**The work of futures Upfront**

Since creating futures Upfront in March 2012, over 55 projects have been completed or are under way (May 2015).

| **No.** | **Year** | **Service Area** | **Organisation** | **Project** | **Outcomes** |
| --- | --- | --- | --- | --- | --- |
|  | Current | Organisational Change | The Meeting House (Lane Cove Neighbourhood Centre) www. meetinghouse.org.au | Working together with LSCA ([www.lcsansw.org.au](http://www.lcsansw.org.au)) utilsing the Harwood methodology to prepare the centre for the future and become a more thriving and engaged centre | Underway |
|  | Current | Individualised Planning | NSW Council for Intellectual Disability ([www.nswcid.org.au](http://www.nswcid.org.au)) | Providing individualised planning support to individuals with disability who are wanting to individualise their NSW funding under the NSW Living Life My Way framework. | Underway |
| 59 | Current | Individualised Planning | Four individuals with disability who have received My Choice Matters funding [www.mychoicematters.org.au](http://www.mychoicematters.org.au) | Working alongside 4 men with disability who live together and their families to develop a picture of where they would like to go into the future and how they might start to work on getting there. | Underway |
| 58 | Current | Organisational Change | Three community organisations | “Shall we dance” is a feasibility study into a potential alliance between three organisations | Underway |
| 57 | Current | Research, Reviews and Evaluation | Sylvanvale  [www.sylvanvale.com.au](http://www.sylvanvale.com.au) | In-depth review of its Milkarie Child Care Centre and the Early Learning and Education Service | Underway |
| 56 | Current | Organisational Change | Christian Community Aid  [www.ccas.org.au](http://www.ccas.org.au) | Facilitation of session with Board, CEO and Senior Management to develop a Community Engagement and Transition Plan. (An NDS Panel of Experts project) | underway |
| 55 | Current | Research, Reviews and Evaluation | National Disability Services [www.nds.org.au](http://www.nds.org.au)) | This project looks at the use of language services in Disability Services for the approximately 25,000 people with disability who speak no or little English.  The Project includes a sector wide survey and consultation and concludes with a report of recommendations and a business case for providers. | underway |
| 54 | Current (since 2013) | Training, Facilitation & Engagement | My Choice Matters [www.mychoicematters.org.au](http://www.mychoicematters.org.au) | Development of content and delivery of Getting ready and Get More Skills workshops for people from CALD communities with disability and families across NSW | Over 15 workshops have been delivered to approximately 500 people across NSW  ongoing |
| 53 | Current (started 2012) | Individual Planning and Support | NCOSS  [www.ncoss.org.au](http://www.ncoss.org.au) | Participation Support to an individual attending the NSW Disability Advocacy Forum | ongoing |
| 52 | 2014- 2015 | Training, Facilitation & Engagement | My Choice Matters [www.mychoicematters.org.au](http://www.mychoicematters.org.au) | Facilitation of eight day Leadership program for people with disability and family members in Ballina | Completed, with graduates reporting an increase in leadership skills, confidence, self esteem, knowledge |
| 51 | 2013 and 2014 | Training, Facilitation & Engagement | My Choice Matters [www.mychoicematters.org.au](http://www.mychoicematters.org.au) | Development of content and delivery of Getting ready and Get More Skills workshops for people with disability and families across NSW | Over 65 workshops have been delivered to approximately 2000 people across NSW |
| 50 | Feb 2015 | Training, Facilitation & Engagement | NDS ([www.nds.org.au](http://www.nds.org.au) ) | Presentation at NDS NSW Conference: “Engaging with CALD Communities” |  |
| 49 | 2015 | Organisational Change | Lane Cove and North Side Community Services [www.lanecovenorthside.com.au](http://www.lanecovenorthside.com.au) | Review of current marketing strategy and materials together with key stakeholders and following a marketing workshop assist in the development of a  detailed marketing plan (An NDS Panel of Experts project) | The service reported to NDS that their expectations were exceeded. |
