



## EXCLUSIVE INTERVIEW WITH JASON MCKEY

1. What inspired you to pursue a career in NDS?

In 1989 I was asked to join a group looking at setting up an employment service focusing on assisting people with a disability into the open labour market. In 1990 I became Manager of the service and we joined NDS as members in 1992. The rest they say, is history.

2. Sustainability is increasingly important across industries. How does NDS integrate sustainability into its operations and products?

In a fast moving environment it is vital that organisations focus on what their customers want and need and pivot to ensure that they are constantly evolving their services/products to meet emerging needs.

3. In such a fast-paced industry, how does NDS adapt to changes in technology and market demands?

Being the national peak body for non-government service providers it is important that members are given up to date information to assist them to make appropriate service delivery choices. Our Policy and Advocacy team ensure that there is a two way stream of information to both feed down breaking news and Government policy directions as well as collating members input and disseminating it to relevant Government departments.

4. Can you share any insights into the future direction of NDS and its goals?

I have seen many adjustments to the operations of NDS over the past 30 years and I believe that it is even more relevant now with all the changes to the NDIS and proposed Foundational Supports. NDS will continue to evolve and strive to meet members expectations in what is a very tenuous time in disability support.

5. Looking back on your career, what accomplishments are you most proud of?

Along with my team, assisting many hundreds of people with a disability to enhance their life options by successfully supporting them into employment in the open labour market. Our organisation worked for many years with an organisation in Bangladesh to support them to fund inclusive schools for all young people in rural areas as well as establishing a micro credit program that assists hundreds of young people with a disability (and their mothers) to be self employed and break out of the poverty cycle. From an NDS perspective I have focused on ensuring that all service providers, regardless of being metropolitan, regional or remote have equal access to information and advocacy that enhances their ability to meet their reason for existence.

6. What motivates you to continue pushing the boundaries and innovating in your role at NDS?

We are in a time of great change around funding and models of service delivery, and it is important that service providers and people with disabilities have access to timely, relevant and accurate information on which to make decisions.

7. How does NDS ensure quality control and product safety in its offerings?

NDS is audited under ISO 9002 guidelines annually to ensure that our own policies and procedures are consistent and focused on achieving the best possible outcomes for our stakeholders.

8. Lastly, what do you enjoy most about working at NDS, and what keeps you inspired in your role?

I am fortunate to work with a very competent and dedicated team in Queensland and this commitment is mirrored in the National team. While ever there is a need to assist providers to deliver the best outcomes for marginalised Queenslanders there is a job for NDS in Queensland.