



People with Disability Australia Incorporated

Annual Report 2008-2009

**Copies of this document are available in alternate formats from:
People with Disability Australia Incorporated**

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Introducing People with Disability Australia

People with Disability Australia Incorporated is a national disability rights and advocacy organisation. We exist within the international human rights framework and provide a number of activities, which include individual, group and systemic advocacy, consumer protection, information, education and training.

Individuals with disability and organisations of people with disability are our primary voting membership. We also have a large associate membership of people and organisations committed to the disability rights movement.

We were founded in 1980, in the lead up to the International Year of Disabled Persons (1981), to provide people with disability with a voice of our own. We have a fundamental commitment to self-help and self-representation for people with disability, by people with disability.

We have a cross-disability focus – membership is open to people with all types of disability. Our services are also available to people with all types of disability and their associates.

We are governed by a Board of directors, drawn from across Australia, all of whom are people with disability. We employ a professional staff to manage the organisation and operate our various projects. A majority of our staff members are also people with disability.

We are part of an international network of disabled people's organisations through Disabled Peoples International.

We are a non-political, non-profit, non-governmental organisation incorporated under the *Associations Incorporation Act 1984 (NSW)*.

Our activities are supported by substantial grants of financial assistance from the Commonwealth and New South Wales Governments, as well as a growing number of corporate and individual donors. This financial assistance is acknowledged with great appreciation.

Our Vision, Purpose and Values

Our vision – what we are trying to achieve

We have a vision of a socially just, accessible, and inclusive community, in which the human rights, citizenship, contribution, potential and diversity of all people with disability are recognised, respected and celebrated.

Our purpose – how we will achieve our vision

Our purpose is to be a leading disability rights, advocacy and representative organisation of and for all people with disability, which strives for the realisation of our vision of a socially just, accessible, and inclusive community.

Our values – what we believe

We believe that people with disability, irrespective of our age, gender, cultural or linguistic background, religious beliefs, geographic location, sexuality, or the nature, origin, or degree of our disability:

- have a right to life, and to bodily integrity;
- are entitled to a decent standard of living, an adequate income, and to lead active and satisfying lives;
- are people first, with human, legal, and service user rights that must be recognised and respected;
- are entitled to the full enjoyment of our citizenship rights and responsibilities;
- are entitled to live free from prejudice, discrimination and vilification;
- are entitled to social support and adjustments as a right, and not as the result of pity, charity or the exercise of social control;
- contribute substantially to the intellectual, cultural, economic and social diversity and well-being of our community;
- possess many skills and abilities, and have enormous potential for life-long growth and development;
- are entitled to live in, and be a part of, the diversity of the community;
- have the right to participate in the formulation of those policies and programs that affect our lives, and
- must be empowered to exercise our rights and responsibilities, without fear of retribution.

Our Principles – The way we will go about our work

In realising our vision, purpose and core values, we will be guided by the following principles:

- We will be passionate, innovative and fearless in the promotion and defence of the rights and interests of people with disability;
- We will be accessible and responsive to our community, and inclusive of its diversity;
- We will actively facilitate and value the involvement of people with disability in our organisational governance and policy and program development;
- We will encourage, empower and support the civic participation of people with disability;
- We will be collaborative and supportive in our relationships within the disability rights movement as a whole, at the local, regional, state, national and international levels;
- We will be accountable for our activities to our members, to people with disability generally and to the public;
- We will always act with honesty and integrity;
- We will be resourceful and efficient in obtaining and managing the resources needed to undertake our work, and
- We will recognise and value the contribution of our members, our Board, our staff and volunteers towards the achievement of our vision.

Presidents Report 2008-2009

The 2008 – 2009 year has been a very busy one for People with Disability Australia (PWD) marked by constant activity as we respond to the opportunities and challenges presented to us by a continually changing social, political and economic environment.

We have hosted through the year overseas Human Rights and Disability Rights groups who seek to learn more about our work. A highlight of this work was in October when, as part of the Australian Leadership Awards Fellowship (ALAF) program, we were able to host 21 people from fellow disabled people's organisations from the Asia-Pacific region and share our experiences and celebrate our commitment to a united vision of disability rights. This reflects our position as a national peak advocacy and disability rights organisation that makes a difference.