| 48 | 2014 | Organisational Change | Royal Rehabilitation Centre [www.royalrehab.com.au](http://www.royalrehab.com.au) | Facilitation of workshops and projects together with staff and management of the organisation to best prepare for the introduction of the NDIS. (An NDS Panel of Experts project) | *“Barbel Winter was extremely knowledgeable with the majority of staff stating the they learned more about NDIS than they did prior to her meetings.”* (Feedback provided to NDS) |
| 47 | 2015 | Organisational Change | Sylvanvale  [www.sylvanvale.com.au](http://www.sylvanvale.com.au) | Review of current marketing and focus areas together with senior staff and alongside the organisations developing a strategic plan being supporting the project team to develop a detailed marketing plan. (An NDS Panel of Experts project) | Completed, project exceeded expectations |
| 46 | 2014 | Training, Facilitation & Engagement | Life, Skills and Employment Conference 2014 | Keynote Speaker: Stories from the Road and applicability for disability Service providers” | Presentation made to approx. 120 people |
| 45 | 2014/  2015 | Organisational Change | Dare Disability Support  [www.daredisability.org.au](http://www.daredisability.org.au) | Working with Eloura and its members to prepare for the NDIS through a range of  community engagement sessions and the development of a long term engagement Action Plan(This a NDS Panel of Experts project) | “*Barbel made a good contact with our families and they were very comfortable to talk about difficult issues after a very short time with her. She also provided ideas for me to follow up and helped with reviewing my ongoing Engagement Plan.”* (Jo Ridley, Development Manager) |
| 44 | 2014 | Training, Facilitation & Engagement | Community Options Australia  [www.communityoptions.net.au](http://www.communityoptions.net.au) | Delivery of a 6 week training program focusing on the skills, practice and tools needed to ‘enable good lives’ to Community Options Case Managers in locations across NSW. | 82% of participants from the first training session were very satisfied with the training, that figure increased to 92% in the second session. Over the course of the training participants moved up 2 points up (on a ten point scale) in their confidence in enabling good lives.  *“As the practitioner I feel very privileged to have the opportunity to work with people and providing them with information, tools and opportunities that allow them to recognise their own strengths, leading to empowerment and ultimately enabling good lives. As such I feel I have the unique responsibility to stay on track with workload and responsibilities and also my own self-care.”*  *(Gemma Graham, Case Worker, Port Stephens Community Options)* |
| 43 | 2014 | Training, Facilitation & Engagement | Northside Community Forum  [www.nsforum.org.au](http://www.nsforum.org.au) | Working with staff to develop person centred practices and ‘test’ those practices on an organisational project; and to develop ‘The NCF Way’, a document describing the key elements of organisations commitment to consumer directed | 4 sessions were held with Staff, 3 projects developed by staff were supported for presentation and a draft ‘NCF Way’ was developed together with all staff |
| 42 | 2014 | Training, Facilitation & Engagement | Interchange Australia  [www.interchangeau.org](http://www.interchangeau.org) | Delivery of a one day training session to 40-50 front line staff on enabling in line with the organisations’ policies and practices | *“This was the best training I have had here for the last 8 Years”* |
| 41 | 2014 | Organisational Change | Walca  [www.walca.com.au](http://www.walca.com.au) | Worked alongside the Board of Walca to assist in the preparation for the Third Party Verification (an NDS Panel of Experts project) | To organisation reported to NDS *“Very helpful in assisting the Board to crystallise their thoughts on Vision, Mission and Values Offered directions for our strategic planning process. Shared information on upcoming NDIS processes. We had expected more of a tool-based approach to give us guidelines and processes for completing our plan, but we have subsequently completed our planning and have reflected on some of her input along the way.”* |
