' ability to continue providing supports. NDS and our members lobbied hard to avert this and we continue to work with the NDIS Commission and the jurisdictions to iron out issues.

Another notable development saw NDS join the sector-wide call for the Australian government to halt the planned rollout of independent assessments. While we all want equity, NDS members were rightly concerned the proposed approach lacked a genuine participant focus, largely ignored individual circumstances (as well as treating-health-practitioner advice), and offered little opportunity for appeal. Needless to say, we were pleased

to see the roll-out abandoned, together with a proposal to redefine 'reasonable and necessary' under an amended NDIS Act.

Another welcome development involved the introduction of the Participant Service Guarantee – with a set of KPIs around service quality and timeliness that the Agency has been measuring itself against since July 2020, now to be included in the Act review.

In our last member survey, NDS's Net Promoter Score improved by 18 points, with more than three-quarters of respondents declaring themselves satisfied with the results of their NDS membership.

Much of NDS's success across the year can be attributed to the insights and input provided by our members and the dedicated work of our staff.

Recognition is also owed to our former CEO David Moody, who departed NDS in mid-2021, after five years 'in the trenches' with us across different roles. We acknowledge and thank David for all of his hard work.



Rohan Braddy
President



Laurie Leigh
Interim CEO



About National Disability Services

NDS is Australia's biggest and most diverse alliance of disability service providers.

Our members provide first-class services all over the country and do so in all sorts of ways.

But whatever they do, and wherever they do it, all of our members face the same sorts of challenges – and benefit from the same types of opportunities if and when they arise.

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.

And we believe that speaking to each other is important as well. 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 over 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 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, programs and funding contracts, as well as service delivery and management issues.

NDS's membership continued to grow in 2020-21 – and we firmly believe that our influence grew with it.



Our year in review



News and information

Keeping members on the pulse of what's affecting the disability sector.

NDS's hundreds of members operate thousands of services for hundreds of thousands of people. Each of these people face an entirely unique set of challenges.

And the same goes for each of our members. Information is power in this competitive new era – and with COVID restrictions seeming to change every week, it's recently become more important than ever.

That's why NDS worked hard to keep every single one of our members 'in the know' about day-to-day issues throughout 2020-21, and across long-term developments and trends.

Throughout the year, we also continued to host several subject-specific 'hubs' on our website. Members took tens of thousands of 'deep dives' into a wide range of topics, including the disability workforce, new NDIS requirements, the Royal Commission, Zero Tolerance and the Quality and Safeguarding framework.

Up-to-date sector news

In 2020-21, we emailed our members 838 pieces of content, from news updates and newsletters to up-to-the-minute announcements on a wide range of issues. These included policies, programs and funding contracts, and service delivery and management issues.

We also continued to make all the latest

information and advice available on the NDS website.

The most popular content involved COVID-19 guidelines for disability services. This was followed by a news update about legal challenge to the SES Award review, and an infographic about the new wages framework for supported employment.

COVID-19 advice and research

Throughout the year, NDS worked in partnership with every state and territory health department. We ensured our members were given accurate and timely information as to how the disability sector was specifically impacted by COVID-19. Despite much confusion and frequent changes, our drive was to get clear and actionable messages to member organisations and their staff. Information included News Updates, emails, webinars, social media, and online communities of practice.

Along with COVID-19 news updates, we held regular COVID-19 webinars, and published an array of resources on infection prevention and business continuity, as well as payments and financial support opportunities for our sector. All of these can be found in NDS's Coronavirus hub – a collection of the latest and best information and advice from governments, agencies and members all over the country.



‘All of the NDS updates are relevant to the sector, well written, quick and easy to read and provide excellent summaries of key current and emerging issues.’

2020-21 Member Survey

NDS also sought to uncover the impact of COVID-19 on the disability sector and shared the results with policymakers. Some of the more influential studies included:

- Yumi Stamiet’s report on how lockdown exacerbated existing workforce issues
- Josie Prioletti’s report on the experiences of CALD disability workers, participants, and their families during 2020
- Graeme Kelly’s review of how the disability sector addressed the pandemic in 2020.

Disability Royal Commission

NDS worked hard to keep providers informed throughout what was another busy year for the Royal Commission. A total of 10 public hearings were held, each of which we covered with regular news updates. We also held a national member-only webinar on the Royal Commission’s Interim Report in October, summarising the key items, answering members’ questions and providing expert analysis.

Themes from hearings and reports, and other items of interest, were picked up in our RC Newsletter, which has now seen 25 editions.

We also expanded our RC Hub, adding new material and more support for members via our expert panellists.

NDS Helpdesk

2020-21 was another big year for our Helpdesk. Our staff of experts answered hundreds of member questions about a wide range of issues, including COVID requirements, the NDIS Price Guide, Quality and Safeguarding, and housing and employment support.

National Disability Research Partnership

NDS works with a range of academic and a range of other stakeholders to help develop the national disability research agenda.

In 2020-21, we continued to play an active



role in the National Disability Research Partnership, a world-class disability research and policy hub which seeks to bridge the gap between research, policy and practice by supporting collaborations between academics, advocacy groups, government, service providers and other stakeholders.

State of the Disability Sector report

NDS's most important research work is our annual market survey, the results of which are published in our flagship State of the Disability Sector Report.

Released in December, last year's report found that, whilst 2020 was a difficult year for the disability sector, service providers by and large rose to the challenge.

However, pricing, processes and workforce shortages continued to prevent the sector from operating at full strength.

NDS Workforce Census

NDS's Workforce Census documents key employment metrics among disability service providers, including rates of casual and part-time employment, employee turnover and working hours and gender and age cohorts.

In May 2021, NDS released our most recent Workforce Census. Spanning the period July to December 2020, the results clearly reflect the sector's attempts to navigate the impacts of COVID-19 lockdowns, following their easing in mid-2020 in all jurisdictions bar Victoria.

Connections and networking

Helping our members connect and learn from each other

Like many organisations, NDS pivoted to online conferences and events in 2020-21 to help members pool resources, exchange ideas, and hear from thought leaders and policy makers from all around the world.

Well-attended by disability service providers all over the country, as well as government agencies, we held multiple events aimed at building the knowledge and capability of the sector and exploring issues, opportunities and challenges.

NDS members particularly welcomed the chance to share strategies for minimising COVID-19 risks, and innovative approaches to the challenge of supporting vulnerable people during a pandemic.

‘Your Essential Briefing’ Conference

Held online in August 2020, this one-day conference saw a wide range of speakers address some of the big issues facing the disability sector, including COVID-19, NDIS pricing, the Disability Royal Commission and employment opportunities for people with disability.

‘Disability at Work’ Conference incorporating Workability International

Held online in October 2020, this one-day conference looked at the likely consequences of recent world events for the future of employment. Along with ‘The ongoing

evolution of the supported employment model’ and ‘digital technology in supported employment’, speakers cover topics such as:

- Utilising technology to ease employment barriers and allow people with disability to transition into mainstream employment
- Marketing and promotions for supported employers in uncertain times
- Micro-businesses for people with disability
- Addressing the digital skills gap for jobseekers with disability.

‘Professionals are always there when we need to talk.’

2020-21 Member Survey

Annual CEOs’ Meeting

Held over two days in November 2020, NDS’s flagship CEOs’ Meeting was facilitated virtually and featured an extravaganza of presentations from the likes of the demographer Bernard Salt, Microsoft’s Jenny Lay-Flurrie, the Grattan Institute’s John Daley and gender equality advocate, Diana Ryall AM.

Other high-profile speakers included the then-Minister for the NDIS, Stuart Robert MP, the shadow minister for the NDIS, Bill Shorten



MP, NDIA CEO Martin Hoffman and the NDIS Quality and Safeguards Commissioner Graeme Head.

