

NCOSS Stories of Organisational Change and Good Practice

At a glance: list of resources

This is a printable page to pass on to your contacts and networks. The home page for these resources is:

<https://www.ncoss.org.au/stories-of-organisational-change-and-good-practice>

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Organisational Change

NCOSS' 'Stories of Organisational Change' aimed to present examples of innovative solutions that disability advocacy and information services have adopted in order to remain sustainable in changed environments.

1) New Era's merger with Civic Disability

An inspiring story on what Civic Disability Services and the former New Era Independent Living Centre did right when they joined forces in 2017-2018.

['Impact Story' video](#) (3m 35s)

2) Doing Mergers: What Works

Invaluable insights from industry stalwarts who've 'been there, done that':

- a) Graeme Gordon Innes AM, Australian Disability Discrimination Commissioner (2005 to 2014)
- b) Annie Doyle, CEO of Civic Disability Services
- c) Diana Ferner, Consulting Director at Social Ventures Australia

These informative and insightful interview videos lasts less than 3-4 minutes each.

- a) [WHAT is a Merger?](#)
- b) [WHY \(or why not\) Merge?](#)
- c) [HOW to Achieve a Merger](#)
- d) [WHEN to Consider a Merger](#)
- e) [WHO are involved & how to manage relationships during a merger](#)

3) "Law in plain English" case studies

Amy Williams from Justice Connect developed the following short-but-packed audio files for NCOSS.

Each webinar recording is approx 8-10 minutes long.

- a) [Case Study on Auspicing](#)
- b) [Case Study on Memorandum of Understanding](#)
- c) [Case Study on Mergers](#)

4) Working Together

What happens when two closely collaborating organisations take the first steps to merge, and then decide to NOT proceed? Two disability services in South West Sydney presents insights on working together.

[Working Together: An interview with Disability MacArthur and Myrtle Cottage \(pdf\)](#)

5) Consolidating

When the Blind Citizens NSW state chapter consolidated with its national counterpart in 2017-18, strategies around the "4Ps" (Purpose, People, Process, Particulars) paved the way for successful outcomes.

[What Works: Blind Citizens Consolidation with Blind Citizens Australia \(pdf\)](#)

Good Practice

NCOSS' 'Stories of Good Practice' aimed to offer new learnings on good practice when providing day-to-day advocacy and information support services in the disability service environment.

There's much evidence of the huge benefits of peer support, and its potential for self-advocacy, among people with disability.

In this interview, Sally Aurisch (NSW Coordinator of Blind Citizens Australia or BCA) shared the top strategies that contributed to the success of BCA's 2018-2019 peer mentoring project.

Here's a summary of five simple ways to make a peer mentoring initiative work, as gleaned from BCA's project.

Peer Mentoring:

[*An Interview with Blind Citizens Australia \(pdf\)*](#)

What Works:

[*Blind Citizens NSW/Australia Peer Mentoring Project \(pdf\)*](#)

Useful resources and links

NCOSS Research

- [NCOSS Report on Disability and Advocacy Organisations 2019](#)
- [NCOSS Formalising Partnerships: Resource Kit](#)

Mergers, partnerships, joint working arrangements

- NSW Communities & Justice
 - [DCJ mergers, acquisitions and amalgamations page](#)
 - [Notice of a change of control involving a merger, acquisition or amalgamation](#)
 - [Notice of a change of control involving a merger, acquisition or amalgamation](#)
 - [Subcontracting](#)
 - [Application for consent to subcontract to another organisation](#)
 - [Application for consent to subcontract to individuals](#)
 - [Joint working arrangements page](#)
 - [DCJ interest in service provider working arrangements page](#)
 - [A3 infographic](#)
- Key Resources
 - [Thinking Big: To Merge or Not to Merge](#)
 - [Mergers, Amalgamations and Acquisitions in the Australian Not-for-Profit Human Services Sector](#)
 - [NDIS Peer Support Final Report](#)
 - [Working with other organisations: Justice Connect](#)