All sections of PWD work towards meeting the needs of members, clients, funders and other stakeholders. This year has seen PWD implement innovative changes to the organisation following the review of our management and organisational structure.

Towards the end of 2008 the Board appointed three Executive Directors into its Leadership Team and we congratulate Therese Sands, Michael Bleasdale and Matthew Bowden on their achievements collectively and individually over the year.

The Board has worked tirelessly with the Leadership Team to ensure fiscal responsibility and guarantee financial stability of the organisation.

The National Disability Hotline Service has improved its processes and become more efficient and we are very pleased to report the success of PWD in winning the tender that will see us continue to deliver these important services for another two years.

This year has seen PWD win six tenders from the Commonwealth Government that have enabled us to expand our Individual Advocacy Service to people with disability in three regions in Queensland and three in New South Wales.

PWD continues to be a leading commentator on disability issues both locally and internationally. We promote regularly in the media and through disability networks issues of concern and relevance to people with a disability. We are proud to represent our members in our fearless advocacy for our right to live in and be included in the community.

There have been two very successful members' events held in October and May. In October members were able to welcome our guests from Asia and Pacific countries participating in the ALAF program. In May members were invited to share their views on whether they would like to see Australia develop a charter of human rights and, as people with disability, if there is a charter what

we would like to see it contain. These events were not only informative but gave us the opportunity to participate in activities of our organisation and to socialise.

We are pleased that we have been able to witness our membership grow across the country that has been reflected in being joined on the Board of Directors by Sheila King from Queensland and Mary Anne Bath from Western Australia.

We want to take this opportunity to recognise the efforts of Board, staff and volunteers and thank them for their energy and commitment that place PWD in a strong position. We acknowledge Board members completing their terms and thank them for their contribution and I welcome warmly new members to the Board. We embrace with enthusiasm the opportunities that are ahead for PWD and look forward to meeting them with optimism and determination.



Robert Farley
President



Robert Manga
Acting President

Executive Directors, Leadership Team Report

PWD can be justifiably proud of its achievements during the course of 2008-2009. Our work ranged across local, national and international forums, as we continued to work towards a socially just, accessible and inclusive community for all people with disability.

In particular, we can be very proud of our sustained efforts that contributed to the Australian Government ratifying the United Nations Convention on the Rights of Persons with Disabilities (CRPD). PWD continued to work with the disability rights sector to encourage the government to accede to the Optional Protocol to CRPD.

We are extremely pleased that we were successful in our tender to operate the National Disability Abuse and Neglect Hotline (Hotline) and the Complaint Resolution and Referral Service (CRRS) on behalf of the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) for a further 2 year period after the current contract period completes on 30 June 2009. The last year of the current contract has seen significant changes brought about to improve the operations of both services. This has been necessitated by the continued increase in the volume of calls to both services, and the work involved in delivering more sophisticated and useful report data to inform our funding bodies about the extent, nature and type of complaints and allegations that are received.

Another significant achievement was our success in winning six tenders that will enable us to grow the individual and group advocacy support we provide to people with disability. FaHCSIA are funding us to locate advocacy services in the NSW local government areas of Sutherland Shire, Queanbeyan City Council, Goulburn-Mulwaree Council area and Wingecarribee Shire. We have established a further three individual advocacy outlets in Queensland for the Bundaberg Regional Council, Fraser Coast Regional Council and Logan City Council areas. This means that for the first time in our history we now have staff located in regional offices in NSW and Queensland.

PWD would like to congratulate the Aboriginal Disability Network (ADN) on their success in receiving Commonwealth funding to scope the potential for a national peak for Aboriginal and Torres Strait Islanders with disability. We have been pleased to offer administrative, advocacy and project support for this work as we continue our strong partnership with the ADN. PWD wishes the ADN ongoing success as they move towards their goals and full independence as a representative organisation.