‘Disability Employment Horizons’ event

Held at the Sydney Masonic Centre, and on a livestream nationwide, this hybrid event saw the launch of NDS’s Industry Vision for Supported Employment. Aimed at enhancing the sector’s capacity to assist job seekers and employees with disability, this ambitious Vision involves series of actions and capacity building initiatives designed to provide people greater choice, control and opportunities in the employment paths they choose.

Representatives from the Agency also joined us to discuss NDIA’s 2021-2022 Disability Employment Action plan, in between panel discussions covering the Disability Royal Commission, the proposed Wage Determination Framework and the evolving views of supported employment.

‘Positive Behaviour Support’ Conference

Held online in May 2021, this event focused on the development of positive behaviour support skills and the role we all have in improving the quality of life for people

with disability. The 1200-plus registrants heard from speakers from the NDIS Commission, UK and Australian academia, experienced practitioners, family members and implementing providers on topics including human rights, the embedding of positive behaviour support, training and implementation, and the reduction and elimination of restrictive practices.

‘Quality & Safeguarding’ Conference

Facilitated by NDS as part of Quality Service Provision Month, this virtual conference brought together people with disability, disability providers, industry experts and policy makers to explore a world beyond frameworks and processes and identify ways to ensure the safe delivery of services.

‘Cultivating your Disability Workforce’ Conference

The long-term vision of the NDIS requires a mature market of diverse employers and a capable and adaptable disability workforce. So how can we get there? Held in June 2021, this well-attended virtual conference provided a mix of workforce theory and practice, blending long-term strategic considerations with day-to-day issues on the ground.

Professional development and training

Empowering our workforce and leaders with professional development and upskilling

NDS's ever-growing suite of professional development resources is designed to help providers deal with the unique challenges of the disability sector and meet the high standards their clients deserve and expect.

In 2020-21, this suite grew faster than ever, thanks to strategic partnerships with other training providers, the creation of our own in-house Zero Tolerance Workshops, and our working alongside the Learning Management System provider, etrainu, to make several formerly 'face-to-face' offerings now available online.

The popularity of these new offerings over the past 12 months will lead to even more growth in the very near future. A significant level of investment in new 'Learn and Develop' initiatives has recently been endorsed by the NDS Board of Directors.

Workforce Essentials e-Learning Library

In 2020-21, we made more than 60 face-to-face workshops easier to access by converting them into 'e-modules' to be taken online.

Designed to help the sector build their business, or train their workforce anywhere, anytime, the contents of our 'e-Library' have been carefully mapped to the NDIS Practice Standards,

There are eight categories within the library,

including the Zero Tolerance collection, Workforce Essentials, and access to epilepsy and cerebral palsy learning.

Part of the library includes popular free courses such as Human Rights and You; Understanding Abuse; Supported Decision making; and Hand Hygiene. These were updated for currency and viability.

There are several low-cost courses for individuals and small businesses, and induction training for new support workers – right through to provider governance and operational management.

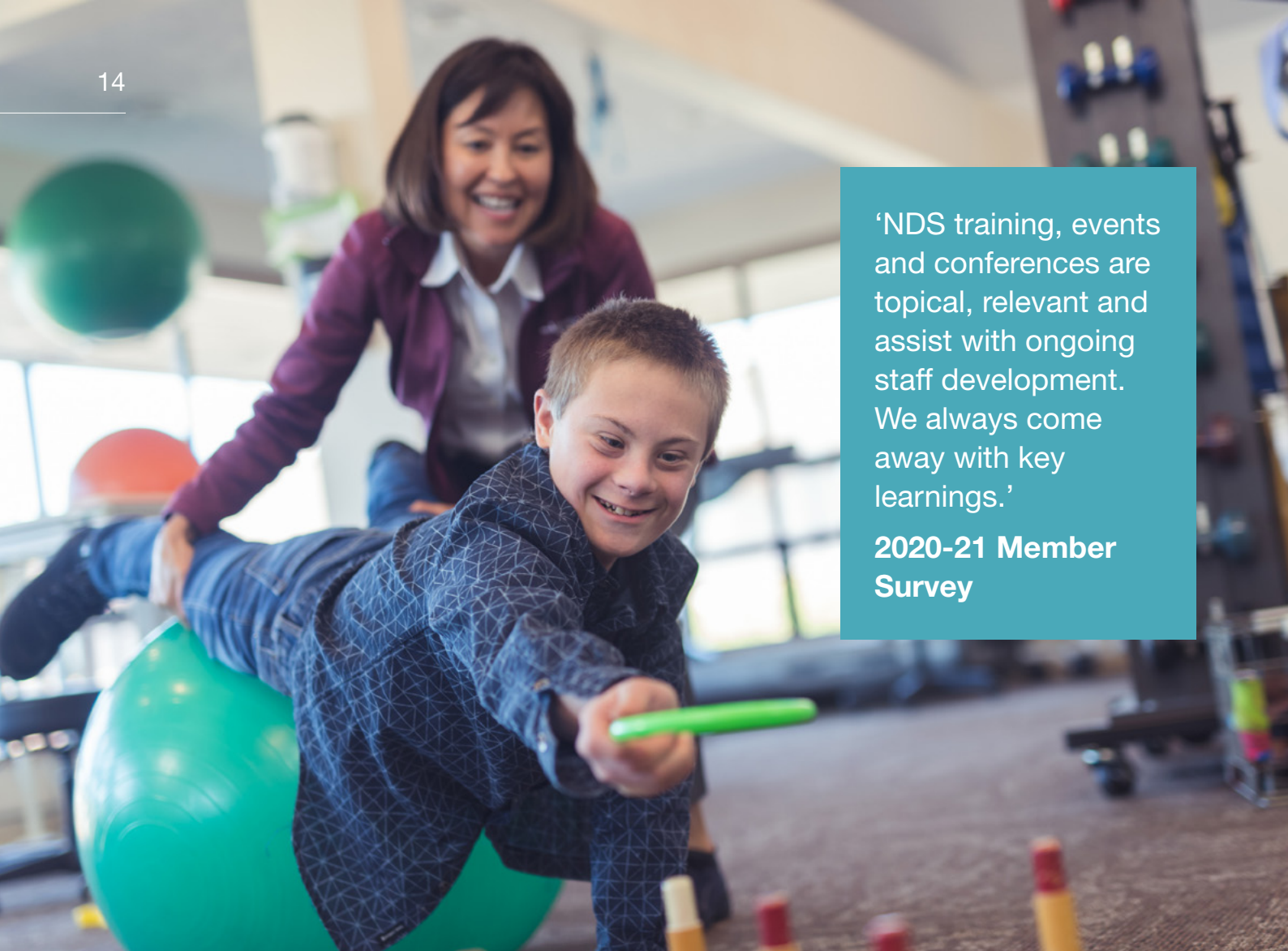
The comprehensive Workforce Essentials collection of courses can be hosted on the NDS Online learning library with custom branding or embedded into providers' own learning management systems.

The simple and easy to use solutions aim to save training time, cost, and administrative burden, with all-in-one dashboard and dedicated on-boarding, and full visibility of your team's progress.

Partnerships

Throughout 2020-21, we also continued to form partnerships with training organisations outside the disability sector to help our members operate smoothly.

Able to be delivered both onsite and online,



‘NDS training, events and conferences are topical, relevant and assist with ongoing staff development. We always come away with key learnings.’

2020-21 Member Survey

our partners’ professional development products cover almost every aspect of running a business, including:

- Managing staff
- Balancing accounts
- Checking references
- Filling shifts
- Ensuring cyber security
- Making notes
- Managing risk
- Leading a team
- Running a board
- Communicating at work
- Resolving conflict
- Developing emotional intelligence
- Building resilience
- Preventing incidents

Other tools and resources

In 2020-21, we continued to supply members with useful training and business development material on our website. Much of it can be found in:

- NDP’s Learning Hub
- NDS Fundamentals for Board Members
- NDS Workforce Hub
- NDS Allied Health Workforce resource.

