



Our time has come



NOW

**National
Disability Services
Annual Report 2013/2014**

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National Disability Services
2014

Produced by
National Disability Services

Designed by
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NDS promotes
high-quality service
provision and **life**
opportunities for
Australians with
disability through
policy influence,
information provision,
networking events and
business support.



ABOUT NDS

National Disability Services (NDS) is the peak industry body for non-government disability services. Its purpose is to promote and advance services for people with disability. It represents over 950 non-government organisations which collectively support people with all forms of disability. NDS's members range in size from small support groups to large multi-service organisations, and are located in every state and territory across Australia.

Structure

NDS has a national office in Canberra and offices in every state and territory. The organisation, as a whole, is governed by a board that includes the elected chair from each state and territory as well as representatives elected directly by members.

Origins

Formerly ACROD, NDS can trace its roots back nearly 70 years. In 1945, state and territory bodies formed the Australian Advisory Council for the Physically Handicapped. In 1963 the Australian Council for the Rehabilitation of the Disabled was established. This evolved into ACROD which, in early 2007, became National Disability Services to provide one strong voice for disability service providers across Australia.

MEMBERSHIP BENEFITS

Information

Given the complex challenges confronting the disability sector, up-to-date information is an essential resource for service managers. NDS members receive a flow of timely information and analysis regarding not only government policies, programs and funding contracts, but also service delivery and management issues such as governance, risk and quality assurance. Information is delivered to members via regular email news updates, regional and state forums, national conferences and issues-based committees and networks.

Policy influence

NDS provides a robust, independent and rational voice to governments – federal, state and territory – on behalf of disability service providers. NDS bases its positions on consultation with members, supported by research and argument. Through NDS, members have an opportunity to influence government policy.

Networking and Professional Development

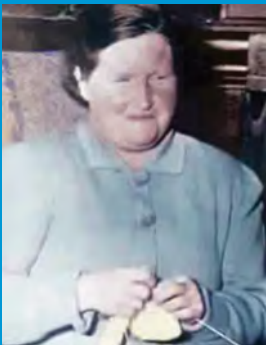
NDS provides members with opportunities to meet, exchange information and form mentoring relationships and business partnerships. Members are offered a range of development activities and receive discounted registration fees at NDS regional, state and national conferences and events, where available.

Business Support

NDS members are able to access practical resources, services and products to assist them to deliver high-quality, responsive services.



Alice Betteridge (centre) meets her American 'counterpart' Helen Keller (left) in 1948.



Birth of Alice Betteridge, the **first deaf-blind person** to receive an education in Australia.



1901

1902



The Commonwealth Franchise Act is passed defining who was allowed to vote in Australian federal elections. Among those disqualified were people of 'unsound mind'.

Report from the President and the Chief Executive

This has been a demanding year for NDS, with major changes under way in the disability sector and widespread uncertainty about the detail and practical implications of those changes.

Among our priorities has been maintaining commitment to the National Disability Insurance Scheme (NDIS) across levels of government and party lines. A tough 2014 Federal Budget left the NDIS unscathed, due partly to campaigning in the lead-up to the Budget.

The NDIS was launched in four trial sites in July 2013 and a further three in July 2014. During this important phase of implementing and testing the scheme's design, NDS is working to ensure that the experience of service providers is captured and reflected in the advice we provide to the National Disability Insurance Agency (NDIA) and to governments.

As support to people with disability expands in the trial sites, there have been positive experiences, but many service providers are frustrated with difficult transition arrangements, inadequate prices and inconsistent plans.

Having repeatedly raised concerns about the low prices for one-to-one support, NDS commenced a joint project with the NDIA to review prices. After intense negotiations, the project achieved mixed results. There was good progress on developing a transparent evidence-based pricing method, but the announced price increases were lower than the method had generated. Negotiations are continuing. Without adequate prices, the quality and choice of services available to NDIS participants will be eroded.



Ken Baker
Chief Executive



Vicki O'Halloran
President

With Curtin University, NDS commenced a national costing and pricing framework which will assist Organisational Members to understand their costs – essential with individualised funding.

NDS also developed policy advice on key NDIS design matters such as the role of block funding.

Demand for information about the NDIS remained high throughout the year. We hosted forums on lessons from the trial sites, published a regular NDIS bulletin and created a one-day 'essentials' briefing on the NDIS which we took to every capital city with a total attendance of 1,600 people.

NDS also assisted members with practical resources, such as expanded access to the NDIS Organisational Readiness Tool, which enables organisations to assess the preparedness of their internal systems.

NDS continues to build its research capacity. In December 2013, we launched the Centre for Applied Disability Research and, in May 2014, hosted the

1908



The Commonwealth introduces the Invalid and Old Age Pension Act, to be administered by the Treasury.

first 'Research to Action' national conference. The conference brought together university researchers, government officials and the disability community around common interests in applied research and service development.

We prepared advice in the form of a report for the Australian Government Department of Social Services on a national disability workforce strategy to improve the recruitment, retention, utilisation and development of the workforce. We received funding from the Department of Industry to establish a Workforce Innovation Network (Disability WIN) in partnership with the National Community Services and Health Industry Skills Council. It will assist disability service organisations with workforce planning. The successful workforce recruitment projects carecareers and projectABLE were extended beyond NSW.

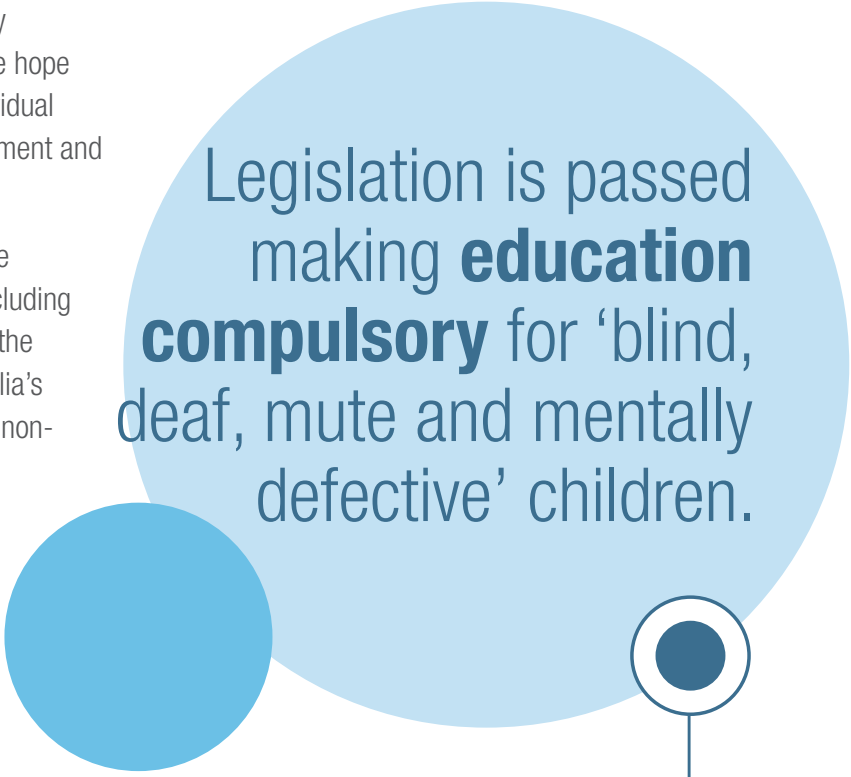
Another national project, Zero Tolerance, produced the first of a series of practice guides aimed at equipping service providers to prevent and respond to abuse and neglect of people with disability.

Work continued to establish National Disability Practitioners, a new division of NDS, which we hope will grow to include tens of thousands of individual members. It will support professional development and professional standards in disability work.

NDS produced a policy paper on reforming the Disability Employment Services program – including proposals on cutting red tape. We applauded the Government's decision to transfer CRS Australia's Disability Management Services (DMS) to the non-government sector.

Australian Disability Enterprises (ADEs) faced continuing uncertainty over wage assessment methods. Resolving the uncertainty requires developing a new wage assessment tool, gaining the endorsement of industrial parties and Fair Work Australia, training new assessors, conducting thousands of new wage assessments and ensuring that ADEs have the capacity to pay wages determined by the new tool. In April 2014, the Australian Human Rights Commission (AHRC) granted only 12 months to achieve this. NDS is seeking a review of the decision.

NDS opposed a union application to remove most wage assessment tools from the Supported Employment Services Award. We developed a campaign, 'ADEs Work for Me', which in its first few weeks generated more than 500 emails to the Australian Government asking for a plan to secure the future of supported employment. At NDS's Disability at Work conference, Federal Minister Mitch Fifield announced that the Government would provide \$173 million over four years to develop and implement a new wage assessment method.



Legislation is passed making **education compulsory** for 'blind, deaf, mute and mentally defective' children.

1913

1915

The Mental Defectives Act is passed. This term encompassed mental illness and mental retardation. It also provided for the establishment of a receiving house, where patients could go for temporary treatment without being certified and sent to the mental hospital.

NDS was represented on key government advisory groups during 2013/2014, including the NDIS Independent Advisory Council, the National Not-for-profit Reform Council, the People with Disability and Carer Council, the National Disability Strategy Implementation Reference Group and several groups advising on disability employment.

We held successful national and state conferences, sent out more than 500 News Updates and lodged 32 national submissions on topics as varied as decision-making capacity, Commonwealth procurement procedures and the (slow) progress of the National Disability Strategy.

During the year, the Board commenced (and subsequently concluded) negotiations with Social Firms Australia (SoFA) to become part of NDS. SoFA shares with NDS a deep commitment to expanding employment opportunities for people with disability or mental illness. SoFA will also bring to NDS expertise in business development from its experience in helping to set up social firms.

NDS's organisational structure was revised to align with the company's strategic directions and two new positions were created to coordinate a growing number of NDIS activities and generate new income to support NDS when state government funding diminishes.

NDS greatly appreciates the support it receives from the Australian Government and all state and territory governments. We value the working relationship we have with governments to improve available support to people with disability.

NDS ended the year with a modest surplus and a strong balance sheet. The total number of NDS members and associates grew to 1,127 in total, 13 per cent up on the previous year.