Our relationships and partnerships with other disability organisations continue to play an integral role in our mandate of ensuring we provide support and information to all people with disability across Australia and the Asia and Pacific regions. This year has seen us conduct our largest single capacity building project to date. With support from AusAID, and in collaboration with development partners, we hosted 21 people with disability from Disabled

People's Organisations from the Asia-Pacific Region through the Australian Leadership Awards Fellowships program. The delegates were in Australia for four weeks, participating in training and seminars in Sydney, Canberra, Mount Macedon and Melbourne.

Advocacy continued to be a linchpin of our work – at individual, group and systemic levels. All three play equally important roles as we pursue our vision of an inclusive society. Our individual and group advocacy unit had carriage of matters across NSW, and we continued our outreach trips far and wide throughout the State.

Our systemic advocacy work continues to be as wide-ranging as ever in our pursuit to challenge and remove those barriers that prevent people with disability from participating in community life. Our key achievements are outlined in this Annual Report under Key Result Areas 4, 5, 6 and 8.

The issues of people with disability living in institutions and boarding houses continued to be at the forefront of our lobbying and legal advocacy efforts. The failure of the NSW Government to close, not redevelop three institutions, lead us to commence litigation proceedings in the Administrative Decisions Tribunal as we continue to strongly advocate for the right of people who reside in these institutions to live in the community.

All of these activities rely on staff to provide and maintain our buildings, vehicles and equipment, to provide administrative support, and to ensure that all income and expenditure is accounted for and acquitted against our various funding grants and contracts. We recognise and thank the efforts of our Corporate Services and Finance staff this year, and look forward to working productively with them in the coming years to ensure that the area is resourced adequately to meet the challenges that growth and regionalisation will set for the organisation.

We have had a challenging but exciting year continuing to implement structural changes in line with recommendations from the organisational review. We believe that these changes are building a stronger PWD. The Leadership Team would like to thank the Board for providing ongoing strategic direction for our activities. Our achievements this year have been facilitated by the constructive working relationship between Board and the Leadership Team.



Therese Sands, Michael Bleasdale and Matthew Bowden
Executive Directors, Leadership Team

Board of Directors



Left to right

Irene McMinn, Mary-Anne Bath, Sheila King, Jan Daisley, Dr Robert Manga, Samantha French, Joe Mannix, Hazel Freed, Joana d'Orey Novo.

Not pictured – Robert Farley, Timothy Hart

Robert Farley	President	Elected 22/11/2008
Dr Robert Manga	Vice President	Elected 22/11/2008
Hazel Freed	Treasurer	Elected 22/11/2008
Joana d'Orey Novo	Secretary	Elected 22/11/2008
Timothy Hart	Public Officer	Elected 22/11/2008
Sheila King	Director	Elected 17/11/2007
Samantha French	Director	Elected 17/11/2007
Jan Daisley	Director	Elected 17/11/2007
Joe Mannix	Director	Elected 17/11/2007
Irene McMinn	Director	Elected 17/11/2007
Mary-Anne Bath	Co-opted Director	Co-opted July 2009
Peter Cassar	Director	Term ended November 2008
Faye Druett	Director	Term ended November 2008
Patricia Kendall	Director	Resigned April 2009

Staff and volunteers

Executive and Support Services

Michael Bleasdale	Executive Director, Leadership Team
Matthew Bowden	Executive Director, Leadership Team
Therese Sands	Executive Director, Leadership Team
Judy Hollingworth	Corporate Services Manager (Acting)/Consultant
Ray Dooley	Corporate Services Manager
Tharinda Datta	Manager, Finance
Susan Strasser	Administration Officer
Julie Rosenberg	Administration Officer
Peter McGill	Administration Officer
Laura Davy	Information and Liaison Officer
Sidney Sure	Administration Officer/ Information and Liaison Officer (Acting)
Allan Barnes	Publications Officer
Fiona Godfrey	Manager, Training
Torsten Meyer	IT Support
Tom Vogel	IT Support

Individual Advocacy

Matthew Bowden	Director, Individual & Group Advocacy
Jane Blake	Manager, Individual Advocacy
Denise Beckwith	Disability Rights Information Service Coordinator
Susan Barnes	Senior Advocate
Eleanor Brand	Advocate
Elizabeth Buchanan	Advocate
Sue Fowles	Advocate