| 40 | 2014 | Research, Reviews and Evaluation | Council on the Ageing www. cotansw.com.au | Engagement with and research on why and how older men from CALD backgrounds access or do not access services for older people. | Connections made with over 30 men from diverse cultural backgrounds and key themes, enables and barriers to participation identified to organisation. |
| 39 | 2014 | Organisational Change | Hunter Prelude  [www.hunterprelude.org.au](http://www.hunterprelude.org.au) | Conducted a Board skills audit and identified Gaps | Presentation to Board and recommendations for actions made |
| 38 | 2014 | Resource Development | My Choice Matters [www.mychoicematters.org.au](http://www.mychoicematters.org.au) | Together with Terri Soller ([terri.soller@tglc.com.au](mailto:terri.soller@tglc.com.au))futures Upfront developed an eight day leadership program to be delivered across NSW. | Materials and resources developed; |
| 37 | 2014 | Organisational Change | Southern Community Care Development Inc [www.sscci.org.au](http://www.sscci.org.au) | Assisted Senior Staff and Board of management to position the organisation for the changes in Commonwealth funded Home Support services and engaged members through a decision making framework in identifying actions needed. | Actions implemented; organisation waiting for governmental approval to suggested changes. |
| 36 | 2014 | Organisational Change | Breakaway  [www.breakaway.org.au](http://www.breakaway.org.au) | Worked alongside the Board of Management and CEO to position the organisation for the future by exploring new strategic directions as a social enterprise | A revised vision, mission and values statement as well as a draft Strategic Directions document was developed |
| 35 | 2014 | Organisational Change | Community Disability Alliance Hunter  [www.cdah.org.au](http://www.cdah.org.au) | Facilitation of the first Strategic Planning session for this newly established Disability Support Organisation. | *“With your help and the strategic plan now in place, the Board has a clarified direction that it would like CDAH to take and the tool it will use to identify, guide and monitor the necessary steps required to be taken by the Board to see that CDAH in on track and headed towards these ultimate goals.”* (President, CDAH) |
| 34 | 2014 | Organisational Change | Beverley Park Kids Inc  [www.beverleypk-s.schools.nsw.edu.au/home](http://www.beverleypk-s.schools.nsw.edu.au/home) | Facilitated a workshop for Committee members to fully understand the changes ahead and develop some key strategic directions for the organisation. A workshop for parents to understand the changes ahead and starting to think what might be needed was held (an NDS Panel of Experts project) | Clear directions and actions needed to be taken were developed for the organisation. |
| 33 | 2014 | Training, Facilitation & Engagement | Practical Visionaries  [www.practicalvisionaries.com.au/](http://www.practicalvisionaries.com.au/) | Facilitated a session for senior managers at Richmond RPA as part of the Exploring Diversity Toolkit program delivered by Practical Visionaries | An online staff development kit was developed for Richmond PRA |
| 32 | 2014 | Resource Development | My Choice Matters [www.mychoicematters.org.au](http://www.mychoicematters.org.au) | Researched and developed:  -plain English information on NDIS and key principles and steps  -3 workbooks on “Thinking about the good life”  -Factsheet on “Good Life and the NDIS”  -2 workbooks on Choices and Decisions  -Background reader on Choices | Resources developed |
| 31 | 2014 (started 2012) | Individual Planning | NSW Council for Intellectual Disability  [www.nswcid.org.au](http://www.nswcid.org.au) | Provided training and assistance with individual planning for people with intellectual disability across NSW who were successful in receiving Supported Living Funding | *“Learning about speaking up was the best”* Participant  Development of DVD “Speaking out, Making decisions” <https://www.youtube.com/watch?v=GHpCkCRftfQ> |
| 30 | 2014 (started 2012) | Project Management | Bankstown Area Multicultural Network  [www.bamn.com.au](http://www.bamn.com.au) | Developed a multilingual Home and Community Care DVD and Facilitators Guide. The work included community engagement, story development and scripting stories, co- production and writing of facilitators guide | Delivery of a 22 min. DVD : Getting the Right Help and Facilitators guide <http://www.gettingtherighthelp.org.au/> available in 6 languages |