The involvement of our members strengthens NDS in many ways. Members contribute to NDS's governance and help us test policy ideas against the experience of service provision. We thank NDS's committees, that ensure we remain responsive to members' priorities and needs across Australia.

We also value the enormous commitment, ingenuity and diligence of staff across our eight offices, who are the engine of NDS.



Vicki O'Halloran
President



Ken Baker
Chief Executive

1920



Australian
Soldiers' Repatriation Act
is passed.

The NDS Board

**Vicki O'Halloran AM
President**

Chair – NT Division
Chief Executive Officer,
Somerville Community
Services Inc



Rohan Braddy

Elected Member
Chief Executive Officer,
Mambourin
Enterprises Inc



Paul Byrne

Chair – TAS Division
(from 25 June 2014)
Chief Executive Officer,
Veranto



Daryl Lamb

Chair – TAS Division
(to 5 June 2014)
Deputy CEO
Anglicare Tas Inc



**Andrew Richardson
Vice President**

Elected Member
Chief Executive Officer,
House with No Steps



Anne Bryce

Elected Member
Chief Executive Officer,
Achieve Australia



Estelle Fyffe

Chair – VIC Division
Chief Executive Officer,
annecto: the people
network



Jon Martin

Chair – SA Division
Chief Executive Officer,
Autism SA

1920



Civilian Tuberculosis and
Cancer Comfort Fund
is formed.

Joan McKenna Kerr

Chair – WA Division
Chief Executive Officer,
Autism Association of
Western Australia



Sanjib Roy

Elected Member
Chief Executive Officer,
Yooralla



Gordon Trewern

Elected Member
Chief Executive Officer,
Nulsen



Rob White

Chair – NSW Division
Chief Executive Officer,
Cerebral Palsy Alliance



Cheryl Pollard

Chair – ACT Division
Chief Executive Officer,
Duo Services Australia



Angela Tillmanns

Chair – QLD Division
Chief Executive Officer,
Cerebral Palsy League
of Queensland



Tim Walton

Elected Member
Chief Executive Officer,
Australian Foundation
for Disability

- **Ken Baker**
Chief Executive
Company Secretary
- **Patrick Maher**
Chief Operating Officer
- **Ernst & Young**
Auditor

1927



Philip Drinker and Louis Shaw develop the iron lung, a chamber that provides artificial respiration for polio patients being treated for respiratory muscle paralysis.

1931



The Medical Journal of Australia supports 'sterilisation of mental defectives'.

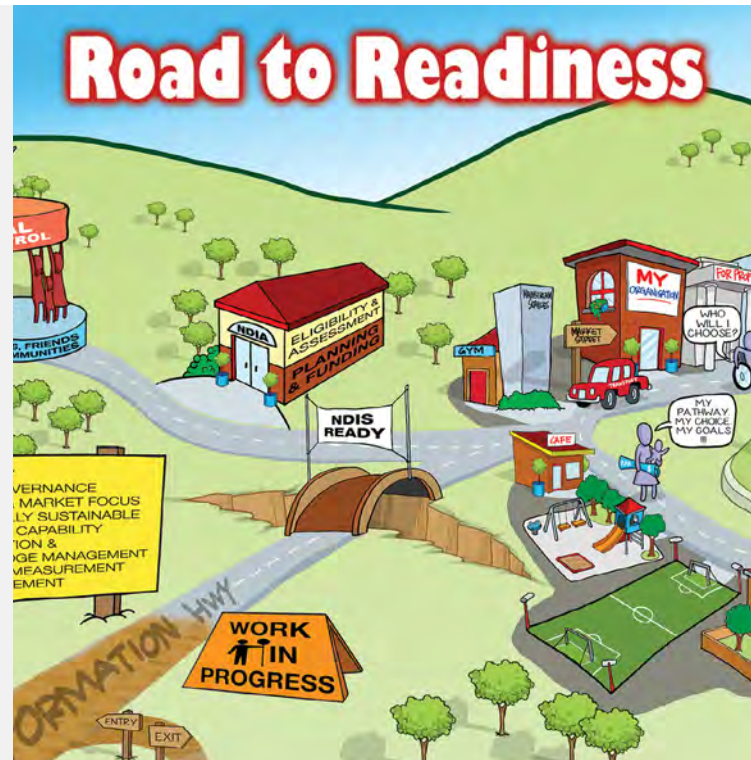
NDS Strategic Directions

DIRECTION 1

>> A broad and growing membership of organisations and individuals who share our purpose and values

Case study – NDIS Roadmap & Organisational Readiness Toolkit

The NDIS Roadmap & Organisational Readiness Toolkit has been developed to help organisations transition to the new market and maintain services that are viable and responsive by helping them to understand and act to anticipate the opportunities and risks awaiting them. The toolkit includes the Key Financial Ratios Tool; A Calculation Tool; The Self-Assessment Tool; The Gap Analysis and the Readiness Development Plan.



DIRECTION 2

>> Influencing policy across all areas of government

Case study – National Disability Workforce Strategy

In early 2014, the Australian Government (Department of Social Services) contracted NDS to provide advice on the development of a National Disability Workforce Strategy. The strategy is a response to the fundamental shift in the provision of disability services and supports resulting from the NDIS. The challenge for the workforce strategy is to support a flexible workforce with the depth and breadth of skills needed to facilitate and complement improved social and economic participation outcomes. Jobs in the sector also need to be attractive enough to draw a sufficient and appropriately diverse workforce.

DIRECTION 3

>> Working to enable sustainable, dynamic services that improve the lives of people with disability

Case study – NDIS Trial Sites Updates

The NDIS Trials Coordinator, a new position funded by NDS, disseminates information about the rollout of the NDIS to assist service providers to make decisions about their operations. The project provides a single contact point for disability services supporting NDIS participants. The project has built strategic, on-the-ground relationships within all NDIS trial sites to support provider engagement in the rollout of the scheme. This critical, on-the-ground information has enabled NDS and our members to influence the rollout of the NDIS at all levels of government.

1933



The folding wheelchair is invented by engineer Harry Jennings.

1941



Australian ophthalmologist Dr N M Gregg recognises that German measles (rubella) in early pregnancy could malform an embryo and cause a characteristic syndrome of congenital malformations.

DIRECTION 4

>> Collaborating with community service organisations, people with disability, families and carers, governments and businesses

Case study – Zero Tolerance Project

The Zero Tolerance Project is being led by NDS in consultation with the disability sector, government and people with disability. The project is being informed by a national reference group comprising statutory bodies, expert professionals, academics, advocacy organisations and service providers with contemporary expertise on abuse prevention and response. Zero Tolerance aims to provide an evidence-based, nationally consistent and contemporary approach to preventing and responding to abuse and neglect. It will deliver a practical framework with tools and resources for disability service providers to improve prevention, early intervention and response to abuse, neglect and violence towards people with disability.

DIRECTION 5

>> Providing advice, evidence and analysis that informs service development

Case study – Centre for Applied Disability Research (CADR)

The Centre for Applied Disability Research (CADR) is a new applied disability research centre based in the sector and seed-funded by the NSW Government. NDS launched CADR in December 2013 to improve the wellbeing of Australians with disability by gathering insights, building understanding and sharing knowledge. CADR will undertake an integrated series of policy, research and sector development initiatives that together deliver a State of the Sector assessment. Additionally, CADR aims to undertake, commission, monitor and disseminate the key findings of recent disability-focused research and evaluation from throughout Australia and internationally.



The Commonwealth passes legislation leading to the formation of the **Commonwealth Rehabilitation Service** to assist injured armed forces personnel and people on invalid pensions to return to the workforce.

Membership Report

National Disability Services is Australia’s peak body representing non-government disability service organisations.

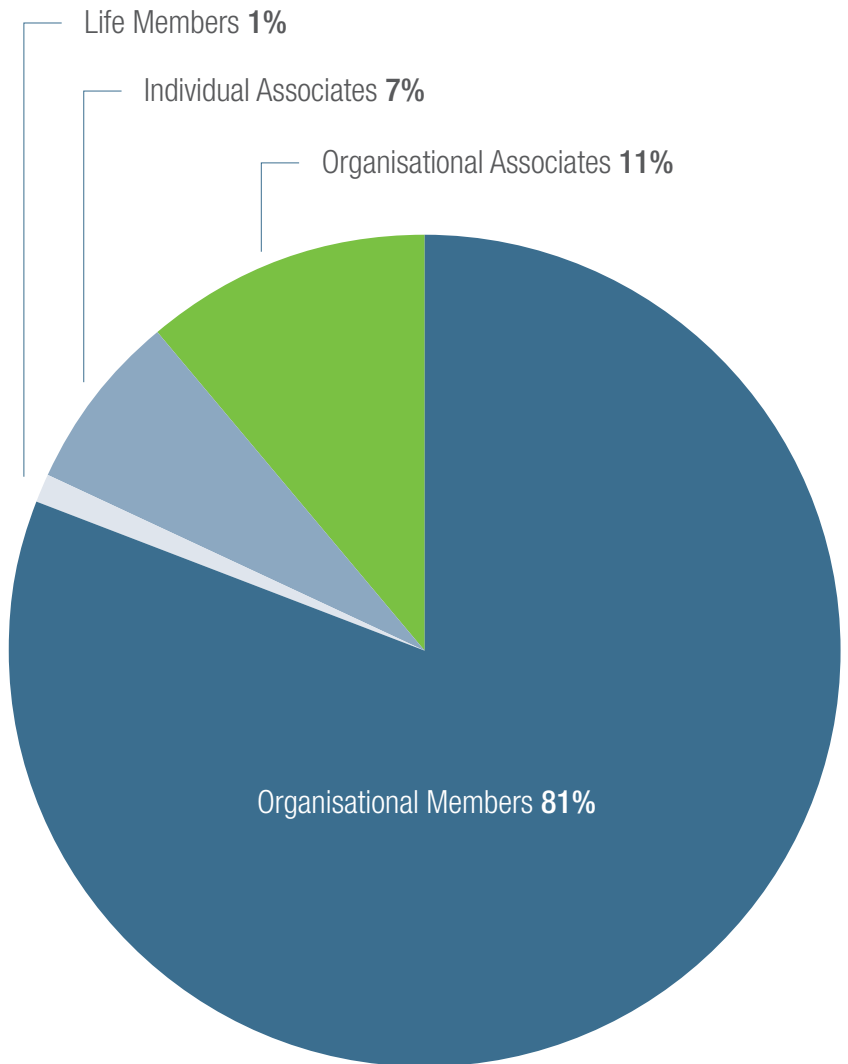
NDS’s purpose is to promote high-quality service provision and life opportunities for Australians with disability. This is achieved by influencing government at all levels and providing members with information and advice, networking opportunities and business support.