Systemic Advocacy

Therese Sands	Director, Systemic Advocacy
Sonya Price-Kelly	Advocacy Projects Manager
Dean Price	Advocacy Projects Manager
Maria Attard	Advocacy Projects Manager
Julie Dardel	Projects Manager

National Disability Abuse and Neglect Hotline/ Complaints Resolution and Referral Service

Michael Bleasdale	Director, Hotline and CRRS
Fran Krix	Manager, Resolution and Referral
Damien Anderson	Manager, Resolution and Investigation
Susan Baxter	Resolution and Referral Officer
Orna Marks	Resolution and Referral Officer
Craig O'Brien	Resolution and Referral Officer
Leonie Hazelton	Resolution and Referral Officer
David Skidmore	Resolution and Referral Officer
Perihan Bozkurt	Resolution and Referral Officer
Melissa Kym	Resolution and Referral Officer
Sharon Lee	Resolution and Referral Officer
Emmie Hallett	Resolution and Investigation Officer
Mel Harrison	Resolution and Investigation Officer
Dominic Moore	Resolution and Investigation Officer

Volunteers

Jan Cameron-Smith	Library and Archives
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How this report is organised

PWD's work is guided by our strategic plan. *Forward to Our Future - Strategic directions 2007–2010* underpins all of our current work, as well as setting us many challenges. As we work towards meeting these challenges and realising all of the opportunities that will present in the coming years, it is important to demonstrate how we are moving towards these goals.

Therefore, this report reflects the plans we have set out in our strategic plan, particularly in respect of our Key Result Areas. We have provided you with evidence on how we are doing in these areas.

Our Key Result Areas are:

1. Engaging members;
2. Communicating effectively;
3. Educating the community;
4. Advocacy;
5. Providing sector representation and coordination;
6. Building capacity with partners;
7. Protecting consumers;
8. Influencing national, regional and international mechanisms;
9. Building governance and organisational capacity.

Key Result Area 1: Engaging members

PWD is a membership-based organisation. Its legitimacy as a representative voice for people with disability depends on its large and diverse membership, and the degree of engagement members have with its work. Its sustainability and relevance over time also depends on a continuing process of membership retention, development, and renewal.

Objectives

Retain, expand, diversify and value our membership base across Australia

- The Membership and Fundraising Portfolio Advisory Group was established in early 2009, with Hazel Freed as its Convenor. This PAG is looking at establishing an independent source of funds for PWD, as well as taking responsibility for membership issues, including the expansion of the membership base and providing better service to the organisation's existing members.

Encourage active involvement of our members in the organisation and in the human rights movement

- The 2008 AGM was held at the Mercure Hotel on Saturday 22 November. Our featured guest was Professor Ron McCallum, who is Australia's representative on the UN Convention on the Rights of Persons with Disabilities' Committee of Experts.
- A Members' event was held on 10 October 2008, to celebrate with the international delegates from the ALAF program, that had been organised and hosted by PWD staff. This was the culmination of four weeks of conferences, meetings and training for the group of delegates with disability, who were all from the Asia-Pacific region.
- A member's event was held on 15 May on the topic of the national human rights consultation.

Keep our members informed in appropriate ways about our work and achievements, and activities within the disability sector.

- During the year 7 editions of E-Bulletin were produced and distributed to members, associates and key stakeholders in the disability sector, including governments, their departments, peak bodies, academic institutions and the non-government sector.
- Our ongoing relationship with, amongst others, the Disability Studies and Research Centre of the University of NSW, and the Australian Human Rights Commission, affords our staff and members the opportunity to attend many relevant and interesting seminars and activities, with information provided in our E-Bulletin. The "Rights Denied" Seminar, held at the AHRC, provided us with an opportunity to present preliminary findings on the report that has been written by DSaRI and PWD.

- Link-Up magazine, edition no. 142, was produced on International issues. Edited by the then Vice-President Faye Druett it focused in particular on PWD's long history of involvement in the development of capacity within groups of people with disability in the Asia-Pacific region, as well as recalling our contribution to the writing of the UN Convention on the Rights of Person's with Disabilities, to which Australia became a signatory in 2008.