National learning and development Community of Practice

In 2020-21, NDS established a National learning and development Community of Practice which has to date attracted over 100 learning professionals from within the disability sector.

This group gathers to discuss training and learning-related issues within the sector, offers collaboration and support wherever necessary, and generates valuable insights into learning needs and trends.

Mental health

NDS ran a number of sessions aimed at helping members to safeguard their own mental health, as well as provide better services to clients with psychosocial disability. The vast majority of attendees reported greater confidence in their roles as a result of the sessions.

Quality and safeguarding

Across Australia, each region devoted extensive effort in delivering professional education, training, and resources for quality and safeguarding.

In WA, NDS continued to help the sector prepare to transition to the NDIS Quality and Safeguarding Commission requirements. Some of the year's 'sector-readiness' initiatives included:

- over 2100 hours of workshops attended by more than 1000 disability sector workers
- timely, accurate responses to more than 2000 requests from the sector
- online tools and resources
- the delivery of 956 specialist 1:1 consultancy hours to 235 disability sector organisations.

In Victoria, NDS led a project designed to assist Specialist Disability Accommodation (SDA) providers to navigate the complex and overlapping regulatory requirements arising from the NDIS Rules, the Victorian Residential Tenancy Act, the Victorian Disability Act, the National Construction Code and the SDA Standards. An active SDA Reference group has contributed to development of a range of advice for providers in this complex space.

In NSW, meanwhile, multiple Quality and Safeguarding online events took place, including:

- six 'critical issues' sessions for providers
- an introduction to SafeWork NSW
- resources and SafeWork Health Care and Social Assistance Action Plan
- an overview of Workers Compensation and psychosocial workplace injuries.

NSW also facilitated two sessions aimed at supporting organisations implement Quality Management Systems in their organisations.

Positive behaviour support

In WA, NDS delivered three rounds of Positive Behaviour Support training to 138 PBS practitioners.

Delivered in partnership with the Department of Communities, these innovative one-to-one and group training sessions generated significant interest, with a further two rounds to be delivered in 2021-22.

Free access to National Disability Practitioners (NDP)

Throughout 2020-21, all staff working at NDS member organisations were able to access a free subscription to National Disability Practitioners. NDP is also available at a small annual subscription fee to small businesses and sole traders.

Designed to 'inspire, support and develop the disability workforce in Australia' and 'equip members with the information and tools they need to upskill,' ndp.org.au features courses, resources and professional development assets from across the sector, as well as coverage of the latest news and events.

Business support

Services and solutions for the growth and sustainability of our sector

NDIS is a \$22 billion business opportunity; an economic kickstarter, which creates jobs, rewards innovation, and flows money into remote regions. By using technology, and forecasting tools like the NDIS Demand map, innovative providers have the potential to grow fast and succeed.

On a less positive note, workforce shortages remained a major issue, in large part, thanks to COVID. While programs like JobKeeper provided a welcome respite and allowed many staff members to remain on the books – there was quite simply a bit less work to go round, with restrictions rendering group activities untenable and forcing several day services to completely shut down. Like many other workforces, the disability sector also saw a number of staff decide not to work at all during this period out of concern for the vulnerable people they support or their family members.

The bottom line is, in 2020-21, effective business development tools became more important than ever. And, as always, we worked hard to provide them.

Business resources

NDS developed a number of educational resources and partnerships to help support businesses.

Some of the resources include:

- Insurance and risk management
- Cybersecurity
- Risk management and COVID-19

Plus educational toolkits such as:

- Not-for-profits and the NDIS
- Fundamentals for Boards
- Business Analysis Toolkits
- NDIS Business Process Guide
- Reliable record-keeping
- A demand map for business planning and forecasting.

These have included a relationship with Gallagher Insurance, Cynch Security, Nexus, HESTA, Russell Kennedy Lawyers, and other specialists.

Small Business Digital Champions Project

Digital technology is a powerful driving force, revolutionising business, lowering costs, and extending reach.

In 2019 the Department of Jobs and Small Business appointed NDS as one of 15 Australian Industry Associations as part of the Small Business Digital Champions Project. Our role was to establish a trusted digital advisory service for our members and to promote the benefits of ‘going digital’.

Using both NDS and the workforce initiative,



NDP, we were able to help guide businesses toward digital transformation. It was not only small businesses that benefitted, however. We held a SBDC contest and received several case studies from medium-sized and large businesses in the disability sector. They gave testament to how digital technology helped them overcome the challenge of suddenly having to operate in an environment that precluded face-to-face meetings and interaction.

Small business advice

As part of the part of the Small Business Digital Champions Project, NDS and NDP partnered with a range of organisations in 2020-21 to develop resources designed to help small businesses and sole traders adopt digital technology.

The Project's factsheets, articles, videos,

Facebook group, webinars and free phone consultations covered a broad range of topics, including:

- CRM systems
- Cloud computing
- Marketing
- SEO
- Websites
- Accessibility
- Cybersecurity
- Systems integration
- Social media.

Online recruitment tools

In 2020-21, NDS continued to offer our members a wide range of online recruitment tools, including the Values-based Recruitment Toolkit and the Disability Workforce Capability Framework.

'It is rewarding to see the difference we make to the lives of others – participants, families, carers and staff alike.'

2021 Member Survey



Safety and human rights e-learning

We continued to put safety and rights first with a range of e-learning modules on topics such as:

- Human Rights and You: An introduction to Human Rights for Disability Support Workers
- Working with People with Disability
- Leading Work Health & Safety in the Disability Sector
- Understanding and Preventing Abuse and Neglect
- Person-Centred Practice Across Cultures
- Recognising Restrictive Practices
- Supported Decision Making
- Disability Safe: Bullying Awareness, Food Safety, Impairment, Infection Control, Medication
- Manual Handling for Disability Support Workers

Workforce Strategy

Toward the end of the financial year, the NDIS National Workforce Plan 2021- 2025 was released. According to the Productivity Commission, an expected 83,000 NDIS workers are required by 2025. As of June 2021, there were over 3,700 unfilled vacancies.

One of the NDIS National workforce strategies is to leverage employment programs to help suitable job seekers find employment in the sector. We have seen many regional communities double and triple their workforces and hired specialist workforce connectors in regional areas.

NDS ran a webinar on Government employment services and subsidies, available as a recording on the NDS website. We also established a workforce hub, to serve as a pathway to the best disability workforce

resources on offer. This is also available on the NDS website.

NDIS Worker Screening Checks

Nationally required, but implemented by each state and territory, the worker screening checks are one of several requirements necessary to comply with NDIS registration. NDS in NSW, for example, hosted two question-and-answer information sessions for the sector. Over 200 people received information through these sessions.

carecareers.com.au

This workforce attraction website attracted 174,355 user sessions throughout 2020-21, largely thanks to its picture-based career quiz and \$40,000-per-month Google Ads Grant.

NDIS Job Matching Service

In WA, 2020-21 saw the launch of the WA NDIS Job Matching Service. It provides a range of workforce planning, information and support services for NDIS providers, registered training organisations and employment providers.

Disability Skills Passport

Another WA highlight was the launch of our Disability Skills Passport pilot. Developed over the course of the year in collaboration with 50 providers, the Passport provides an easy-to-access and transportable location for workers to store evidence of their training and professional credentials.

It also offers WA service providers some useful time-savers when it comes to onboarding, tracking, training and compliance.

Traineeship program

In SA, COVID had unfortunate consequences for our traineeship projects, with disability service providers bringing traineeship inductions to an immediate halt.

Just prior to the pandemic, NDS had achieved over 45 additional traineeship placements and played an important role in a new Department of Human Services initiative to hire 150 trainees.