Collectively, NDS members operate several thousand services for Australians across the full spectrum of service needs (including accommodation, employment, community access, respite and community support). Members range from small support groups to large multi-service organisations, and are located in every state and territory across Australia.

Membership summary

Over the past year, NDS’s membership program grew 13 per cent to 1,127 organisations and individuals. This includes:

- 916 Organisational Members (not-for-profit organisations in the disability field);



- 119 Organisational Associates (for-profit and government organisations with an interest in disability issues);
- 85 Individual Associates (individuals with an interest in disability issues); and

- 7 Life Members (elected by a general meeting of NDS).

A strong membership value proposition and increased interest in the sector continued to be the catalysts for growth in the program.



Member services

NDS Organisational Membership provides accurate and timely information; opportunities to meet, exchange information and form business partnerships; access to research; and business support. Members are able to contribute to policy development, collaborate with peers and inform NDS's work through a variety of participative opportunities.

Through the business support program, members have access to a range of practical resources, services and products from organisations including AccessPay, Holman Webb Lawyers, Jobs Australia, OfficeMax, Qantas Corporate Club, Virgin Australia Lounge and CGU Workers Compensation.

The Industry Supporter subscription is for non-service provider organisations that have an interest in disability issues and/or provide targeted products and services to the sector. Silver package subscribers will receive information, access to three policy papers or submissions per annum and discounted rates for NDS conferences and events (excluding member-only events). Gold package subscribers will receive the benefits of the silver package in addition to discounts or exclusive promotional opportunities and a listing in an online NDS Industry Supporter directory.

Online directories for the new subscriber categories were live from 1 July 2014. These will assist Organisational Members to locate research projects and products/services that may be of use to their organisation.

“At this time of momentous change in the disability landscape, it is vital that providers have a voice to reflect their views and help influence government policy and community attitudes. NDS plays a pivotal role in this regard through its various committees, forums, submissions and representations.”

Phil Farrow, The Bedford Group

New subscriber categories

Two new subscriber categories were developed during the year for introduction on 1 July 2014.

The Research Affiliate subscription is for individuals with a research or evaluation focus, and students engaged in full or part-time study. This new category will be closely aligned to NDS's Centre for Applied Disability Research and provide subscribers with information, access to professional development, a listing in an online Research Affiliate directory and the opportunity to network with like-minded peers.



Deaf-blind author and social activist **Helen Keller** tours Australia.

1945



Australian Advisory Council for the Physically Handicapped is formed as a coordinating body for the crippled children's societies in each state.

1948



Membership Recognition Program

NDS was pleased to recognise longstanding members at the 2013 Membership Recognition Awards held during the CEO Meeting dinner on 4 December in Sydney.

Launched in 2012, the Membership Recognition Awards acknowledge the continued support and contributions of members that have reached the milestones of 20, 30, 40 and 50 years of NDS membership.

Twenty-six organisations received a Membership Recognition Award in 2013. NDS thanks all award recipients for their loyalty and continued support.

50 YEARS OF NDS MEMBERSHIP

- House with No Steps

40 YEARS OF NDS MEMBERSHIP

- Cerebral Palsy League of Queensland
- Community Accommodation & Respite Agency Inc (CARA)
- Koomarri
- SCOPE (Vic) Ltd
- scosa

30 YEARS OF NDS MEMBERSHIP

- Central Coast Disability Network Inc
- Cosmos Inc
- Prahran Mission
- RPH Australia Cooperative Ltd

20 YEARS OF NDS MEMBERSHIP

- The Ascent Group Australia Ltd
- Connect2Group Inc
- Cooma Challenge Limited
- Dundaloo Foundation Ltd
- EPIC Employment Service Inc
- Finding Workable Solutions Inc
- FSG Australia
- Headwest (Brain Injury Association of WA Inc)
- Macarthur Disability Services Ltd
- Macleay Options Inc
- The Mai-Wel Group
- The Paraplegic and Quadriplegic Association of SA Inc
- Somerville Community Services Inc
- Strive Warren Blackwood Inc
- Top End Association for Mental Health Inc
- Willing & Able Foundation Ltd



L – R Andrew Richardson, Ken Baker and Vicki O'Halloran

House with No Steps is presented with a Membership Recognition plaque during the 2013 CEO Meeting dinner.

1948



The World Health Organization (WHO) established by the United Nations.

1948



The General Assembly of the United Nations adopts and proclaims the Universal Declaration of Human Rights.

President's Award – Tony Lund

NDS was pleased to present Tony Lund with the President's Award during the 2013 CEO Meeting dinner. Tony's contribution to the disability services sector has spanned more than 25 years.

During this time, Tony undertook a number of senior management roles including business operations, service delivery and quality. For nine of these years, Tony was the Chief Executive of Disability Services Australia, where he significantly expanded state and Commonwealth programs, implemented person-centred active support in services and was recognised for best practice in quality management and corporate governance.

Tony served on the NDS Board from 2003–2009 including three years as President. He was a long-serving Chair and member of the NSW State Committee and chaired NDS's Finance and Audit Committee from 2004–2007. In addition to his support of NDS, Tony contributed to a number of other boards including the Autism Spectrum Australia Board, the La Trobe University-based Quality Improvement Council and Workability International, whose Oceania division he co-founded.

Tony's extensive knowledge of the operating challenges faced by the disability services sector has helped him apply key strategies for improvement and achieve positive outcomes for the clients of these services. Tony's expertise in governance, board development, quality management systems and continuous improvement strategies has assisted organisations to develop and respond to the opportunities presented by sector reforms.

Tony is widely known and respected in the disability services community and continues to apply his skills as a presenter, facilitator and mentor.



Tony Lund receives the President's Award from NDS President **Vicki O'Halloran** and NDS Chief Executive **Ken Baker** at the 2013 CEO Meeting dinner.

Life Members

An individual who has made an outstanding contribution to the disability sector may, at a general meeting of NDS, be elected as a Life Member. NDS acknowledges the following seven Life Members:

- John Button
- Jean Garside OBE
- Ted Petersen AM
- Felicity Purdy
- Michael Sumner
- Joan Tuxen MBE
- Bryan Woodford OAM

1950s



Parents open the first Australian sheltered workshops for their children with disabilities, at a time when institutional care was the only alternative. 'Sheltered' implied protecting people with disability from the challenges of competition in open employment.

ADEs Work for Me Campaign

The future of Australian Disability Enterprises is in the balance, that's why NDS launched a nationwide campaign, "ADEs Work for Me".

ADEs Work for Me started because of serious concerns about the future of ADEs. The campaign is being run by NDS together with supported workers, their families and carers as well as the operators and support staff of ADEs around Australia.

We are campaigning for no job losses, fair wages and sustainable businesses.

Our campaign has included sending more than 500 emails to Minister Fifield calling on him to start working with ADEs, their employees and their families on a long-term plan that guarantees ADEs continue to be a viable employment option for people with permanent and significant disability.

The campaign also became an online photo album of the social impact ADEs have on their employees and community. This critical resource allows people with disability working at ADEs to tell their own story.

NDS is leading this campaign with the support of the disability community because if ADEs have to close or downsize, most supported workers who lose their jobs will be stuck at home. Some might be able to get into a state-funded day program – which will give them something to do during the day – but they will no longer be as productive because they won't be working.

To find out more visit www.ade.org.au



1950



Canadian George Klein invents the first electric wheelchair for injured WWII veterans.

Building NDP

A key focus for National Disability Services (NDS) in 2013/2014 was preparing for the launch of National Disability Practitioners (NDP) accepting new members from October 2014.

NDP will take the lead in strengthening occupational standards, building sector networks and creating professional development opportunities for those working to support people with disability.

NDP members will have access to ongoing personal and professional development, education and training. In the future, NDP will significantly resource and offer support through mentor programs, accreditation and certification, awards, grants and scholarships. Other planned key benefits are programs focused on the recognition of members' contribution to the sector and corporate partnership offerings.

Based in Sydney but with an Australia-wide presence, NDP will operate as a division of NDS. NDS established NDP initially by merging two professional bodies, Australian Disability Professionals and Disability Professionals Victoria. Since then, NDS has been working hard to create an association that supports disability workers by contributing to stronger careers, a stronger sector and stronger services – all working towards a better life for people with disability.

NDP will welcome members from across the entire disability sector including frontline workers, senior managers, clinicians or administrators. NDP is open to full-time, part-time, and casual employees.



1950



First battery operated prosthetic limb was invented by S.W. Alderson. The artificial arm was lighter than earlier prototypes and allowed a full range of natural motion.

NDS National Committees

NDS's national committees advise the Chief Executive on relevant policy matters. This information is then channelled through the Chief Executive to the NDS Board. They also facilitate information exchange among NDS's members, and monitor developments to identify common trends, service innovation and nationally significant issues.

The national committees, with their corresponding chairperson and NDS co-ordinator, are:

NATIONAL COMMITTEE ON ACCOMMODATION

Committee Chair

Adam Carrozza

General Manager
annecto: the people network

NDS Co-ordinator

Philippa Angley

National Policy Manager

NATIONAL COMMITTEE ON AGEING AND DISABILITY

Committee Chair

Kerry Stubbs

Chief Executive Officer
Northcott Disability Services

NDS Co-ordinator

Philippa Angley

National Policy Manager

NATIONAL COMMITTEE ON AUSTRALIAN DISABILITY ENTERPRISES

Committee Chair

Robert Styling AFSM

General Manager Human Resources
Phoenix Society Inc

NDS Co-ordinator

Paul Musso

Policy Adviser

NATIONAL COMMITTEE ON CHILDREN, YOUNG PEOPLE AND THEIR FAMILIES

Committee Chair

Glenn Rappensberg

Chief Executive
Novita Children's Services

NDS Co-ordinator

Philippa Angley

National Policy Manager

NATIONAL COMMITTEE ON OPEN EMPLOYMENT

Committee Chair

Jason McKey

Managing Director
Job Placement Limited

NDS Co-ordinator

Kerrie Langford

National Employment Manager

NATIONAL COMMITTEE ON WORK, HEALTH AND SAFETY

Committee Chair

Phil Farrow

General Manager,
Government and Sector Relations
Bedford Industries Inc

NDS Co-ordinator

Susan Smith

Project Manager Disability Safe

NATIONAL COMMITTEE ON SOCIAL PARTICIPATION

Committee Chair

Grant Vukasinovic

Programs Manager
Greenacres Disability Services

NDS Co-ordinator

Philippa Angley

National Policy Manager

NATIONAL COMMITTEE ON WORKFORCE

Committee Chair

Paul Byrne

Chief Executive Officer
Veranto

NDS Co-ordinator

Paul Musso

Policy Adviser

1951



The Crippled Children's Association
began to take children with disabilities
other than polio.