Key Result Area 2: Communicating effectively

PWD is a major provider of disability rights and consumer information. Information can be a source of empowerment for people with disability. Information can build self-help capacity, support activism and bring about positive social change.

This information must be available in formats that are accessible to people with specific communication needs. As such, PWD aims to be a model of best practice in information accessibility.

Objectives

Be a leading communicator within the human rights community

- The annual conference of the Australian Federation of Disability Organisations (AFDO) was held in Melbourne at the end of May 2009. The three Executive Directors of the Leadership Team were invited and gave papers at the conference, on the topics of shadow reporting on the optional protocol o the UN Convention on the Rights of Persons with Disabilities, on people with disability recognising and exercising their rights to sexual expression, and on individualised funding.
- A joint paper was delivered by Michael Bleasdale and Damian Griffis (Aboriginal Disability Network), on the topic of working with Aboriginal communities to arrive at their understanding and naming of disability, at the Disability Studies and Research Centre conference at the end of June 2009.
- Michael Bleasdale gave a paper about the need for listening and responding in the process of delivering individualised supports to people with disability, at the *Disability and Listening* seminar held at the UNSW in October 2008.
- Therese Sands gave a paper entitled “Capacity Building in the Region – what works?” at the *International Conference: Disability, Disadvantage and Development in Pacific and Asia* held in Canberra in September 2008.

Provide accessible and culturally sensitive information about our services, projects and activities

- The Hotline and CRRS services developed new versions, of their information presentations about their services, and on the topics of complaint handling and preventing abuse and neglect, specifically aimed at people with intellectual disability. These presentations were trialled by member of Self Advocacy Sydney, and we extend our thanks to that organisation for their assistance.

Provide effective information, advice and referral services for people with disability, their associates and the general public in relation to human rights issues

- PWD, through its Individual Advocacy and National Disability Hotline Services area, maintains a number of databases that store and update information about services, advocacy and other resources that can assist in responding to the needs of people with disability. The provision of information services has grown in all of PWD's services throughout the year.
- All services delivered through PWD have continued to produce and distribute details of their services in brochures, which are routinely provided to people and groups upon request. The organisation will focus much more in coming years on its capacity to deliver information, and interact with clients who require information, via its websites.

Key Result Area 3: Educating the community

PWD is a major provider of disability awareness, values-based and rights-based education for people with disability and their associates and for specialist and generic service providers. Education is a key means to achieve social change. By raising awareness of disability concerns, it is often possible to change community attitudes, particularly where these are based on incorrect information and assumptions. Education is also a key way of transmitting new ideas, positive values and practical skills, and therefore of promoting positive change and innovation. It can also assist people with disability to develop their advocacy and self-help skills to work the system to ensure their needs and rights are addressed.

Objectives

- Educate the general community and change attitudes by raising awareness about the needs and rights of people with disability
- Provide training and education to empower people with disability in the areas of human rights and self advocacy
- Market human rights based training to specialist services and mainstream organisations, and to develop this function as a viable business area
- Organise seminars and other events for academic and specialist groups to further education and knowledge about human rights and disability issues.

Our achievements this year

External education and training

PWD, in collaboration with Family Planning NSW (FPNSW), developed a 2 day training program on Sexuality and Relationships and Responding to Sexual Assault which is aimed at support providers for people with intellectual disability. This training has now become an important training for DADHC staff and in recent years PWD has delivered this training to many frontline staff and their managers. This reporting period coincided with a change in how education was coordinated within the DADHC structure, moving from a central to regionally managed, and whilst this transition took place the delivery of this training was deferred for some time. Once the DADHC regions had established what their available funding was, PWD and FPNSW were once again contracted to deliver this highly valued training course. In the last quarter of the financial year a total of 10 sessions were carried out to approximately 150 staff in 5 of the 6 DADHC regions in New South Wales. More importantly relationships were formed to ensure that this training will be a regular component for DADHC staff ongoing.

The Training Units relationship with the Joint Investigation and Response Teams (JIRT) of NSW Police and Department of Community Services (DOCS)

workers continued. JIRT run bi-monthly sessions to their staff and PWD's role in this is to deliver training on general disability awareness and effective communication with children and young people with disability. As a result of this participation, PWD have also delivered this training to DOCS staff and NSW Police independent of the JIRT program.