Think Support

In WA, attracting young people to the disability workforce was the focus of a state-wide NDS media campaign. A combination of outdoor advertising, social media and online content, 'Think Support' generated 6,840 website sessions and had a combined social reach of 206,540 people.

Valued Careers

WA's Valued Careers project continued to establish new networks throughout 2020-21, in between delivering careers workshops at 33 schools. Over 1000 students indicated that the workshops had inspired them to consider a career in the disability sector.

NDS was also a panel member of the Department of Education's career roadshows, describing the appeal of a career in the sector in 20 schools across WA.

Workforce Connectors

In Victoria, the NDS Workforce Innovation Connectors Project saw regional based Connectors working closely with providers, training organisations, local governments, Jobactive and other stakeholders to address some of the pressing challenges impacting on the disability workforce. The year's highlights included student placements and the recruitment of several male and indigenous workers.

Local Jobs Program

In Tasmania, NDS won a place on the North and North West Local Jobs Taskforce and secured funding for a project through the Local Recovery Fund administered by

the Department of Education, Skills and Employment.

Due to run for 12 months across North and North West Tasmania, NDS's project will upskill providers on using assessment centres while working with Jobactive services providers to place job seekers of the 'right fit' in employment in the sector.

Traineeship Pathways

In Tasmania, NDS has produced strong outcomes for employers across two projects aimed at increasing traineeships in the Disability Sector. Tasmania's Disability Sector Traineeship Pathways Program spent much of 2020-21 screening candidates to enter the sector while also working with employers to upskill current employees through traineeships in the 'Upskilling the Disability Sector with Traineeships' project.

Indigenous careers

In the Northern Territory, NDS contributed to CarePlays VR, an initiative designed to attract more Indigenous men and women to the human services sector by using techniques such as virtual reality.

At least 32 participants in the course went on to secure paid work in the disability sector, in places like Darwin, Alice Springs and Tennant Creek.

Connecting job seekers to providers

In Queensland, NDS pivoted its successful Road Show format from face-to-face to online. Designed to attract people to a career in disability, these roadshows enable potential new entrants to learn more about the sector and, if appropriate, undertake a speed interview.

Workforce promotion

In Victoria, NDS developed and promoted



several resources, including podcasts, videos and fact sheets, highlighting the great career opportunities offered by the disability sector. This followed a series of regional job fairs which aimed to introduce TAFE students and job seekers to disability roles.

School students and job seekers

NDS also got involved in the Queensland Government's Community Service Gateway Industry to School Program. This program connects school students with local service providers to build awareness of employment opportunities in the community service sector.

Policy and advocacy

We advocate on behalf of our members and influence policy to make things simpler, fairer and easier

NDS pursued a busy policy agenda throughout 2020-21, working with governments all over Australia, as well as the Agency and the NDIS Commission.

Submissions to government and parliamentary inquiries remained an important channel of influence, along with research papers, policy submissions and face-to-face meetings with governments.

‘NDS has done a wonderful job in an ongoing difficult NDIS environment.’

2020-21 Member Survey

NDIS

Not surprisingly, NDIS-related topics dominated our policy agenda throughout 2020-21, with submissions made on issues such as:

- improving outcomes in Supported Independent Living (SIL)
- SIL pricing
- supporting young children and their families early to reach their full potential
- independent assessments
- planning and plan flexibility
- interventions for children on the autism spectrum.

NDS will continue to represent our members’ interests to ensure reforms will deliver great outcomes for participants and enable providers to maintain high quality services.

Pricing

As always, pricing matters were prominent in our engagement with the Agency.

NDS has successfully negotiated – for the third year in a row - for a delay in the requirement for group supports to move to the new pricing model.

Disappointingly, the Agency ignored the many submissions made by the sector on the inadequacy of SIL prices and decided to keep them at the same level as the attendant care or community participation prices.

Over the coming year, NDS will be heavily engaged in the annual price review, targeting shortcomings of the Disability Support Worker Cost Model.

COVID-19

The coronavirus has been a source of significant policy activity in every state and territory. In February 2021, after consultation with members, NDS released our Vaccine Policy Position Statement calling on all governments to make vaccines mandatory for disability workers delivering direct support. We continued to advocate strongly for this position.



In Victoria, the new online network that we built throughout 2020 has increased our reach and influence and helped us to address the issue of vaccine hesitancy through training, webinars, resources, videos and podcasts. The 13 webinars held during Victoria's pandemic peak attracted almost 3,000 attendees. Our Safer and Stronger Project and adoption of on line formats has enabled NDS to engage broadly across the sector to support staff and leaders respond to COVID-19. The 60 or so meetings with Victorian providers over 2020-21 attracted over 2,500 attendees and were crucial for NDS in gathering the concerns of providers and disseminating information relating to the pandemic.

In NSW, we engaged the State Government on critical issues such as COVID-19 supports for people with disability, providers, and vaccinations. We also held disability sector senior leader discussion groups to help

identify COVID-related critical issues. This helped inform our advocacy and instigate solutions.

In Tasmania, NDS provided extensive feedback on the state's COVID-19 Disability Service Providers Preparedness and Response Plan. We also helped providers to develop their emergency management and planning capacity, collected information on vaccine requirements for State Government planning, and facilitated solutions for providers during the vaccination rollout.

In Queensland, NDS was a member of that state's COVID-19 Disability Action Group throughout 2020-21, providing input and a disability provider lens during the writing and implementation of the Chief Medical Officer's Public Health Directions.

In the NT, NDS helped to raise awareness about the COVID-19 Vaccine rollout, coordinating a series of service provider webinars.

Royal Commission

Nine issues papers were released during 2020-21, covering topics from restrictive practices to emergency planning. NDS responded to each of them.

We also held the first three meetings of our nationwide Royal Commission Community of Practice. Providers also discussed preparation, shared information, and considered Royal Commission-related issues at several other events, including at NDS's Quality and Safeguarding Virtual Conference.

Policy responses

Among many other submissions throughout the year, NDS detailed policy responses to:

- the National Disability Strategy 2020
- the review of Disability Education Standards
- the Access to Premises review
- Aged Care Worker Regulation
- the National Disability Strategy and NDIS Outcomes Framework.
- National Skills Commission Care Workforce Labour Market Study
- Reform of the Disability Standards for Accessible Public Transport: Consultation Regulation Impact Statement.

SES Award Review

In 2020, NDS lodged a submission with the Fair Work Commission on the SES Award review, supporting their decision to defer the increase in the superannuation rate for supported employees by three months.

The deferral was in recognition of the impact of COVID restrictions on organisational revenue, including reductions in support funding due to employee absences.

Wages structure steering group

As a member of the FWC's proposed wages

structure steering group, NDS has been monitoring the trial of the wages structure, which commenced in March 2021.

We also released an infographic for members, setting out the key elements and implementation timeframe of the proposed wage structure for supported employment.

DES policy work

In 2020-21, we lodged submissions in response to the review of the star ratings by Taylor Fry consultants, the Boston Consulting Group's mid-term review of the DES program and the initial draft of the New Employment Services Model.

We also represented NDS members on the DSS Strategic working group, the DSS Operational working group, the Information Technology Advisory Group and the Australian Disability Development Consortium.



Elsewhere, we took part in the Reference Group examining the future structure of DES from 2023 and continued to provide NDS members with a monthly data analysis report on the performance of the DES program.

NDS Industry Vision for Supported Employment

In 2020-21, we formally launched the NDS Industry Vision for Supported Employment at the Disability Employment Horizons Event in May.

Strongly supported by the Australian Government, DSS and the NDIA, this ambitious document was developed in close consultation with members, with active input from the National Committee on Supported Employment and oversight from the NDS Board.

Western Australia

In WA, NDS provided strong policy advocacy on behalf of our members at more than 300 meetings with governments and stakeholders.