Dr Arnold Cook and his dog, Australia's first guide dog, Dreena



First **guide dog training** centre is opened in Perth by Dr Arnold Cook, a senior economics lecturer at the University of WA. He had been **blind** from the age of 18.



NDS State & Territory Committees

The State Committee ensures the Division contributes to NDS's achievement of its objectives. It develops strategic priorities that respond to the concerns and interests of members in that Division and are compatible with the Strategic Directions. They provide advice to the State Manager in key areas of policy and represent the views of members.

NEW SOUTH WALES

Committee Chair

Rob White

Committee Vice Chair

Anne Bryce

Committee Members

Chris Campbell
Adrian Ford
Pennie Kearney
Fiona Miller
Hugh Packard
Andrew Richardson
Claire Robbs
Kerry Stubbs
Tim Walton
Allan Young

NSW Manager

Scott Holz

NORTHERN TERRITORY

Committee Chair

Vicki O'Halloran

Committee Vice Chair

Kim McRae

Committee Members

Ian Campbell
Helen Egan
Narelle Higginson
Greg McMahon
Joseph Smith
Steve Vitone

NT Manager

Jenny Upton

AUSTRALIAN CAPITAL TERRITORY

Committee Chair

Cheryl Pollard

Committee Vice Chair

Susan Healy

Committee Members

Paula Chemello
Jacinta Cummins
Miranda Garnett
Lynne Harwood
Tina Siver
Eric Thauvette
Amanda Tobler

ACT Manager

Stephen Fox

SOUTH AUSTRALIA

Committee Chair

Jon Martin

Committee Vice Chair

Nicholas Mihalaras

Committee Members

Geoff Blackwood
Andrew Daly
Aileen Dawson
Michael Forwood
Mark Kulinski
Janine Lenigas
Cathy Miller
Sally Powell
Glenn Rappensberg
Paul Stevenson
Peter Stewart
Margaret Watson

SA Manager

Noelene Wadham

QUEENSLAND

Committee Chair

Angela Tillmans

Committee Vice Chair

Joanne Jessop

Committee Members

Craig Blackman
David Curd
Jan Crowley
Kaye Deeley
Judy Dickson

1954



Miss Australia Quest is launched as a major fundraiser for the Australia Cerebral Palsy Association.

1960



First text telephone is available, allowing people who are deaf or speech-impaired to type messages back and forth to one another.

Robert Evelyn
Tracey Jones
Frank Martin
Bruce Milligan
Stuart Mulligan
Elizabeth Sutton

QLD Manager

Jane Geltsch

TASMANIA

Committee Chair

Paul Byrne

Committee Vice Chair

Janette Martin

Committee Members

Donna Bain
Deborah Byrne
Glenn Campbell
(from August 2014)
Mandy Clarke
(from August 2014)
Mary D'Elia
Steve Daley
Karen Frost
Daryl Lamb
(to May 2014)
Dale Luttrell
John Paton
Caroline Pegg
(to June 2014)
Neal Rodwell
(to July 2014)

TAS Manager

David Clements

VICTORIA

Committee Chair

Estelle Fyffe

Committee Vice Chair

Jennifer Fitzgerald

Committee Members

Rohan Braddy
Terri Carroll
Warwick Cavanagh
Glenn Foard
Bruce Giovanetti
Daniel Leighton
Christine Mathieson
Kerry Nelson
Sanjib Roy
Daryl Starkey
Di Winkler

VIC Manager

James O'Brien

WESTERN AUSTRALIA

Committee Chair

Joan McKenna Kerr

Committee Vice Chairs

Michael Tait
Gordon Trewern

Committee Members

Sue Ash
Gerri Clay
Judy Hogben
Robert Holmes
Tracy Neilson
Marina Re
Ron Regan
Jill Robinson
Marcus Stafford
Tony Vis

WA Manager

Terry Simpson



First Paralympics
are held in Rome,
with 400 competitors
from 23 countries.



1960



All Aboriginal people, other than those designated 'nomadic or primitive', become eligible for the invalid pension.

1960

New South Wales



Scott Holz
NSW Manager

Representation to government and members

NSW has been active in seeking to influence the workings of government, consulting widely with members across the state. We do this through an extensive information exchange at regional meetings, sub-committees and support worker conferences as well as ad hoc working parties on specific inquiries or legislation.

The NSW team has maintained a productive and positive relationship with the NSW Minister for Disability Services, the Hon. John Ajaka MLC, as well as the senior leadership of the Department of Family and Community Services (FaCS), particularly its Ageing, Disability and Home Care (ADHC) branch. The information flow is two-way and there is strong NDS representation on working parties, peaks forums and formal consultations. FaCS regularly attends NDS forums to explain policy and process changes.

We reinforce the information flow at face-to-face meetings between the state manager, senior leaders, sector support consultants, CEOs and board members.

NDS has made submissions to a significant number of current inquiries and other consultations including

the NSW Mental Health Commission Strategic Plan, the Parliamentary Review into the functions of the WorkCover Authority, the Parliamentary Inquiry into volunteering and unpaid work placements among children and young people in NSW, and the Division of Local Government consultation on the final recommendations and next steps for local government reform.

NDS undertook specific consultations with members to look at the Disability Inclusion Bill and the Parliamentary Inquiry into Social, Public and Affordable Housing. Over 30 members attended each of these consultations and contributed a wealth of information to NDS's submissions.

NDS has made representations to the Strategic Review of Sydney Bus Infrastructure and appeared before the NSW Parliamentary Inquiry into Social, Public and Affordable Housing. A detailed submission on the experience of people with disability and hospitalisation has been sent to NSW Health.

NSW staff participated in four Ombudsman's workshops covering devolution, health, best practice in safeguarding, and disability issues more broadly. We also attended a series of workshops with FACS on the development of its NGO engagement strategy.

NDS continued to grow during 2013/2014, with new staff appointed in business development, communications, Companion Card, workforce development and the administration and finance teams to accommodate growth in demand from core NDS activities and projects.

1960



Channel 9 launches its first on-air appeal – Telethon – in a 24-hour non-stop entertainment show. The appeal raised \$25,000 for the Crippled Children's Association.

Projects and events

The NDS NSW 2014 State Conference was again an outstanding success. The theme ‘The future ain’t what it used to be’ promoted the commencement of the NDIS in four trial sites across the country, including the NSW Hunter region. More than 600 delegates attended the two-day conference, with 450 CEOs and senior managers attending a high-level program on the preceding Sunday.

Minister Ajaka announced at the Conference that NSW is to manage the Organisation Transition Fund, a grants program worth \$2.8 million. It assists organisations, individually or in groups, with the purchase or costs of practical tools and resources to enable their transition to the NDIS.

Consultants have almost concluded their first round of individual business development visits to all ADHC-funded organisations in the sector. Funding for the team has now been extended to 2016. Over 650 organisations across NSW have been seen by the Sector Support Consultants who will now focus on working more closely with NGOs that require more business development and targeted consultancy support.

A memorandum of understanding to streamline communication and information sharing has been signed with the Mental Health Coordinating Council (MHCC). NDS staff gave several presentations at an MHCC state-wide forum.



Aboriginal Programs Team at the All Communities Together Conference (ACT Now) in Coffs Harbour.
L – R **Joe Archibald, Dylan Reynolds, Robyn Smith, Ray Peckham, Vanessa Pattison.**

1963



Australian Council for the Rehabilitation of the Disabled (ACROD) is established as a voice for disability service providers to government. ACROD later becomes NDS.

1964



The Mental Health Amendment Act defines two types of ‘mental deficiency’: intellectual retardation and mental illness.

Northern Territory



Jenny Upton
NT Manager

NT representation to government and members

The Northern Territory disability sector received a boost in 2013 with the creation of a separate ministerial portfolio for Disability Services under the Hon. Robyn Lambley, MLA. Later in the year, the Northern Territory Ministerial Advisory Council for Disability Reform was formed. The council is chaired by NDS President Vicki O'Halloran and council members are representative of the diversity of the Northern Territory disability sector.

NT enjoys good working relationships with the Minister's Office, the Department of Health and the Office of Disability senior staff. Regular meetings provide an update of the 'state of the sector' as well as bringing issues of concern and options and ideas for resolution to government.

NT is a member of the NGO Sector Group which meets quarterly with the Chief Minister to discuss matters relating to the community sector.

Since NT's relocation to larger office premises in the previous year, use of the conference room and training resources by members and community groups has increased. The facility is a popular local venue for members to hold workshops and meetings.

Work by NT in the Barkly region ahead of the commencement of the NDIS trial on 1 July 2014 highlighted an urgent need for all service providers, inside and outside a trial site, to prepare themselves adequately for full rollout in the key areas of business and quality systems.

NT has maintained its broader links with the Territory community through membership of the following groups:

- NTML Partners in Recovery Reference Group
- Darwin Aged and Disability Services Network
- Northern Territory NGO Peak Network
- National Disability Co-ordination Officer Program Advisory Council
- City of Darwin Disability Advisory Committee
- DoH NDIS Mental Health Group.

NT held two very successful conferences – one in Darwin ('Inform, Inspire, Implement') and the other in Alice Springs ('Ready to Act'). Both conferences featured plenty of content relating to readiness for the NDIS, complemented by presentations on the provision of high-quality services for people with disability.