We continued to support disability and advocacy awareness in educational establishments by delivering numerous presentations to University, TAFE's and community colleges in NSW. PWD opened up dialogue with ACHPER NSW (Australian Council for Health, PE and Recreation NSW) and in early 2009 delivered training at a mini conference for School Teachers who teach year 11 and 12 students on the subject of societal barriers faced by different community groups. Following this conference, PWD has been requested to deliver training to smaller groups throughout the state.

2008/2009 saw the training unit increasingly collaborate with other PWD units to provide quality presentations across the organisation. An example of this would be the redevelopment of the Disability Abuse and Neglect Hotline's presentation material that is delivered by staff from that unit across Australia.

The training unit worked closely with the Systemic Advocacy Unit to assist in the development and delivery of aspects of the training program for the Australian Leadership Awards (ALA) Fellowships Program, *Disability and Development – Leadership in Asia and the Pacific*

Internal Training

In 2008/2009 a large investment of time was made by the organisation into the training and up skilling of PWD employees and volunteers. In addition to purchasing training from external organisations, the training team was also able to develop in-house training programs for the delivery to teams now and also in the future. All employees throughout the year were given the opportunity to participate in the training curriculum, some of which courses were:

- Staff Induction
- Information Technology
- Disability Awareness
- Presentation Skills Training (3 day)
- Basic Communication Skills
- Telephone Communication Skills
- Managing Yourself
- Demystifying Mental Illness
- Sexuality and Relationships
- Responding to Sexual Assault

Development of Competency-Based Qualifications

In April 2009 the Board approved a project that will deliver in-house, competency-based qualifications to the majority of staff. The project arose from two separate demands within the organisation:

- a) The requirement to address training in the National Disability Hotline Area systematically, and to provide a benchmark of competency to the new roles of the Resolution and Referral Officer and Resolution and Investigation Officer;
- b) The growing demand for a competency-based qualification in Advocacy to be the baseline standard for all staff working in the industry across Australia, and the need identified by PWD for the option for this qualification to be delivered in a work, rather than just a classroom setting.

Given the level of expertise at PWD, not only in terms of the capacity to develop and deliver material that is relevant to the two qualifications, but also in terms of our training and assessment capacities, it was decided that PWD should embark upon a project that offered the opportunity to award these qualifications internally to staff who demonstrate their requirements here at work. The two qualifications that will be worked towards will be:

- i) Certificate IV in Community Services Advocacy
- ii) Certificate IV in Community Services (Information, advice and referral)

The project will begin in earnest in the 2009-2010 financial year beginning with the process of negotiation with a Registered Training Organisation (RTO), that will administer the various certificates and qualifications. An external consultant, Victoria Nolan, has been engaged to bring the project to fruition.

Key Result Area 4: Advocacy

People with disability remain among the most marginalised and disadvantaged members of our community. They are frequently subject to discrimination, abuse and neglect. PWD has a fundamental role in responding to this vulnerability and disadvantage through its advocacy functions. Our individual and group advocacy functions aim to promote and protect the rights of individuals and groups of people with disability, and ensure that their needs are met. Our systemic advocacy function aims to achieve fundamental positive change to social structures and processes that result in the marginalisation and disadvantage, exclusion, and neglect and abuse of people with disability. Our legal advocacy function aims to protect and promote the legal rights of people with disability at both the individual and systemic levels, referring to appropriate legal services.

Objectives

- Promote and protect the human, legal and service user rights of individuals and groups of people with disability and their associates, and ensure that their needs are met;
- Promote innovation and systemic change in society that delivers accessibility, social justice, and inclusion for people with disability in all aspects of community life;
- Promote and protect the legal rights of people with disability and their associates, and ensure their access to justice.

Individual and group advocacy

The small and effective team of six individual advocates throughout the year provided:

- over 1500 instances of advocacy and rights-related information, advice and referral services to people with disability and their associates;
- advocacy and mentoring support to many individuals and groups of people with disability and their associates with rights-related problems, building their self advocacy skills and personal capacity to resolve complaints and have their needs met; and
- intensive, short-term, issue-based individual and group advocacy support to over 400 people with disability and their associates, dealing with over 1600 serious rights-related issues.