We also made more than 30 state-based policy submissions and participated in 16 steering and working groups, as well as 10 sub-committees and communities of practice.

Northern Territory

In the NT, NDS had several important wins. The NDS NT Committee was successful in securing a commitment from both sides of Government leading up to the 2020 election to commit to a Disability Ministry portfolio and has been working collaboratively with the new Minister for Disabilities to ensure a comprehensive NT Disability Strategy is on the agenda for 2021-22.

Victoria

In Victoria, NDS and sector leaders came together to lead the disability sector through

the COVID-19 pandemic. This strong collaboration enabled us to speedily identify issues, develop and share strategies and resources, undertake advocacy and support the sector during a very difficult year.

We also lobbied on issues including the worker screening NDIS Check, disability workforce shortages, disability tenancy regulation, worker registration and problems with the NDIS.

Queensland

In Queensland, NDS was a major contributor to the Queensland Productivity Commission's 'Inquiry into the National Disability Insurance Scheme (NDIS) market in Queensland'.

In addition to making a submission to the inquiry, NDS supported the Lead Commissioner by holding roundtables with the sector on various topics.

Post the draft report, roundtables were again held to provide feedback regarding the Commission's findings and draft recommendations.

Tasmania

In Tasmania, NDS advocated for the needs of the sector in the lead-up to the state election and subsequently welcomed a new Minister for Disability Services.

We continued to engage the sector through support coordination and quality and safeguarding and provided an influential submission to the Legislative Council Inquiry into Disability Support Services.

ACT

In the ACT, we farewelled Rey Reodica as NDS Territory Manager after two years of strong advocacy and support to the ACT Disability Sector.



We have developed an excellent working relationship with the new Minister, Emma Davidson, and played an active role in a number of reference groups, including the:

- ACT Ministers Disability Reference Group
- Disability and Carers COVID policy group
- Joint Community Government Reference Group
- Industry Strategy Steering Group.

During the year, we also provided submissions and verbal feedback on the Crimes Against Vulnerable People Legislation, and a submission to the ACT Legislative Assembly on the proposed Carers Recognition.

NSW

In NSW, we continued to advocate strongly with both government departments and several mainstream networks and consultation committees across a range of issues. A few of our advocacy efforts in NSW related to:

- NSW Housing Strategy
- NSW Restrictive Practices Authorisations Bill Exposure Draft

- COVID-19 supports and vaccinations
- Cost burden on WWCC and NDIS Worker Screening checks

We were also the lead agency for a 'Local Jobs Project' submission for two regional providers, amongst other activities.

South Australia

In SA, NDS met regularly with SA Department of Human Services, the Health and Community Services Complaints Commissioner, the Public Advocate, and the Disability Advocate to convey members' concerns on a wide range of issues. We also remained an active member of the state's Member of the Health, Disability, Aged Care, Community Services and Early Childhood Industry Skills Council, and held two meetings with the Minister for the NDIS when she visited SA to discuss member concerns.

Disability support

Helping people with disability have the best choices and life opportunities

The Disability Royal Commission has been extended 17 months with its final report due in late September 2023.

However, the sector doesn't need to wait until then to act. Themes, findings and recommendations have already emerged around the abuse of people with disability, and what service providers can do to reduce its incidence. NDS will continue to ensure providers are across all that emerges from the Royal Commission to ensure they are able to respond as soon as possible.

Zero Tolerance initiative

Developed in 2015 in partnership with the Australian disability sector, the Zero Tolerance Initiative is NDS's national approach to helping providers understand, implement and improve practices which safeguard the human rights of the people with disability. Highly regarded by both the sector and government bodies, it is one of NDS's flagship programs.

There are now over 150 free resources to educate and train staff at all levels to understand their responsibilities in preventing and responding to abuse.

During 2020-21, we continued to raise awareness and promote the resources by:

- integrating Zero Tolerance resources into 38 practice improvement workshops, with a combined attendance of 2300+ attendees

- hosting a Zero Tolerance Community of Practice to share applications and updates
- fostering practice improvement to reduce and eliminate restrictive practices at the 'Your Role in Positive Behaviour Support' virtual conference
- hosting a national webinar with over 1000 attendees on preventing abuse, neglect and violence towards people with disability
- trialling an internal Zero Tolerance virtual induction program to support NDS staff
- updating learning assets to reflect new legislation.
- continuing to run 'Understanding Abuse' and 'Human Rights and You' eLearning courses.

Let's Talk Disability

A dynamic, engaging NDS disability awareness program run by people with lived experience of disability, Let's Talk Disability continued to go from strength to strength throughout 2020-21.

Auslan interpreting

In the NT, NDS worked with Deaf NT, Deaf Services Australia, the Anti-Discrimination Commission and several advocacy organisations to promote the importance of having AUSLAN interpreters at COVID updates. They now appear routinely.



The Ready to Go Home Project

In WA, NDS partnered with the Department of Health for a three-year project which aims to:

- address delays when it comes to discharging people with disability; and
- improve the hospital experience for people with disability.

NDS has achieved significant progress during 2020-21 with a literature review into what factors affect the release of people with disability who are medically ready for discharge, the establishment of a co-design group of people with disability and a pilot trial at Rockingham Hospital

WorkUp Queensland

In Queensland, NDS was proud to partner with WorkUp Queensland (a sexual and family violence not-for-profit) to design and trial a program to build awareness of domestic and family violence for women with disability.

Behaviour support

In SA, NDS collaborated with the DHS's Restrictive Practices Implementation Team to organise a sector consultation on the Disability Inclusion (Restrictive Practices – NDIS) Amendment Regulation 2021. The meeting was attended by 40 members of NDS Quality and Safeguards Community of Practice.

That Community of Practice also established a Working Group to identify ways to standardise the multiple medication authorisation forms currently being used by providers.

Disability Employment Services

As a key member of the Disability Employment Services (DES) reference group, NDS continued to work hard to deliver employment outcomes for people with disability. In 2020-21, we had to work harder than ever, with DES providers facing significant challenges arising from the COVID restrictions and government policy changes.

BuyAbility

While 2020-21 saw BuyAbility wind back its procurement management role, the website continued to offer an important initial point of contact for those seeking to engage BuyAbility enterprises as suppliers or employers. The website was frequently updated with good news stories about the commercial partnerships between BuyAbility enterprises and their customers, highlighting the benefits for employees with disability.

NDS also ran information sessions on BuyAbility for NSW government agencies such as Sydney Living Museums and State Archives as well as UTS students participating in their Advanced Diploma of Procurement & Contracting. We look forward to running more of these sessions in 2021-22.

NDS has engaged YomStar to monitor traffic to the BuyAbility website and the results show that interest in BuyAbility enterprises among businesses and the general public is steadily increasing.

We acknowledge the continued support of the Department of Social Services for the BuyAbility website.

Ticket to Work

NDS's Ticket to Work initiative brings together multiple stakeholders to provide young people with disability with a path to employment.

We also publish reports, guides and resources designed to improve employment outcomes for parents, young people and employers. In 2020-21, such NDS publications included:

- Inclusive higher education for young people with intellectual disability – an overview of the literature
- Valuation of key outcomes
- Employer experience of employing young people with intellectual/cognitive disability

- Parent engagement in school to work transition for their child with disability
- After-school jobs for students with intellectual disabilities
- Beneficial for all: The after-school jobs project
- Customised employment.

Insights from our Ticket of Work initiative also informed the following submissions to Government:

- National Disability Employment Strategy Consultation Paper
- The Review of Senior Secondary Pathways into Work, Further Education and Training for students with disability
- Inquiry into access to TAFE for learners with disability
- Select Committee on Autism
- Review of Disability Standards for Education
- Skills for Victoria: Growing Economy Review.

Current funding runs to December 2021.

