

Bulletin #4: NDIS Transition Readiness Pilot

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Bulletin #4

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NDIS Transition Readiness Pilot

The place to come for any resources, learnings and benefits we can share on NDIS transition for small and micro organisations.

In this week's bulletin:

- Register for NDIS Transition Readiness Briefings
- Strategy, Marketing, Quality catchup
- NDIS Perspectives
- The Benefits of Social Media

NDIS Transition Readiness Briefings

National Respite will be running free Transition Readiness Briefings to help share the learnings and benefits from this pilot program.

We invite small and micro organisations who were unable to participate in the pilot to join us, and we also invite participants to send others from their organisations. There is no restriction on the number of staff from one organisation that can attend a regional briefing.

We will be running the most popular selections, so use the link below to express your interest and to select your time and date preferences.

NDIS Transition Readiness Briefings

Proposed Dates:

- 8 September – Dubbo
- 17 September – Campsie
- 18 September – Tamworth
- 22 September – Parramatta
- 28 September – Illawarra/South Coast
- 29 September – Goulburn
- 30 September – Port Macquarie
- TBC – Wagga Wagga

[Enter Your Preference](#)



Maureen and Caitlin on their way to a Sydney Action Learning Group

Strategy, Quality, and Marketing

Attendance at Day 3 of the Western Action Learning Group was hampered by the weather, including snow in Orange. Those who made it to Dubbo were introduced to an "Organisation Purpose Framework" - a lens through which to keep their "readiness" work on Strategy, Quality and Marketing connected to purpose. They developed some success indicators to use to assess how "NDIS ready" their strategic plans are, as well as their quality improvement/change management plans and communication/marketing plans.

The afternoon was spent refining their Purpose Statements and Strategic Plans to ensure they are fit-for-purpose moving forward.

If you need to review whether your Strategic Plan is fit for purpose, the NDS published a useful series of You Tube clips by Dr Richard Shrapnel of Pitcher Partners. You can [watch a summary of the key points](#)

In the quality space the group was reminded to stay focused on the outcomes they achieve and to go beyond thinking about "outputs" and compliance. Telling stories about the real and relatable things you achieve with the people you work with is key. Writing case studies is an easy way to gather those in a usable format.

NDIS Perspectives

NDIS Advice Series and Personal Stories

The School for Social Entrepreneurs has created a series of short articles giving expert advice from their mentors and sharing the stories of people working in the disability sector. You may find these useful as you work through transition.

- **Abigail Elliot, YMCA Victoria:** Abigail says that the largest hurdle for the rollout of the NDIS is that the sector needs to put aside their assumptions about what people with disability want and start asking what they want. This is scary for those in the sector because it is hard to hear that what you have invested in for years is not what is wanted.
 - you can read the full interview [here](#)
- **John Walsh, AM, Board Member of NDIA:** John's advice for leaders facing this transition is to recognise that not all staff can successfully make this transition. The attitude and aptitude of customer-facing staff to relate with people with a disability will be a fundamental prerequisite.
 - you can read the full interview [here](#)
- **Stephen Warner Director at Unilever Asia Pacific:** for leaders facing large organisational change, Stephen recommends that they be visible, passionate, and lead from the front with a clear set of messages. He advocates communication with your staff - never assume that your team completely understands or are comfortable.
 - you can read the full interview [here](#)
- **Doug Taylor, Director for Strategic Engagement at UnitingCare NSW & ACT and Board Member of SSE Australia:** Doug says that the biggest challenge for leaders in approaching the NDIS is the quality of the leadership culture within the organisation. A good organisational culture will have people in formal leadership roles who permit their staff to innovate, and who embrace the discomfort this will create for the status quo.
- For new entrants to the disability sector, Doug says that you cannot listen enough and that success in one market does not mean that your capabilities are transferable. This incorrect assumption can be avoided as without doubt there will be signs along the way if you listen to your customers, people and community.
 - you can read the full interview [here](#)

Social Media

This pilot is helping providers build social media capability to help providers network in

NDIS and build their organisation branding and narrative creation skills.

One participant is Debbie Todkill, who was resistant at first against social media but has grown to appreciate its usefulness. Debbie speaks about her experience using it below.



Dubbo Neighbourhood Centre Facebook



Dubbo Neighbourhood Centre Website

Debbie Todkill, Executive Officer of Dubbo Neighbourhood Centre

I think social media/facebook is valuable. The future is changing so rapidly and where telephone calls are getting expensive – most people now have internet. When working with the youth and disabled quite often it is the easy methods of communication that are the most successful.

In our youth program for instance we found that the clients would not answer their phone or would not have credit to phone us. If we sent text messages or Facebook messages we were more successful. Online sources are also less invasive and for clients that lead busy lives the opportunity is presented for them to go online late at night when families are put to bed and the days tasks are completed.

More and more people are connecting via these methods and I have been very fortunate to reconnect with people that I had lost contact with in the past too. In community services we often see co workers and associates move on to other roles but we can still link in with them via these alternative media sources.

The more Facebook friends you have – the more opportunity you have to share notices and information. Just 200 FB friends who share a post can multiply instantly. Far more accessible and affordable than our old ways of printed media.

I must admit that I did resist social media for a very long time but it is something that I see as being a necessity now.



Facebook



Twitter



Website

If you have any questions, please contact me on the number below.

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