|  | 2014 | Resource Development | My Choice Matters [www.mychoicematters.org.au](http://www.mychoicematters.org.au) | Engaged with Aboriginal Family with a child with a disability and a women with disability to create two video/ audio stories | Wil, Wez and Nat’s Story <http://www.mychoicematters.org.au/our-stories.html>  Gayle’s Stories  <http://www.mychoicematters.org.au/our-stories/> |
| 29 | 2014 (started 2013 | Organisational Change | Deaf Society of NSW  www.deafsocietynsw.org.au | Worked along Board, Management and staff to get everyone NDIS ready and guiding community engagement | Workshops delivered to Board, Management and Staff  Field workers trained and supervised to consult stakeholders in 16 consultations and deliver final consultation report and analysis of action needing to be undertaking to get NDIS ready |
| 28 | 2013 | Research, Reviews and Evaluation | Pathways Early Intervention Service  [www.pathwayseci.com](http://www.pathwayseci.com) | Review of transition to school initiatives including interviews with families, data collection from files and analysis, gathering of information found useful by families to be used in a future pamphlet | Report and draft pamphlet delivered |
| 27 | 2013 | Training, Facilitation & Engagement | CCS Disability Action, Northern Region, New Zealand  [www.ccsdisabilityaction.org.nz](http://www.ccsdisabilityaction.org.nz/regions/northern-region) | Held 4sessions for management, staff and people with disability on exploring ‘what’s a good life?’ | “Enabling Good lives’, the New Zealand framework for giving people more choice and control was successfully combined and explored using ‘What’s a good life?” frameworks developed for the NSW context |
| 26 | 2013 | Project Design & Implementation | My Choice Matters [www.mychoicematters.org.au](http://www.mychoicematters.org.au) | Developed and implemented the first stage of the NSW Consumer Development Project including: development of strategic framework, engagement with government stakeholders, development of evaluation framework, development of business plan and budgets, initial communications plan, Individual delivery framework for all four projects of My Choice Matters | Strategic Plan, Business plan, Budgets and evaluation and other frameworks signed off by ADHC and NSW Council for Intellectual Disability (the Board)  Name and initial branding approved by Minister for Disability Services  Advisory Board set up |
| 25 | 2013 | Training, Facilitation & Engagement | The Benevolent Society [www.bensoc.org.au](http://www.bensoc.org.au) | Facilitated a service Development Day with staff and management focusing on the opportunities arising from the NSW Ability Links Initiative | Day facilitated and guided the exploration of opportunities |
| 24 | 2013 | Research, Reviews and Evaluation | Mamre  www. mamre.com.au | Facilitated complaint and proposal of resolutions | Complaint resolved |
| 23 | 2013 | Organisational Change | Ideas  [www.ideas.org.au](http://www.ideas.org.au) | Finalisation of draft Strategic Directions document | Final document delivered to ideas |
| 22 | 2013 | Organisational Change | Hunter Prelude  [http://www.hunterprelude.org.au](http://www.hunterprelude.org.au/) | A Governance Review and Strategic planning project (partly funded through the NDS Panel of Experts) | *“Barbel spent a fair bit of time talking with staff, Board members and myself individually as well as a group to discuss the implications of change and what the service has to do meet the changes. It has been very valuable for staff to have had the opportunity to raise their concerns with someone who they felt was providing support to the service. Her feedback on processes and documentation was also very valuable”* (Feedback from organisation to NDS) |
| 21 | 2013 | Organisational Change | Early Links Inclusion Support Services  [www.earlylinks.org.au](http://www.earlylinks.org.au) | An NDS Panel of Experts project working with Board, management and staff on the development of a plan | *“Barbel approached our organisational requirements with sensitivity and a much need honest and upfront style. Her honesty and results driven focused allowed us to move past lamenting the past and start to plan for the future. We have the basis for our business plan”* (Feedback from organisation to NDS) |