NT was contracted by the Department of Health to undertake the management of the Northern Territory Disability Services Awards with a view to increasing the profile of the Awards in coming years. The 2013 Awards included a separate ceremony in September where the Minister officially launched the Awards. Award categories rose from four to six and recipients received their Awards at a cocktail function in December 2013.

1967



The Government passes the Sheltered Employment (Assistance) Act, providing grants to non-profit organisations to establish and equip sheltered employment and supported accommodation.



NDS NT Conference – Alice Springs 2013



The General Assembly of the United Nations proclaims the Declaration on the Rights of Disabled Persons.

1974



Handicapped Persons Assistance Act is passed to provide facilities for disabled children and disabled persons.



1975

Australian Capital Territory



Stephen Fox
ACT Manager

The ongoing focus for ACT for 2013/2014 has been the preparation for the ACT trial of the National Disability Insurance Scheme (NDIS) which commenced on 1 July 2014.

Key activities included the final three of five forums in 2013 on aspects of the NDIS and the launch of the NDS NDIS Organisational Toolkit in February 2014. NDS hosted a forum in late May 2014 for providers to hear directly from others working in the Hunter NDIS trial site. Members were given a preview of NDS's work on pricing and costing. Both these events attracted around 70 attendees.

Some 46 ACT or ACT-focused organisations completed the toolkit: a strong contribution to the total of 164 organisations from all trial sites that submitted their results. Among other things, this strong response was assisted by the great support provided by NDS Sector Support Consultants.

In the midst of major changes, it was exciting to see many members not only willing, but enthusiastic, to support the implementation of projectABLE in the ACT. Between February and June 2014, six projectABLE workshops were held, attended by 129 students.

NDS continued to advocate for the needs of the sector. In July 2013, an ACT sub-group on housing and supported accommodation was formed to discuss housing support under the NDIS. A discussion paper of its deliberations was released in February 2014. The paper continues as a basis for ongoing dialogue with government on housing support issues in the ACT. The group recommenced meeting in 2014, guiding an NDS submission to the ACT Government on housing demand issues and developing cooperative work in supporting awareness of housing options.

NDS made strong representations to the ACT Government about the reduction of ACT block funding for the period of the ACT NDIS trial (and beyond). This led to the establishment of a working group between the ACT Government and NDS to resolve and progress appropriate adjustment of the funding reductions.

During the last quarter of 2013, the ACT Manager served on the ACT Human Services Blueprint Taskforce, the role of which was to assist and guide the development of the Blueprint. We ensured that the needs of people with disability and associated services were not overlooked. This whole-of-government initiative for joined-up service delivery was endorsed by the ACT Cabinet in 2014.

The ACT Manager sat on a panel of community representatives and people with disability to select the successful applicants for the 2013 International Day of Persons with Disability ACT Grants and supported the organisation of the 2013 Disability Support Worker Awards.

1978



The world's first cochlear implant operation is performed at the Royal Victorian Eye and Ear Hospital.

Following the successful completion of the design of its sector development project at the end of 2013, the ACT Manager did not seek re-appointment to the Community Sector Reform Advisory Group. The five-module project was launched in early 2014 and is now being implemented. NDS continued to make representations for this reform process, including red-tape reduction, to be accountable for the 0.34 per cent of indexation that has been held back from sector organisations to support it. The project has demonstrated that positive changes are possible with commitment, cooperation and goodwill. We wrote to the Minister at the end of 2013 praising the work of the community sector reform team.

NDS has continued to monitor community sector reform progress and general community issues as a member of the Joint Community and Government Reference Group.

We supported the cooperative work with the wider community sector in submitting proposals for ACT Budget consideration.

NDS contributed to confidential consultations on the enactment of amendments to the ACT Disability Services Act and associated subordinate instruments. These were to take account of, and apply, relevant disability standards to organisations without a funding link to the ACT Government. We were pleased to be consulted and at the responsiveness of the officials to a number of the issues we raised. The revised legislative framework took effect on 1 July 2014.

In June we welcomed a Workforce Adviser as part of NDS's Disability Workforce Innovation Network. This allowed us to re-focus attention on workforce issues, particularly workforce development.

Finally, we continued our dialogue with the ACT NDIS Taskforce on sector development and transition support and developed links with the new ACT National Disability Insurance Agency team. Our goal was, and continues to be, to advance coherent, effective and relevant measures to enable the sector to best meet the challenges of the NDIS.



The United Nations declares 1981 the **International Year of the Disabled.**

1981

1981

Survey of Handicapped Persons is conducted by Australian Bureau of Statistics.

South Australia



Noelene Wadham
SA Manager

Monday 1 July 2013 was a seminal day for South Australian disability services supporting children aged up to two years – it was the day the National Disability Insurance Scheme (NDIS) was launched. For the five South Australian service providers with children as their major client group, this day heralded the beginning of a brand new way of working.

Supporting and advocating for NDS members involved in the first stage of the rollout has been a key focus for SA. During 2013, a Working Group was established consisting of children's service providers transitioning to the NDIS, the National Disability Insurance Agency (NDIA) and the state government transition team. NDS is pleased to report that this group has been influential in effecting refinements to several NDIA processes.

By 30 June 2014, the staggered intake had reached children up to five years, the number of service providers involved in the scheme had increased and the sector had begun preparing for the new challenges of the school-aged cohort.

The First Handicapped Persons Conference was held to **identify priorities for public policy.**



BREAK DOWN THE BARRIERS

In concert with the rollout of the NDIS, the SA Government entered its second year of offering individualised funding and self-management to people with disability, meaning some service providers were simultaneously dealing with two new scheme rollouts. This was the catalyst for NDS's focus on preparing the sector for this new way of conducting business.

During statewide consultations in 2013, NDS identified that governance, organisational design, sustainability, viability and workforce were critical issues for the effective transition of SA non-government organisations to the NDIS. In February 2014, we hosted a full-day conference titled 'A Call to Action' for board members and senior management, attracting close to 300 attendees. In May and June, NDS conducted six workshops on change management, social marketing techniques and flexible employment practices.

Following the state election in March 2014, the disability portfolio remained with the Hon Tony Piccolo MP, who also gained the Police, Correctional Services, Emergency Services and Road Safety portfolios. The portfolios of Disability and Social Inclusion are now held by separate ministers which has caused additional complications when dealing with the Department for Communities and Social Inclusion (DCSI). NDS has, however, retained quarterly meetings with the Chief Executive of DCSI and monthly meetings with the Executive Director of Disability SA and fostered positive working relationships.

A key piece of work in 2013/2014 was a submission to the Attorney General's Department's Disability Justice Plan. Several considerations highlighted in our submission were included in the plan such as new offences for those abusing their power over people with a cognitive impairment to gain consent for sexual contact amendments to the Evidence Act 1929 (SA) to provide additional support for individuals with complex communication needs and additional support for vulnerable witnesses.

The SA Division engaged with the state government via an array of policy platforms such as the Minister's Roundtables, the DCSI Quality Reference Group and the Restrictive Practices Subgroup. Participation in these groups has given NDS the opportunity to influence policy development, particularly within the scope of the implementation of the newly amended Disability Services Act 1993 (SA).

The small SA Division team doubled in numbers for several months as new staff joined to deliver national projects which have all complemented the state-based work being undertaken.

The significant challenges facing all forms of employment services have been testing the spirit and resolve of member organisations. The SA Division has had consistent representation on NDS national committees on Open Employment and Australian Disability Enterprises (ADEs), providing well informed feedback to the SA Employment Services committee members. These meetings have been complemented by two Employment Forums this year at which relevant government representatives were invited to present on contemporary issues.

During 2013/2014, NDS hosted its second Biannual Awards event, continued the marketing of the Companion Card on behalf of DCSI, and undertook an Independent Validation of Assessment for Certificate III in Disability for the Department of Further Education, Employment, Science and Technology (DFEEST). DCSI also approved funding for NDS to host an Ability Week during 2015.

In late 2013, NDS relocated to a newly-refurbished office suite with work stations for seven people and a functional meeting room that can be hired by members.

1983

The Richmond Report is released. In 1982 the then NSW Minister for Health established an Inquiry into the 'Provision of Mental Health Services for the Psychiatrically Ill and the Developmentally Disabled'. The inquiry was established to examine funding of alternatives to institutional care.

Queensland



Jane Geltch
QLD Manager

Increased collaboration in the disability sector and across adjacent sectors provided the foundation for the QLD team's work in 2013/2014. This has supported provider perspectives having influence at every level of policy planning and implementation and providing diverse opportunities for members in sector development.

We have delivered a constant message of the need for improved partnering and communication to the Department of Communities, Child Safety and Disability Services with positive effect. The state government more frequently involves NDS in early discussion and co-design of planned strategies and activities, addressing emerging issues and communications with the sector. There is still much room for improvement in this area which we remain committed to achieving.

NDS has been represented on key forums and issues groups including:

- NDIS Planning and Implementation Group
- Disability Partnership Forum
- Restrictive Practices working group
- QShelter advisory group
- Futures Forum

- Health and Community Services Workforce Council Industry Reference Group and Board
- Peak Futures working group
- Researchers in NGOs group.

NDS also hosts several provider groups for members to provide their perspectives and engage in creating solutions for emergent issues including:

- Children's Early Intervention Network
- 30 Mob Community of Practice (small to medium providers).

In addition to these existing forums, NDS has established and facilitated several new opportunities for members:

- Your Life Your Choice Host Provider Forum
- Regular regional member breakfasts
- ADE and DES Forums
- Community Services Community of Practice.

NDS sector development staff attend and present updates at every available regional forum. Many professional development events have also been offered across the state including Learnings from the Trials (from NDS member providers operating in trial sites), Measuring Outcomes, Community Care and the NDIS, and Effective Employer Engagement, among many others. QLD was also pleased to develop and deliver across most states an interactive workshop and user guide to support organisations in implementing the new Australian Privacy Principles.

1983



Disability Advisory Council
of Australia (DACA)
established.

1983



The UN General Assembly
proclaims a Decade of Disabled
Persons.

A significant event this year was the Queensland Roundtable on the Mental Health of People with Intellectual Disability. NDS approached the Mental Health Commissioner, who agreed to fund it, and collaborated with a number of peaks and consumer groups to host it with NDS facilitating. The event built on the National Roundtable held in 2013 and the report and action plan are available online.