Building the Talent Pool

Building the Talent Pool is a WA project that aims to encourage WA public sector agencies to employ people with disability. In 2020-21, we worked with 16 such agencies to deliver 28 workshops to more than 350 people.

This Bay Is Someone's Day

In WA, NDS launched a community education campaign aimed at reducing the misuse of ACROD parking bays. Featuring the message "This Bay is Someone's Day: Park Right Day and Night", the campaign highlighted the impact that parking in ACROD bays without a permit can have on someone's day.

NDS has managed the ACROD Parking program in WA for 40 years, and there are

‘We all need to work together on the big issues, to ensure our sector remains sustainable and we continue to support the 100,000s of people with a disability in this Country and have the best system in the world!’

2020-21 Member Survey



currently 93,276 permit holders. During 2020, NDS launched a new ACROD Parking program website and work continues with commissioning of the ACROD Parking Program database which will deliver improved accessibility, functionality and reporting. In June the Hon. Don Punch, MLA Minister for Disability Services announced the expansion of the eligibility criteria for an ACROD Parking Permit to include people who are legally blind.

International Day of People with Disability

In WA, NDS celebrated International Day of People with Disability via a Facebook campaign rather than an in-person lunch event due to COVID-19. The campaign shone a light on the achievements of five West Australians with disability doing remarkable things in their communities and received 1,178 likes.

WA Disability Support Awards 2020

NDS has hosted the WA Disability Support Awards with the Department of Communities for the past 12 years. The WA Awards recognise and reward people who provide the highest standard of support to increase the quality of life and inclusion of people with disability throughout Western Australia.

Resume builder project

Living with disability can sometimes mean employers don't firstly look at your true talent.

That's why NDS was proud to play a role in vResume, a website for jobseekers who want to try a different way of applying for a job. Located at vresume.com.au, it sets out simple, easy-to-follow steps on how to create a short video (or vResume) about yourself that highlights what is great about you as a potential employee.

NDS Board



Rohan Braddy
President
(from December 2020)
Vice-President
(to December 2020)
Elected Member

Chief Executive Officer
Mambourin Enterprises



Laura Collister
Victoria Chair
(from February 2021)

Chief Executive Officer
Wellways Australia Ltd



Donna Bain
Vice-President
(from December 2020)
Tasmania Chair

General Manager
Self Help Workplace



Julie Graham
Victoria Chair
(to January 2021)

Senior Executive
Ingeus (UK)



Warwick Cavanagh
Elected Member
(from December 2020)

Chief Executive Officer
Bayley House



Joanne Jessop
Queensland Chair
(to September 2020)

Chief Executive Officer
Multicap



Chris Campbell
New South Wales Chair
(to August 2020)

Chief Executive Officer
The Junction Works



Mark Kulinski
Elected Member
(to December 2020)
South Australia Chair
(from December 2020)

Chief Executive Officer
Community Living
Australia



Chris Christodoulou
Elected Member

Chief Executive Officer
Greenacres Disability
Services



Nadia Lindop OAM
Elected Member

Chief Executive Officer
MJD Foundation



Joan McKenna Kerr
President
(to December 2020)
 Western Australia Chair

Chief Executive Officer
 Autism Association of WA



Elizabeth Sutton
 Queensland Chair
(from September 2020)

Chief Executive Officer
 Ingham Disability Support
 Services



Catherine Miller
 South Australia Chair
(to December 2020)

Chief Executive Officer
 Access4U



Eric Thauvette OAM
 Australian Capital
 Territory Chair

Chief Executive Officer
 Hartley Lifecare



Danielle Newport
 Elected Member
(to July 2021)

Chief Executive Officer
 Activ Foundation



Gordon Trewern
 Elected Member

Chief Executive Officer
 Nulsen Group



Philip Petrie
 New South Wales Chair
(from August 2020)

Chief Executive Officer
 Allevia Limited



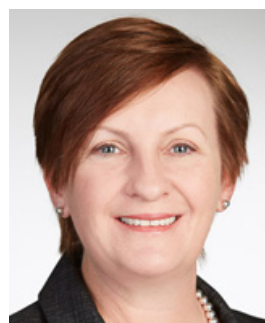
David Moody
 Company Secretary
(to 8 June 2021)

Chief Executive Officer
 NDS
(to 8 June 2021)



Annie Rily
 Northern Territory Chair

Chief Executive Officer
 Carpentaria Disability
 Services



Kirsty Minton
 Company Secretary
(from 8 June 2021)

Chief Operating Officer
 and Acting CEO *(from 8
 June 2021)*, NDS

Auditor: Ernst & Young



Board committees

Governance Committee

The Governance Committee assists the Board to ensure that NDS is governed by its legal, constitutional and ethical obligations as well as assisting the Board to establish and maintain its governance processes.

Chair:

Gordon Trewern

Danielle Newport

Donna Bain

Eric Thauvette OAM

Joan McKenna Kerr

Mark Kulinski

President:

Rohan Braddy

CEO:

David Moody

(to 8 June 2021)

Audit, Risk and Investment Committee

The Audit, Risk and Investment Committee assists the Board in managing organisational risk, compliance and overseeing NDS's financial reporting, internal control, audit processes, as well as the implementation and review of the Investment and Reserves, and Risk Management Framework policies.

Chair:

Danielle Newport

Nadia Lindop OAM

Gordon Trewern

Chief Operating Officer

Financial Controller

President:

Rohan Braddy

CEO:

David Moody

(to 8 June 2021)

Auditor: Ernst & Young

Communications Committee

This Committee provides advice to the Board on key communication initiatives that will strengthen the brand and/or impact on the organisation's reputation within the market.

Chair:

Joanne Jessop

(to September 2020)

Philip Petrie

(from December 2020)

Annie Rily

Chris Campbell

Chris Christodoulou

Warwick Cavanagh

Head of Communications

President:

Rohan Braddy

CEO:

David Moody

(to 8 June 2021)

National committees

In accordance with NDS's Board Charter, ratified in February 2020, the Board determines policies and/or responses to issues affecting NDS's membership and/or the sector more generally.

Such decisions on policies or issues may be delegated to a designated Committee from time to time. The nine NDS National Committees are:

Children and Young People

The Committee seeks to promote the interests and wellbeing of children and young people with disability and their families in Australia through the exchange of information and the provision of policy advice that informs effective and quality service delivery.

Housing and Support

The Committee seeks to promote policy and practice across Australia that improves the accommodation support and housing options for people with disability consistent with the National Disability Strategy.

Supported Employment

The Committee seeks to provide policy advice in the area of supported employment, and to represent the views of members; and to provide a national focus on supported employment issues within NDS membership, with the overall objective of improving effectiveness and quality in the delivery of these services across various jurisdictions, for the ultimate benefit of people with disability.

Workforce

The Committee seeks to provide a national focus to workforce issues as they affect providers and, as part of this, will facilitate the exchange of information and the development of strategies.

This will include consultation with other National Committees on relevant matters.

Open Employment

The Committee seeks to provide policy advice in the area of open employment, and to represent the views of members; and to provide a national focus on open employment issues within NDS membership, with the overall objective of improving effectiveness and quality in the delivery of these services across various jurisdictions, for the ultimate benefit of people with disability.

NDIS Operations

The Committee seeks to provide policy advice on operational issues faced by providers under the NDIS.

NDIS Intermediaries

The Committee seeks to provide policy advice on issues associated with the operations of local area coordinators, support coordinators and plan managers.

Quality and Safeguarding

The Committee seeks to provide policy advice on issues associated with the NDIS Quality and Safeguarding Framework, and the operations of the NDIS Quality and Safeguards Commission.

Remote and Very Remote

The Committee seeks to provide policy advice on issues associated with the provision of disability.