| 20 | 2013 | Training, Facilitation & Engagement | Ideas  [www.ideas.org.au](http://www.ideas.org.au) | Human Rights reporter at Newcastle Disability expo | At the end of 7 different workshop a Human rights perspective was offered for discussion and thought to participants of those workshops |
| 19 | 2013 | Training and Facilitation | The Ascent Group [www.ascentgroup.org.au](http://www.ascentgroup.org.au) | Two day training workshop for family members of people with disability to get ready for the NDIS | Working together with Lisa and Brenton from Chatterhands (<http://www.chatterhands.org>) family members had lots of opportunities to think about and explore opportunities of what might be possible for the person with the disability and themselves. |
| 18 |  | Stakeholder Consultation and Community Engagement | Physical Disability Council of NSW [www.pdcnsw.org.au](http://www.pdcnsw.org.au) | On behalf of InControl Australia and together with Family Advocacy NSW, this project was to work with local people with disability and family members | Community Disability Alliance Hunter ([www.cdah.org.au](http://www.cdah.org.au)) the first user led organisation in Australia preparing to support people with disability and their families under the NDIS was established.  A report on how to set up a use led organisation was written http://www.ndis.gov.au/document/518 |
| 17 | 2013 | Training, Facilitation & Engagement | Eurobodalla Shire Council  [www.esc.nsw.gov.au](http://www.esc.nsw.gov.au) | An NDS Panel of Experts project training management and staff in marketing the organisation | *“Staff who attended have a clear understanding of the sector and consequently the 'marketplace' and how it might look in 2014 when the NDIS commences with portable funding for people with disability.   At an organisational level Managers and Coordinators can more clearly articulate the challenges that may present and have a clearer direction to ensure engagement and support of Council through this transition phase and into the future. This included looking at strengths of the organisation, what we are good at and want to continue doing, plus clarity around values and mission.”* (Feedback from organisation to NDS) |
| 16 | 2013 | Training, Facilitation & Engagement | The Disability Trust (workability)  [www.disabilitytrust.org.au](http://www.disabilitytrust.org.au) | An NDS Panel of Experts project delivering person centre Approaches training to front line staff | Training delivered to staff who reported greater understanding of marketing and their role in an individually funded service system. |
| 15 | 2013 | Organisational Change | The Ella Centre  [www.ella.org.au](http://www.ella.org.au) | An NDS Panel of Experts project engaging management and staff in marketing the organisation | Conversation across all levels of the organisation facilitated and training on how to simply market the organisation delivered to all staff  *“Barbel provided 2 exceptional workshops here at The Ella Centre. She provided relevant information which was delivered in a very engaging way. She has a good knowledge of the sector and the barriers facing organisations such as ours.”* (Feedback from organisation to NDS) |
| 14 | 2012 | Tender/ Submission writing | InControl  [www.incontrol.org.au](http://www.incontrol.org.au) | Tender submission to NDIA Practical Design Fund to establish Consumer led organisation develop | Tender successfully submitted and funding received |
| 13 | 2012 | Training, Facilitation & Engagement | Ideas  [www.ideas.org.au](http://www.ideas.org.au) | Training for artists and arts administrators to work collaboratively with artists with an intellectual disability | *“To be honest, it was AMAZING, and at the moment I feel so bombarded by everything that it will take me a while to digest and process and the info and challenges to my perceptions”* Participant  *“We received excellent evaluations from the participants and I observed that the effectiveness of the work was about an attitudes shift instead of a compliance focus. Barbel was able to use creativity to construct critical conscious thinking architectures in a simple accessible way.”* (Diana Palmer, Executive Officer, Ideas NSW |
| 12 | 2012 | Tender/ Submission writing | InControl  [www.incontrol.org.au](http://www.incontrol.org.au) | Development and writing of InControl Response to the Governments 2nd round consultations for ‘Living my life my way’ | In Control submitted response |