The QLD team's expertise in the participatory process as a method of engagement, leadership, and individual organisational and community development has received increasing attention this year. Our team members have been contracted to deliver training and leadership development programs to groups outside of the disability sector including large non-profits and the education sector. Marketing of our Innovation Hub as a venue to groups within and outside of the sector has also been successful and now a day rarely goes by when it is not hired out or in use by our members.

We continue to see increasing interest in NDS membership and in NDS state committee positions. Recent elections have been keenly contested and more members than ever have been voting in state committee elections. Our team has grown with the addition of several project officers and the National Disability Workforce Innovation Network (WIN) Adviser has been a welcome addition.

NDS has successfully delivered several projects this year. The largest was the government-funded Sector Readiness and Workforce Capacity Initiative, which we delivered in two significant parts:

1. Non-accredited training for all parts of the disability sector including providers, people with disability and families. Fifteen topics were delivered in various modes, underpinned by 15 workshops across the state which sought the views of the groups on what they needed to know to prepare for increased choice and control and self-direction.

The topics included:

- For providers: customer focus, financial viability and sustainability, self-direction in organisations
- For people with disability and families: envisioning and planning for the future, finding and choosing supports, purchasing supports, becoming an empowered customer, self-direction (separate modules for people with intellectual disability were delivered by people with intellectual disability)
- For all: participatory process, strategic foresight and asset-based community development.

2. A business development package including an organisational development toolkit based on the NSW toolkit and adapted for use across the community services sector. The toolkit is supported by four learning modules: viability and sustainability, strategic foresight, collaboration and leadership.

Feedback from all of these was overwhelmingly positive and most resources are available online for general use.

NDS was also fortunate to win a small grant from the Gold Coast Medicare Local to deliver a project focused on building capacity for self-advocacy in the health system for people with intellectual disability. 'Better Health 4 Me' was a resounding success with all participants reporting and displaying greatly increased insight into their rights in the health system and how to exercise those rights to improve their health outcomes. The model is being developed further to widen availability for individuals and for providers who have shown interest.

1985



Home and Community Care Act (HACC) is passed. This federal legislation led to the development of the Home and Community Care program, maximising the independence of people with disability and reducing institutionalisation through the provision of a wide variety of support services.

Tasmania



David Clements
TAS Manager

Tasmania has concentrated in 2013/2014 on supporting our members to tackle the challenges of transitioning to a new system and to lay the foundations for a vibrant, appropriately skilled workforce.

Central to this focus has been the implementation of the 'Tasmanian Disability Workforce Development and Skills Plan 2013-18'. Funded by Skills Tasmania, the plan sets a series of directions for the Tasmanian workforce and is the framework for a range of complementary initiatives undertaken in the state. It has also provided the foundation for other investment in the sector from the Department of Health and Human Services (DHHS), Skills Tasmania and the National Disability Insurance Agency (NDIA).

The result of this increased investment has been exponential growth in capacity-building activity over the past 12 months. NDS secured funding for a number of new projects in Tasmania that are all playing a role in better understanding the needs of members and contributing to the wider sector's understanding of the supports people with disability will look for in the future.

The establishment of a Disability Industry Roundtable, bringing together representatives of the disability and vocational education and training sectors, has led to collaborative activities to improve the recruitment and quality of new candidates for the industry workforce.

Drawing on feedback and the advice of members, NDS regularly meets with the NDIA and DHHS to identify and resolve local implementation issues. NDS also facilitated bi-monthly NDIS Members Meetings to provide direct sector engagement with the NDIA and DHHS for members to provide suggestions and feedback about local transition challenges and opportunities and for the NDIA to inform the sector of changes to the National Disability Insurance Scheme (NDIS).

NDS's submission to the 2014/2015 state Budget and related advocacy saw each of the major political parties announce commitments at a Disability Industry Election Forum before the state election in March 2014. With strong member attendance, this important event allowed us to scrutinise party policies and make informed decisions about which party would support the industry in playing its part to deliver positive outcomes for people with disability.

The new Liberal Government has since fulfilled its election promises with significant investment in the disability sector for additional services, further funding to maintain its obligation to the NDIS, and support for the not-for-profit sector to adapt to reforms at state and national levels. NDS has continued to build on the strong relationship with the new Minister and her cabinet colleagues.

1985



Carers' Pension becomes available to carers.

1986



Disability rights advocacy was recognised as a programme area to be funded under the Disability Services Act.

During 2013/2014, NDS partnered with Ernst & Young to analyse future housing needs for NDIS participants in Tasmania on behalf of the Tasmanian Government. NDS also worked with advocacy organisations to better engage with people with disability and their families to understand the accommodation options and amenity considerations for government and other interested parties.

Further work was undertaken with government departments such as State Growth, Education and Health and Human Services to progress conversations on the role of the disability industry in the Tasmanian economy, employment opportunities for Tasmanians

with disability and access to mainstream services and supports.

With the enormity of the changes occurring in the disability sector, members are understandably at differing stages of preparedness for the future. In 2014/2015, NDS will be looking to consolidate strategic planning and investment so that Tasmania is well placed to offer the supports people with disability will want and so that their opportunity to participate in social, economic and civic life continues to be a priority for all concerned.



Former Minister for Education and Skills, **The Hon. Nick McKim**, at the launch of Tasmanian Disability Industry Workforce Development and Skills Plan 2013.

1986



Human Rights and Equal Opportunity Commission is established by a Commonwealth Act. The Commission investigates discrimination on many grounds including disability.

1986



Disability Services Act is passed by the Australian Government to provide services to people with disabilities.

Victoria



James O'Brien
VIC Manager

Influence on state government

NDS worked with the state government on the National Disability Insurance Scheme (NDIS) trial in the Barwon region which passed its first year in July 2014. About 5,000 people with disability will participate in the trial, with the NDIS scheduled to be rolled out across the state between 2016 – 2019 covering over 100,000 people. This will see a large expansion of the sector.

NDS received further funding from the state government to continue our NDIS Readiness Project which offers hands-on support to service providers, both in and outside the trial site, to make the transition to the NDIS. As part of this project, NDS hosts monthly network meetings in Geelong and runs regular workshops and forums on identified priority areas of need. The NDIS Readiness network now has over 125 organisations receiving regular updates and opportunities to participate in sector development activities.

NDS has been very active in representing members on a variety of issues with the Minister for Disability Services and Reform, Department of Human Services, the Office of Disability Services Commissioner and the Office of the Public Advocate (OPA). The key focus of

our advocacy has been the need for Victoria to keep disability on the agenda by influencing the NDIS and by increasing investment as part of its implementation. May's state Budget had some positives for disability services, including 658 new Individual Support Packages over four years and funding for the redevelopment of The Oakleigh Centre. However, it failed to offer help to service providers in making the transition to the NDIS, particularly those in Barwon who had invested significant resources as part of the trial. The state needs to focus on the implementation of the State Disability Plan to ensure all Victorians with disability get equitable access to services.

NDS worked towards securing an agreement between the state and Australian governments on covering pay rises stemming from the Equal Remuneration Order.

Representation of NDS members

NDS has led an extensive program of state-wide information and consultation sessions with members to help inform our advocacy. Regular consultation takes place through a range of Advisory Groups, all of which have been active throughout the year.

NDS has been very active in making submissions to Government including the Parliament of Victoria, Family and Community Development Committee's Inquiry into Social Inclusion for People with a Disability in April 2014; Victorian Public Sector Commission Review of Residential Charges in Group Homes for People with a Disability in June 2014; DHS Review of Day Services Fees in July 2013; and the Victorian Budget in December 2013.

1987



Equal Employment Opportunity Act is passed to promote equal opportunity in employment for women and persons in designated groups (including persons with a physical or mental disability).

1987



First Competitive Employment Training and Placement (open employment) Services commence.

Other established structures through which NDS represents the interests and views of our members include: VCOSS Peaks meeting, DHS Sector Reform Dialogue Group, the Human Services Partnership Implementation Committee and regular DHS meetings on the Community Visitor's Protocol, Pay Equity Implementation and Service Agreement Working Group.

Through this strong, well informed research policy work, NDS has positively influenced government decision-making to benefit people with disability, their families and carers and the services that support them.

Events

The NDS Victoria State Conference, 'The Future is Now' was held in early July 2014. With more than 500 people in attendance on both days, it was NDS's biggest Victorian's event. A further highlight was the annual Disability Awards held in June in partnership with DHS.

Regular communication with members has continued through the delivery of high-quality, topical News Updates and the info-e's. NDS has been visiting

members and participating in regular members' meetings and Advisory Groups on NDIS Readiness, Workforce, Research, Occupational Health and Safety, Australian Disability Enterprises and Disability Employment Services. NDS also provides many responses to member queries and requests.

Forums have been held that provide a key opportunity for information and networking. These included:

- The Supported Living Innovation Forum in October 2013 which was attended by 150 people.
- Eleven 'NDIS: Lessons from the Barwon trial' Roadshows held across Victoria between December 2013 – June 2014 attracting over 1,000 people.
- Specialised workshops and forums related to: Industrial and Workforce Issues, Marketing, Business Disciplines and Processes, Partnerships, Safeguarding and Quality, Boards and Governance, Financial Costing, Evidence based practice, Understanding Insurance Markets and Statewide Services.



The Hon. Jenny Mikakos MP Shadow Minister for Community Services.

1988

The Paralympics are held in Seoul – for the first time – directly after the Olympic Summer Games, in the same host city and using the same facilities. The 1992 Winter Paralympics were the first Winter Games to use the same facilities as the Winter Olympics.

Western Australia



Terry Simpson
WA Manager

The year 2013/2014 was an historic one for disability services in Western Australia with the signing of an agreement between the Australian and state government to allow the establishment of two WA trial sites as a first step towards the implementation of the National Disability Insurance Scheme (NDIS). The trials will allow Western Australians to compare and learn from a Commonwealth and a state-administered model for the NDIS.

This is an important step in terms of realising the aspirations of people with disability and for the level of supports they require. A major focus for NDS in WA has been, and remains, supporting sector organisations to meet the challenges this new world brings.

