



TOOLKIT

WORKFORCE ENGAGEMENT

WORKFORCE ENGAGEMENT WILL MAKE THE NDIS THE BEST IT CAN BE



**THE LATEST ON THE
NDIS CAMPAIGN**

Welcome to the third delegate toolkit for the NDIS campaign, our Union’s campaign for workers in the disability sector!

The NDIS is a positive change for people with a disability, and we want to ensure that we make the most of the changes for workers in the sector, too.

WHAT’S IN THIS TOOLKIT?

- Best NDIS: the campaign so far and where to next
- A word from a worker
- The issue in a nutshell
- Workplace activities for worker voice

**ABOUT
THE NDIS CAMPAIGN**

The NDIS campaign is our Union’s campaign for workers in the disability sector. It was designed and endorsed by members across the disability sector during our national NDIS Delegates’ Summit on 1 September 2015.

The purpose of the campaign is to educate members on the changes that the NDIS will bring and the outcomes we’re seeking in four key areas:

1. A decent safety net of pay and conditions to attract, retain and value the workforce.
2. Secure jobs at the centre of service delivery.
3. Professional standards to ensure the highest possible quality care and support.
4. Workforce engagement to make sure workers are part of the change.

“ A quality, professional & sustainable workforce is essential to achieving the goal of delivering real choice and control for people with disabilities and respecting their rights. ”



BEST NDIS

THE CAMPAIGN SO FAR AND WHERE TO NEXT

Together we're calling on employers and industry to deliver a system that provides choice and control for people with disabilities while maintaining and improving upon the conditions of workers across the sector.

So far, we've focused on ensuring wages are not eroded under a new system and as part of that, the pricing model and specific pricing units are the biggest issue for workers.

We have also concentrated on job security. Worryingly, many employers think client choice and control means they will have to move to a more casualised workforce. Your Union does not support this view.

Feedback from our members indicates that people with disabilities want expert workers with experience and they want consistency. This means keeping secure jobs for disability workers resulting in better quality services for people with disabilities.

The third pillar of our campaign centres on workforce engagement. Our members want to contribute and have a voice in this national change.

In the lead up to the roll out, employers have predominantly been focused on their business models and operational matters to retain and grow their current client base in a changing market. Very little consultation and communication has taken place with employees about what this change means for the workforce.

Workers are facing a major role and organisational change with the introduction of the NDIS and are campaigning at work and nationally to have structured opportunities at work to ensure they can have good communication and opportunities to contribute during the transition.

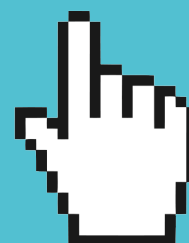
Our members believe it is essential that our workplaces have:



- regular paid team meetings for staff to enhance good communication and build positive working relationships, reinforcing their organisation's values and aims with people receiving support. For workers this provides recognition for work well done and creates career pathways where possible; and
- regular paid training for staff including an induction, mentoring and supervision, mandatory training and opportunities for professional development on the new approach they are expected to adopt and ongoing support as they broaden their role.

KEEP IN TOUCH

- WEBSITE** www.asu.asn.au/sacs/ndis
- FACEBOOK** www.facebook.com/ASUsacsdisability
- TWITTER** twitter.com/ASUnion
- HASHTAG** #bestNDIS
- EMAIL** bestNDIS@asu.asn.au



A WORD FROM A WORKER

Hi everyone, I'm Gavin and I'm a Support Worker at Centacare on the Sunshine Coast. I've been a member of our Union since 2011.

The voice of Support Workers is crucial to the roll out of the NDIS, particularly in an industry where workers are largely isolated from not only their colleagues but their employers too.

It's not uncommon for support workers to work long shifts on their own. We have to make crucial decisions in real time, so it is imperative for the field as a whole that Support Workers are not only given a voice but are part of the whole process in the roll out of the NDIS.

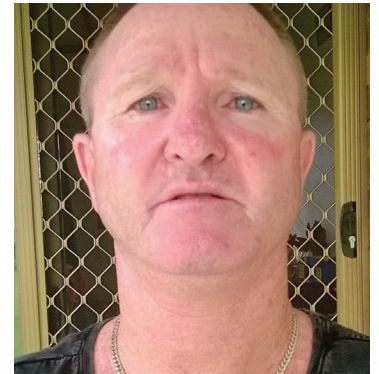
We need to make sure that all organisations provide the resources for disability workers to stay up to date with current events, not only within their organisation, but in the broader field of disability work and the NDIS.

Our team meetings occur every six weeks. If you are rostered on shift at that time, you may only get to four meetings a year, missing out on vital

information or having valuable input into the structure and process of outcomes.

Our workplace has a consultative mechanism in our team meetings, which allows for issues to be dealt with by a delegate and raised at central Joint Consultative Committee meetings. This is a positive, because you know if your concern can't be addressed by the manager at a team meeting you will get a response from others.

If workers don't have a consultative process at their workplace they should try to get one, with all the changes NDIS will bring, it could make a real difference!



WORKFORCE PARTICIPATION: THE ISSUE IN A NUTSHELL

All stakeholders - employer organisations, employees and their Union, governments at all levels - acknowledge that the NDIS is going to transform the disability sector.

As this transformation occurs, it is vital workers are involved. Creating a safe, secure and sustainable sector that promotes consultation and collaboration between workers, their organisation and people with disabilities will provide a strong foundation for the growth and development of our industry.

Workers want to be part of the change and provide practical solutions to problems at work, not just be swept up by a tidal wave as change rolls through.

The trial sites have shown that more can and should be done to ensure staff are provided with appropriate training and opportunities to meet with colleagues regularly to truly deliver for the individual needs of the client.

#best **NDIS**

ASU MAKING THE NDIS
THE BEST IT CAN BE

WORKPLACE ACTIVITIES

Our ability to create an industry where genuine consultation and consideration is given to worker issues, is dependent on active delegates and members. Your work on this campaign will mean we will continue to grow our collective voice to work on the changes you want to see.

SO, WHAT DOES GOOD WORKFORCE ENGAGEMENT LOOK LIKE?

- Regular **staff meetings** in paid time.
- Access to **Union delegates** who are trained to deal with issues at a local level.
- A **consultative mechanism** through which employees can raise issues and receive a response in a timely way.
- Staff inductions** which promote worker voice.
- Access to **mentoring and paid training** and supervision.
- Ability for delegate to **meet with union** officials.
- Ability for your **union to visit** with workers to provide industry updates.



Q: Do these things occur at your workplace?

A: YES **You're part way of the way there!**

That's great! We want to hear from you!

How often are your team meetings? How often is training/ professional development offered? Does this just happen in your area, or across other residential services/ teams too? What does workforce engagement look like?

Your organiser will be in touch with you as the delegates go collate this information.

Let your organiser know if you need more membership kits for your workplace.

A: NO **You're not all the way there yet.**

Workers need to start talking about this now, before the NDIS is operational at your workplace. We need delegates to identify why worker voice is important to you and your colleagues.

Organisers will be meeting with you and asking you to take a photo to promote the need to consult and have workforce engagement. You can do this with your colleagues or take a selfie.

To organise your visit and photo opp, contact your local organiser today.

#best **NDIS**

ASU MAKING THE NDIS
THE BEST IT CAN BE