| 11 | 2012 | Research, Reviews and Evaluation | Valley to Plateau  [www.vtp.com.au](http://www.vtp.com.au) | Independent Validation against the NDS Progress for Providers self-assessment and action plan to address issues | Detailed Interviews and Document Review; Report with clear recommendation presented to Board of Management and Senior Staff |
| 10 | 2012 | Tender/ Submission writing | Ability Options  [www.abilityoptions.org.au](http://www.abilityoptions.org.au) | Preparation of tenders for a range of organisations including Out of Home Care, Supported Accommodation, Alternative Family Placement | *“ADHC’s feedback was the applications were excellent and that we were ‘piped at the post’. This is excellent feedback and whilst we were not successful it is good to know all your hard work put us firmly in the running.”* Nicole Hayhoe, Executive Leader: Research and Policy, Ability Options |
| 9 | 2012 | Stakeholder Consultation and Community Engagement | NSW Council for Intellectual Disability  [www.nswcid.org.au](http://www.nswcid.org.au) | Interviews with people with intellectual disability in relation to the Governments 2nd round consultations for ‘Living my life my way’ | Common themes identified, and quotes sourced from interviews that made an important contribution to NSW CID report to Government |
| 8 | 2012 | Board and Governance | Early Childhood Intervention Australia, NSW Chapter  [www.ecia-nsw.org.au](http://www.ecia-nsw.org.au) | Development and rewriting of Governance Document and drafting of Governance policies | Governance Manual for use [state wide? By X number of orgs / people] |
| 7 | 2012 | Training, Facilitation & Engagement | City of Ryde  [www.ryde.nsw.gov.au](http://www.ryde.nsw.gov.au) | Cultural Competency training for Volunteer Coordinators in Ryde area | High level of client and participant satisfaction. One participant reported that this was one of the best training sessions they ever attended |
| 6 | 2012 | Training, Facilitation & Engagement | City of Ryde  [www.ryde.nsw.gov.au](http://www.ryde.nsw.gov.au) | Introductory Governance Training for small NGOs | Enhanced understanding for Board members of 6 small NGOs around issues of governance and basic Board responsibilities |
| 5 | 2012 | Research, Reviews and Evaluation | Carrie Hayter Consulting  [carrieh@iprimus.com.au](mailto:carrieh@iprimus.com.au) | Independent Validation against the NDS Progress for Providers self-assessment and action plan to address issues Woodville Community Services  [www.woodville.org.au](http://www.woodville.org.au) | Detailed report provided |
| 4 | 2012 | Training, Facilitation & Engagement | Family Insight  [www.familyinsight.org.au](http://www.familyinsight.org.au) | Cultural Competency training for Family Support Services in the Hunter | Participants reported that they had learned more about working with families in a more culturally competent way, exploring cultural norms and practices in child rearing including their own assumptions and beliefs. |
| 3 | 2012 | Research, Reviews and Evaluation | Zakumi  [www.zakumi.com.au/](http://www.zakumi.com.au/) | Desk Audit of not for profit employment | Over 30 documents were reviewed and recommendations with the aim to increase clarity on social change message and focus |
| 2 | 2012 | Research, Reviews and Evaluation | Pathways Early Intervention Service  [www.pathwayseci.com](http://www.pathwayseci.com) | Independent Validation against the NDS Progress for Providers self-assessment and action plan to address issues | *'Barbel is an incisive thinker and clear communicator. As a consultant, she draws on her considerable experience in strategic thinking and problem solving. Barbel provided us with a tightly written report that included a practical plan of action. I was invigorated by working together with her on our project and I look forward to doing so again in the future'.* Sylvana Mahmic, Director, Pathways Early Childhood Intervention Inc. |
| 1 | 2012 | Training, Facilitation & Engagement | Ability Options  [www.abilityoptions.org.au](http://www.abilityoptions.org.au) | Cultural Competency training for 100 Disability Employment staff | Staff reported:   * greater understanding of cultural diversity issues and how that understanding impacts the day to day work * greater knowledge of working with culturally diverse clients * greater skills in marketing to culturally diverse companies and potential employees |