A key theme of member forums and professional development events this year has been understanding and preparing for the NDIS. These events included workshops equipping organisations to self-assess using the NDIS Readiness Tool. This will continue to be a major focus of activity in coming years with a range of new nationally and state-funded projects that will substantially enhance our capacity to support the sector in this regard.

Full implementation of the NDIS will require an expanded and suitably skilled workforce. We were very pleased that the state government responded to WA representations by reinstating Disability Work to the Priority Qualifications Training List.

We contributed to policy development and advocacy with our centrepiece for state-level advocacy being the 2014/2015 Pre Budget Submission (PBS) released in November 2013. The state government has indicated that our work on the PBS had strong credibility and highlighted many areas of shared priority.

The 2014/2015 PBS addressed the responsibilities of all WA Government portfolios to meet the state's obligations under the National Disability Strategy, particularly highlighting the need to introduce no-fault motor vehicle insurance as a first step towards implementing the National Injury Insurance Scheme. It is disappointing that Western Australia remains one of only two states yet to meet this commitment.

Other key funding proposals in the 2014/2015 PBS included:

- investment to transition to a National Disability Insurance Scheme through trial sites in Western Australia;
- meeting unmet need for disability services and providing growth funding;
- building the economic security of people with disability by creating training and employment opportunities, improving transition to training and work, and improving housing accessibility and affordability;

1988



Australian Bicentenary celebrations include events aimed at promoting the community participation of people with disability.

1988



Local Area Coordination Program established in Western Australia to strengthen informal support and make local communities more inclusive.

- providing equitable access to services for people with disability;
- improving disability health outcomes;
- investing in cross-sector integrated solutions for people with complex needs;
- investing in the protection of people with disability;
- better disability transport access; and
- improved support to regional disability service organisations to meet the needs of people living in regional and remote Western Australia.

During 2013/2014, WA completed a four-year Procurement Reform Project in partnership with the Disability Services Commission, the Department of Finance and the Department of Premier and Cabinet. The project was very positively received by stakeholders and provided a critical component in building sector capacity in a changing landscape.

Other key projects that concluded this year included:

- a housing affordability and ownership research project undertaken in partnership with Curtin University;
- a Local Government Employment Project undertaken in partnership with four local government authorities;
- a scoping project on people with disability with multiple complex needs; and
- training projects for people with disability in Certificate IV Training and Assessment.

Work is also continuing on a project to support regional disability organisations to strengthen their governance capacity.

During 2013/2014, WA delivered 72 professional development sessions with a total of 1,382 attendees.

Our three programs – ACROD Parking Program, Community Living and Participation Grants and Companion Card – continue to support greater inclusion of people with disability in the life of the community.

We were very pleased in December 2013 to host, for the first time, a breakfast to celebrate the International Day of People with Disability, a day sanctioned by the United Nations. The breakfast showcased and celebrated the achievements of Western Australians with disability, attracting 500 people, including leaders from across this sector, people with disability and heads of business and government departments.

Our annual Disability Support Worker Awards gala was once again a great success. It attracted over 90 award nominations and was attended by almost 500 people, including the Minister for Disability Services.



Shanthy Fielding, performing a traditional Malleri Indian Classical dance in front of guests at the NDS WA Breakfast in Celebration of International Day of People with Disability.

1991



The Commonwealth State Territory Disability Agreement (CSTDA) provides a national framework for the delivery, funding and development of specialist disability services. Three variations of the agreement were made between inception and 2008 when the National Disability Agreement was introduced.



The Disability Discrimination Act (DDA) is passed by the Commonwealth Government.



1992

1995



Review of the Commonwealth Disability Services by Peter Baume and Kathleen Kay recommends reforms which include outcome-based funding of employment services.

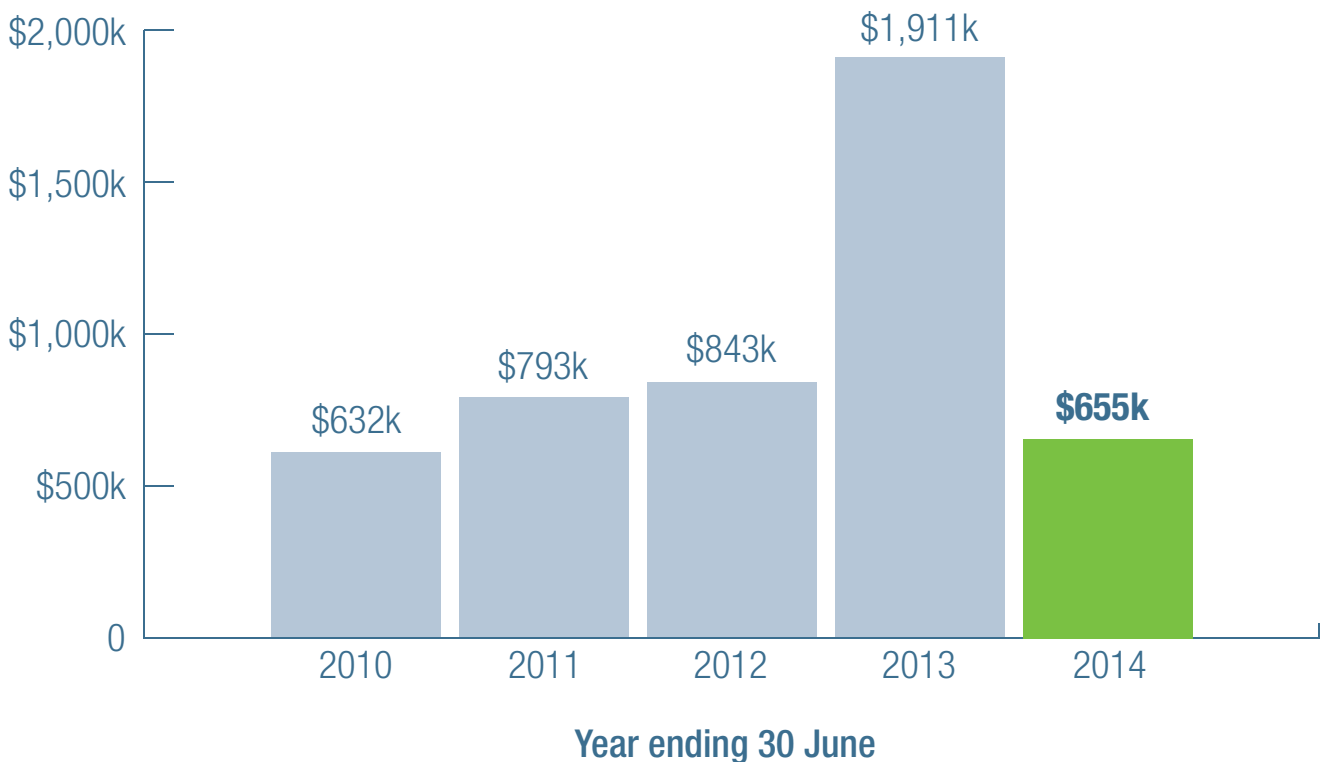
Financial Performance Highlights 2013/2014

Summary

For the financial year ending 30 June 2014, National Disability Services (NDS) achieved a net surplus after tax of \$654,547. Net assets remain strong, having increased to \$9,236,054 (2013: \$8,581,507). The current ratio (current assets : current liabilities) is 1.16 and continues to be well above the international benchmark of one.

NDS has maintained strong surpluses over the past five years as illustrated in the chart below.

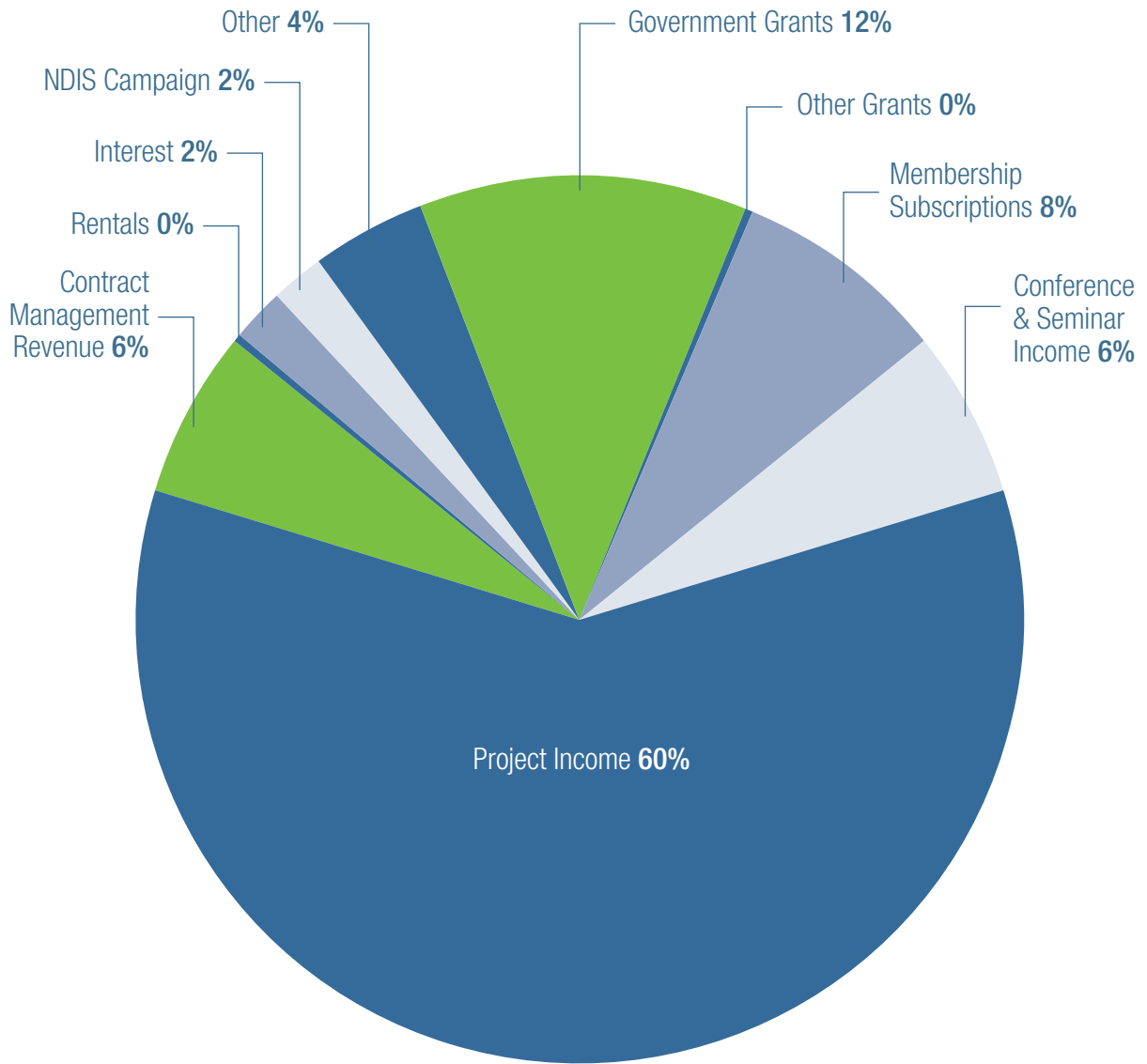
NDS SURPLUS 2010 – 2014



1996



The National Disability Advisory Council is set up to foster links between government, people with disability and their families. It advised the Minister for Family and Community Services on disability issues, and encouraged consultation between the Australian Government and the disability sector.