State and Territory committees

Australian Capital Territory

Chair:

Eric Thauvette OAM

Vice-chairs:

Hugh Packard
Nadine Stephen

Members:

Anne Kirwan
Kylie Stokes
Lisa McPherson
Lisa Kelly
Tracey Hall
Pam Boyer
Wayne Herbert *(from Aug 2020)*
Marco Xuereb *(to Aug 2020)*

Territory Manager:

Kerrie Langford *(from Dec 2020)*
Rey Reodica *(to Sep 2020)*

New South Wales

Chair:

Philip Petrie *(from Aug 2020)*
Chris Campbell *(to Jul 2020)*

Vice-chair:

Caroline Cuddihy *(from Aug 2020)*
David Carey *(to Aug 2020)*

Members:

Margaret Bowen
Andrew Daly
Stephen Doley
Deb Sazdanoff
Rosy Walia
Allan Young
Lewis Kaplan *(from Jul 2020)*
David Kneeshaw *(from Jul 2020)*
Kerry Stubbs *(to July 2020)*

State Manager:

Karen Stace

Northern Territory

Chair:

Annie Rily

Vice-chair:

Nadia Lindop OAM

Members:

Robyn Burridge
Peter Kay
Kim McRae
Stephanie Ransome
Steve Vitone
Lawson Broad
Tony Burns *(to Nov 2020)*

Territory Manager:

Susan Burns

Queensland

Chair:

Elizabeth Sutton *(from Sep 2020)*
Joanne Jessop *(to Aug 2020)*

Vice-chair:

Judy Dickson

Members:

Brett Casey
Terry O'Toole
Ann Greer
Stuart Coward
Kim Chomley *(from Sep 2020)*
Carl Patterson *(from Sep 2020)*

State Manager:

Ian Montague

South Australia

Chair:

Mark Kulinski *(from Dec 2020)*
Catherine Miller *(to Dec 2020)*

Vice-chair:

Peter Stewart

Members:

Andrew Ramsey
Jenny Karavolos
Liz Forsyth
Simon Rowberry
Sue Horsnell
Helen Sheppard *(from Jul 2020)*
John van Ruth *(from Jul 2020)*
Fiona Kelly *(to Dec 2020)*
Liz Cohen *(to Feb 2021)*
Robert Dempsey *(to Nov 2020)*
Marjorie Ellis *(to Oct 2020)*
Sue Thomas *(to Jan 2021)*

State Manager:

Peter Hoppo

Tasmania

Chair:

Donna Bain

Vice-chair:

Nigel Hill

Members:

Nigel Hill
Deborah Byrne
Russell Penman
David Brennan
Ruth Chalk
Melinda Ferrier
Allyson Warrington
(from Apr 2021)
Emily Daniels *(from Apr 2021)*
Paul Mayne *(to Dec 2020)*
Lynne Harwood *(to Sep 2020)*
Peter Symonds
(Jul 2020 to Jun 2021)

State Manager:

Alice Flockhart

Victoria

Chair:

Laura Collister *(from Feb 2021)*
Julie Graham *(to Jan 2021)*

Vice-chair:

Terri Carroll *(to May 2021)**

Members:

Warwick Cavanagh
Jennifer Fitzgerald
Kerry Uren
Rohan Braddy
Tom Scarborough *(from Feb 2021)*
Kate McRae *(from Feb 2021)*
Drew Beswick *(from Feb 2021)*
Estelle Fyffe *(to Aug 2020)*
Kerry Nelson *(to April 2021)*

State Manager:

Sarah Fordyce

Western Australia

Chair:

Joan McKenna Kerr

Vice-chairs:

Gordon Trewern
Justin O'Meara Smith

Members:

Angelena Fixter
Darren Ginnelly
Francis Buchanan
Justine Colyer
Kathy Hough
Marina Re
Paul Fleay
Rosie Lawn
Elizabeth Barnes *(from Sep 2020)*

State Manager:

Julie Waylen

**as at 30 June a Victorian Vice-chair had not been elected*



Performance overview

Summary

For the financial year ending 30 June 2021, NDS achieved a net surplus of \$1,002,913. This is 8 per cent lower than the FY2020 net surplus of \$1,089,158

Net assets remain strong, having increased to \$17,631,627 (2020: \$16,628,714). The current ratio (current assets: current liabilities) was 1.60 (2020: 1.57).

NDS income 2020–21

Total income received in 2020-2021 was \$22.89m, compared to FY2020 total income of \$22.02m. 49.7 per cent of revenue for the organisation is related to projects being undertaken by NDS to support the sector (2020:48.9 per cent).

NDS acknowledges the support of the Federal, State and Territory Governments and Philanthropic bodies that provide funding for these initiatives.

Other major sources of income were: government grants (16 per cent); NDS and NDP membership subscriptions (19 per cent); and government subsidies (under other income (6 per cent)).

NDS expenditure 2020–2021

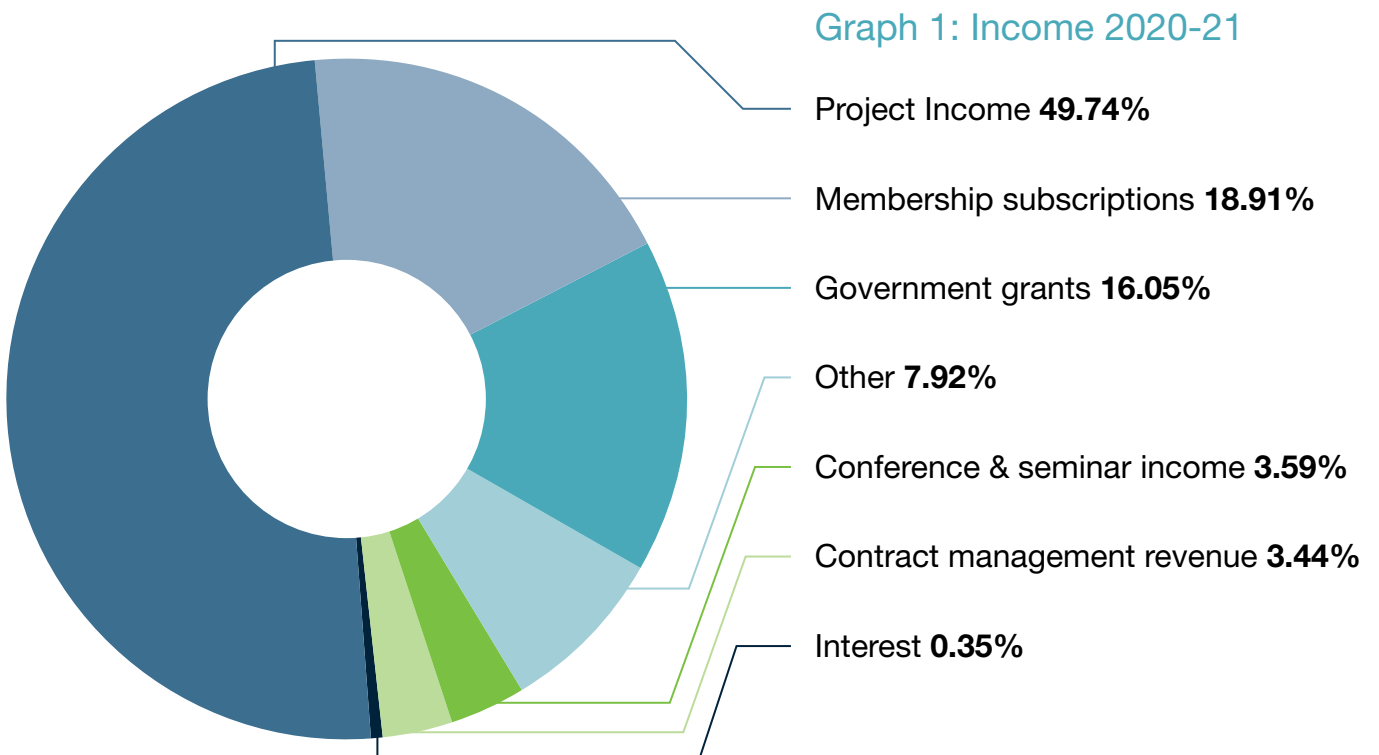
Total expenditure for the year increased by 4.5 per cent to \$21.9m (2020: \$20.9m).