NDS INCOME 2013/2014

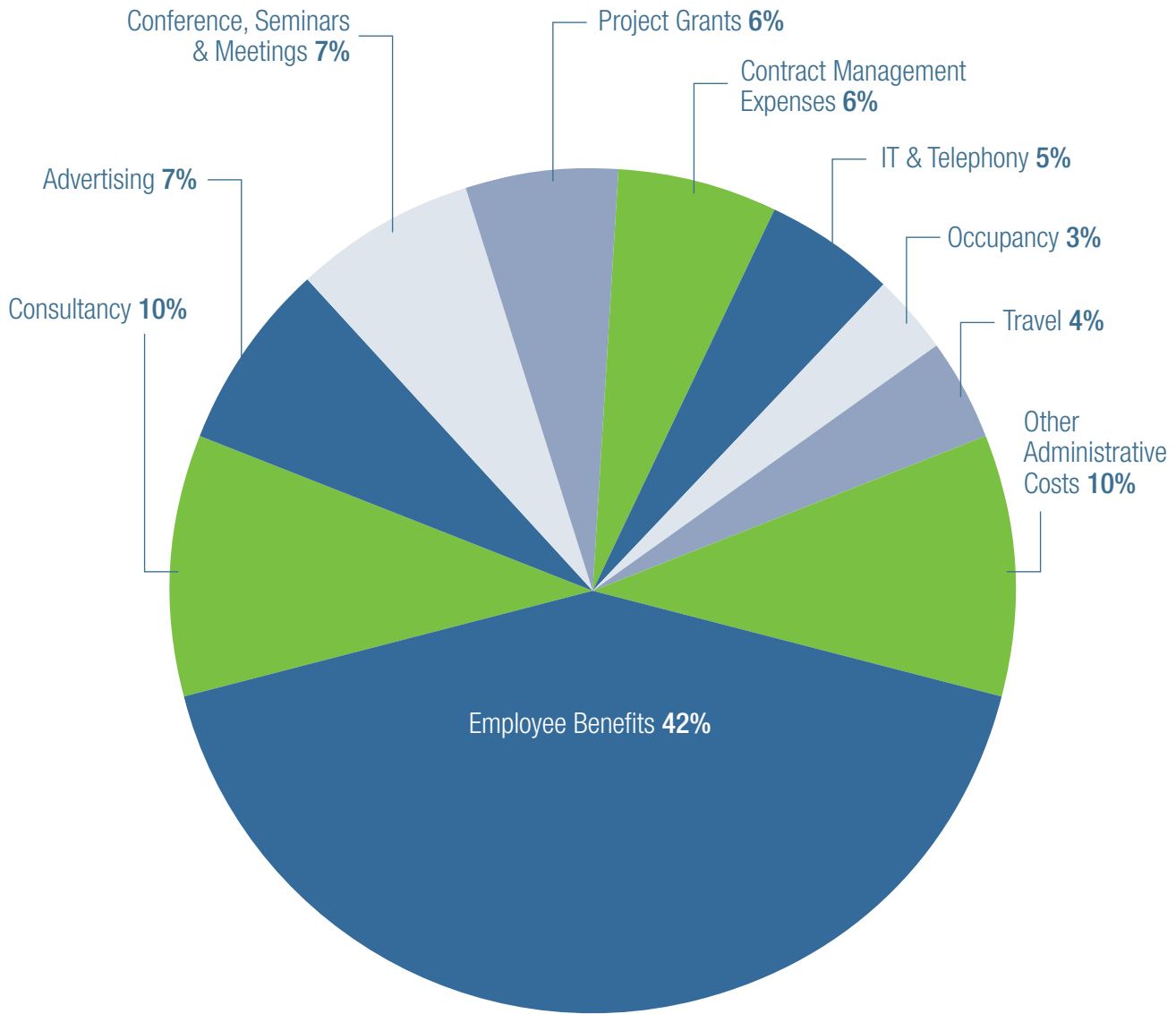
Total income received in 2013/2014 was \$30.2m, a 25.8% increase on 2012/2013 (\$24.0m). 60% of revenue for the organisation is related to projects being undertaken by NDS to support the sector. NDS acknowledges the support of the federal, state and territory governments that provide funding for these initiatives.

The other major sources of income were; government grants (12%), membership (8%), conference and seminars (6%) and the facilitation of NSW Government procurement of Australian Disability Enterprise services (6%).

2007



ACROD is renamed National Disability Services (NDS), to better reflect the nature of the organisation. NDS represents and provides services to a broad spectrum of non-government, non-profit groups assisting people with disability nationwide.



NDS EXPENDITURE 2013/2014

Total expenditure for the year rose 33.7% to \$29.6m (2012/2013: \$22.1m). Staff numbers increased year on year, and expenditure on staff rose by 23.5% to \$12.5m, with a large proportion of staff members employed to complete project activities. Employment costs are the largest area of expense incurred by the organisation (42%). Consultancy (10%) and administration costs (10%) are the other principal expenses.

A full set of audited financial statements is available from the registered office (33 Thesiger Court, Deakin West ACT 2600) on request. Email: nds@nds.org.au or phone **02 6283 3204**

2008

Australia signs the UN Convention on the Rights of People with Disabilities.

2008

Closure of Kew Cottages, a Victorian institution for people with intellectual disability, first established in 1887 and by 1968 accommodating 948 residents.

NDS INCOME & EXPENDITURE STATEMENT 2013/2014

| Income | 2014 \$'000 | 2013 \$'000 |
|---|----------------|----------------|
| Government Grants | 3,604 | 3,027 |
| Other Grants | 5 | 81 |
| Membership Subscriptions | 2,472 | 2,235 |
| Conference & Seminar Income | 1,818 | 1,456 |
| Project Income | 18,243 | 13,220 |
| Contract Management Revenue | 1,803 | 1,085 |
| Rentals | 29 | 64 |
| Interest | 688 | 898 |
| NDIS Campaign | 443 | 783 |
| Other | 1,144 | 1,193 |
| Total Revenue | 30,249 | 24,042 |
| Expenses | 2014 \$'000 | 2013 \$'000 |
| Employee Benefits | 12,527 | 10,141 |
| Consultancy | 3,068 | 2,320 |
| Advertising | 1,988 | 1,377 |
| Conference, Seminars & Meetings | 1,984 | 1,648 |
| Project Grants | 1,896 | 571 |
| Contract Management Expenses | 1,712 | 1,027 |
| IT & Telephony | 1,402 | 873 |
| Occupancy | 1,053 | 870 |
| Travel | 1,076 | 935 |
| Other Administrative Costs | 2,888 | 2,369 |
| Total Expenditure | 29,594 | 22,131 |
| Total Surplus/(Deficit) for the year | 655 | 1,911 |

2010



National Disability Strategy agreed by COAG sets out a ten-year strategy to promote the rights and inclusion of people with disability across all areas of government responsibility.

2010



Productivity Commission into Disability Care and Support undertakes a public inquiry into a long-term disability care and support scheme.

NDS STATEMENT OF FINANCIAL POSITION 2013/2014

| Assets | 2014 \$'000 | 2013 \$'000 |
|--------------------------------------|---------------|---------------|
| Current Assets | | |
| Cash & Cash Equivalents | 53,322 | 44,947 |
| Other Current Assets | 1,979 | 2,841 |
| Total Current Assets | 55,301 | 47,788 |
| Non Current Assets | | |
| Property, Plant & Equipment | 1,769 | 2,058 |
| Total Non Current Assets | 1,768 | 2,058 |
| Total Assets | 57,070 | 49,846 |
| Liabilities | 2014 \$'000 | 2013 \$'000 |
| Current Liabilities | | |
| Trade & Other Payables | 4,010 | 1,829 |
| Provisions | 185 | 325 |
| Employee Benefit Liabilities | 1,423 | 1,032 |
| Interest Bearing Loans & Borrowings | 73 | 69 |
| Unearned Revenue | 41,810 | 37,651 |
| Total Current Liabilities | 47,501 | 40,906 |
| Non Current Liabilities | | |
| Provisions | 59 | 69 |
| Employee Benefit Liabilities | 231 | 193 |
| Interest Bearing Loans & Borrowings | 43 | 97 |
| Total Non Current Liabilities | 333 | 359 |
| Total Liabilities | 47,834 | 41,265 |
| Net Assets | 9,236 | 8,582 |
| Funds | 2014 \$'000 | 2013 \$'000 |
| Retained earnings | 8,775 | 8,121 |
| Reserves | 461 | 461 |
| Total Funds | 9,236 | 8,582 |

2011



The Every Australian Counts campaign is launched to pressure government to introduce a National Disability Insurance Scheme.

2012



The first Government agreements are made with jurisdictions on the funding of the National Disability Insurance Scheme.



“The NDIS is an idea whose time has come”
Prime Minister Tony Abbott
October 2013

NDIS trial sites commence in the Hunter (NSW), Barwon (VIC), Tasmania and South Australia.



2013

2014



Further trial sites established in the ACT, WA and the Barkly region (NT).