Employment costs make up the largest area of expense incurred by the organisation (59 per cent; 2020: 57 per cent). Other principal expenses are: Related to grants and other project activities issued to service providers (14 per cent), and IT and Telephony (8 per cent).

A full set of audited financial statements is available from the registered office (33 Thesiger Court, ACT) on request, please email: nds@nds.org.au.

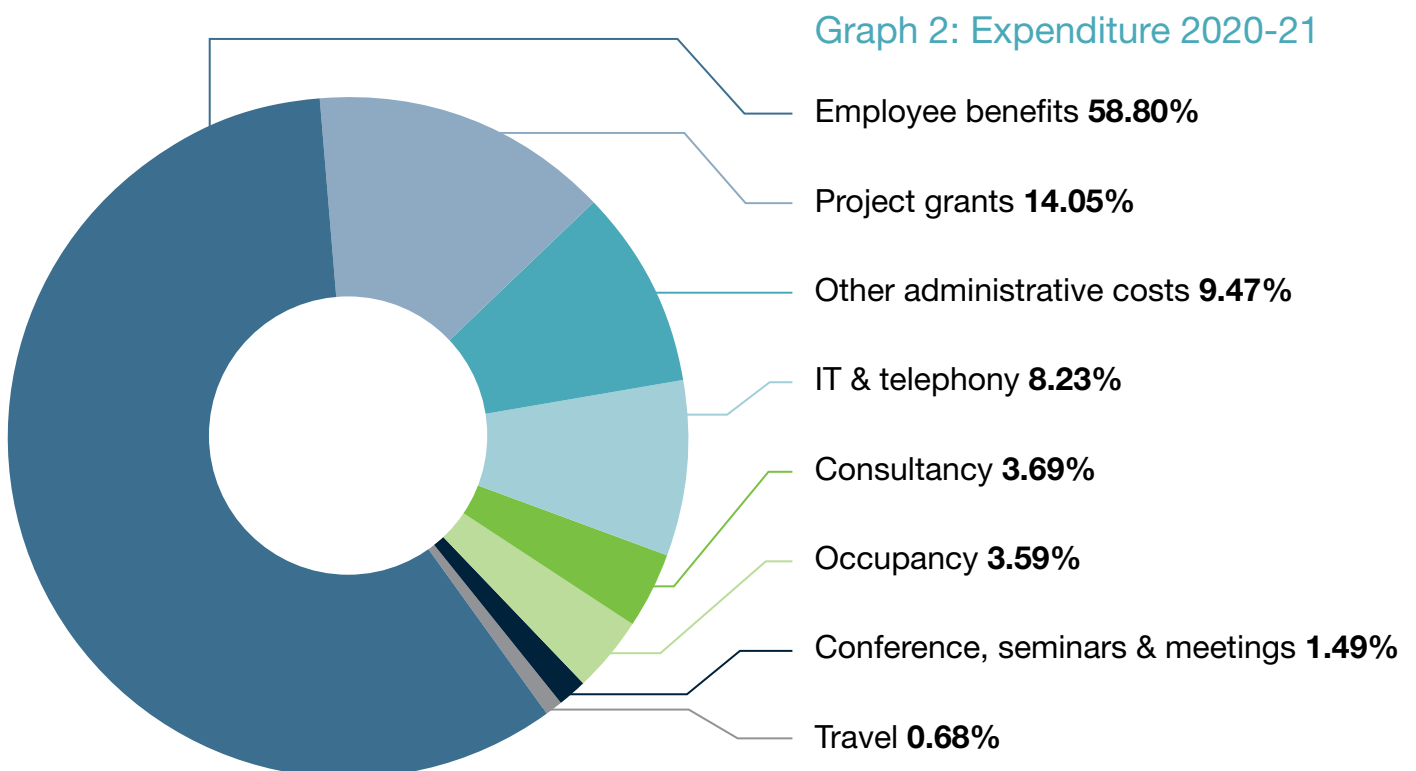
Income 2020-21

Income	2021 \$'000	2020 \$'000
Government grants - Operating	3,674	3,703
Membership subscriptions	4,328	3,962
Conference and seminar income	821	1,632
Project income	11,383	10,778
Contract management revenue	788	772
Business enterprise revenue	0	3
Rentals	33	19
Finance Income	81	283
Other	1,777	872
Total revenue	22,885	22,024



Expenditure 2020-21

Expenses	2021 \$'000	2020 \$'000
Employee benefits	12,866	11,957
Consultancy	808	956
Advertising	135	86
Conferences, seminars and meetings	325	1,115
Project grants	3,075	1,473
IT and telephony	1,800	1,491
Occupancy	785	378
Travel	150	550
Other administrative costs	1,939	2,929
Total expenditure	21,883	20,935



Assets and liabilities

Assets	2021	2020
	\$'000	\$'000
Current assets		
Cash and cash equivalents	33,426	28,842
Other current assets	2,545	3,817
Total current assets	35,971	32,659
Non-current assets		
Property, plant and equipment	3,959	4,283
Right of Use Asset	536	1,645
Total non-current assets	4,495	5,928
Total assets	40,466	38,587
Liabilities	2021	2020
	\$'000	\$'000
Current liabilities		
Trade and other payables	1,392	2,509
Provisions	308	85
Employee benefit liabilities	1,019	935
Interest bearing loans and borrowings	548	841
Unearned revenue	19,217	16,412
Total current liabilities	22,484	20,782
Non-current liabilities		
Provisions	32	32
Employee benefit liabilities	280	245
Interest bearing loans and borrowings	38	899
Total non-current liabilities	350	1,176
Total liabilities	22,834	21,958
Net assets	17,632	16,629

10 years of service

Jeremy Barrett-Lennard,
Customer Service, WA



How would you characterise your experience at NDS?

NDS is an easy-going workplace, where colleagues at all levels of hierarchy are respected and valued.

How and why did you begin your career here?

I was fortunate enough to know an existing staff member of NDS who informed me of an opportunity in an administration role which I was lucky enough to be successful at.

How have things changed since you started?

The organisation has grown immensely since I started with NDS, with an even stronger focus on improving the lives of people with disability.

What has been your proudest achievement at NDS?

Being involved in the development of a new ACROD parking program database. It enables us to deliver more efficient business practices to program participants.

How did you feel when you hit 10 years?

It felt good to reach a 'milestone' such as 10 years knowing I have served NDS loyally and likewise NDS has done the same for me.

You've been committed to NDS for 10 years – what do you like most about the organisation?

I enjoy the comradery amongst colleagues and knuckling down for a hard and rewarding days' work.

NDS's value to disability services sector is extremely significant, especially throughout uncertain and changing times with the NDIS.

What do you think the future holds for NDS, and the sector more broadly?

Hopefully the future holds far more stability, consistency and continuity for people with disability and I think NDS is an integral part to ensuring this outcome is achieved.

Anything else you want to mention?

I would like to acknowledge the tireless work, effort and advocacy of Julie Waylen and Melanie Richardson who are striving to ensure the best outcomes are delivered to people with disability.



National Disability Services Annual Report 2020–21

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Produced by National Disability Services

Contact: comms@nds.org.au

Data used in this report is drawn from the most accurate information available at the time of writing.

We would like to acknowledge and thank the many people who have agreed to allow photographs of themselves to be used in various NDS publications.

National Disability Services acknowledges the Traditional Owners and Custodians across the lands in which we live and work and we pay our respects to Elders both past and present.

nds.org.au