The main areas in which we provided support were:

- unmet need for specialist disability services, in particular accommodation, case management, respite, therapy, personal care and equipment;

- unmet need for disability services in rural, regional and remote areas of NSW, particularly with home modifications and home care for people with disability in remote Aboriginal communities;
- lack of support and services for children with disability, and for parents with a disability;
- unmet need for disability services and suitable supported accommodation, for people with a psychiatric impairment, acquired brain injury and other cognitive impairment, particularly for people living marginally in licensed boarding houses;
- support with pursuing sexual expression; and
- support when people with disability are victims of abuse and needing to be safely accommodated and supported through any Police and Court processes.

Specific examples of the support we provided include:

- advocacy assistance to approximately 40 people living in large residential centres (institutions) who we are supporting with their transition to alternate community based accommodation options;
- advocacy assistance to approximately 160 people with disability who live in licensed residential centres (boarding houses) across NSW (supported with project funding from Department of Ageing, Disability and Home Care); and
- advocating for young people inappropriately living in residential aged care facilities, to identify and move to more suitable supported accommodation in the community.

Outreach visits and face-to-face advocacy support was provided to people in regional, rural and remote NSW including Albury, Bathurst, the Blue Mountains, Bowral, Broken Hill, the Central Coast, Cooranbong, Dubbo, Goulburn, Grafton, Inverell, Ivanhoe, Katoomba, Kingscliff, Lithgow, Menindee, Millthorpe, Mittagong, Moree, Moss Vale, Newcastle, Orange, Portland, Port Macquarie, Queanbeyan, the Southern Highlands, Tibooburra, Tweed Heads, Wagga Wagga, Wallerawang, Wellington, White Cliffs, Wilcannia and Wollongong, working collaboratively with the Aboriginal Disability Network. Promotional activities were also conducted at disability awareness events in the Hawkesbury region, Blue Mountains, Parramatta and central Sydney.

Advocates received specific training to further develop their knowledge and skills including: Aboriginal Cultural Awareness; Mental health First Aid; Social Security and Pension Complaints Handling; Providing a Service by Telephone, Understanding Communication and Human Behaviour; Bullying and Harassment; Working with Difficult Complainants and Human Rights Legislation and Complaints Mechanisms.

Advocates also conducted education sessions for people working in the sector or studying to enhance their employment opportunities and skills.

Boarding House Project

PWD is funded by the Department of Ageing Disability and Homecare (DADHC) to provide independent individual and group advocacy assistance to residents of Licensed Residential Centres (boarding houses) around NSW licensed under the *Youth and Community Services Act, 1973*. Our role is to promote and protect residents' legal, consumer and human rights; to ensure that residents have access to health, allied health and community services; to support resident participation and decision-making in transition to new living arrangements, and to provide an independent source of information to residents in their interactions with government agencies and service providers.

In the past year the boarding house advocacy team at PWD has built on our comprehensive outreach program to residents in regional centres such as Mitchell House in Dubbo, Guadalupe House in Albury, Wallerawang and Portland near Lithgow, The Eldon in Katoomba, boarding houses in the Hunter region, the Southern Highlands and the Inner West of Sydney.

This has resulted in:

- intensive advocacy support being provided to 54 residents regarding among other things accommodation, legal issues, financial issues, inappropriate and abusive treatment, and accessing services;
- group advocacy being provided to 90 residents around the closure of three boarding houses in regional areas, where we worked closely with other service providers to support residents around decision-making regarding alternative accommodation and support services. Very positive outcomes for residents have been achieved with residents moving into more appropriate accommodation where their particular needs are more appropriately supported;
- participating in regular case conferences for residents living in the 26 boarding house in the DADHC Metro South region of Sydney;
- continuing to build strong relationships in the boarding house sector resulting in advocacy referrals being made by a range of individuals and organisations, including self-referral by residents during outreach trips to boarding houses, as well as referrals by DADHC, boarding house proprietors, and services such as Active Linking Initiative providers and primary and secondary health providers.

New PWD Individual Advocacy Services

In March 2009 we learnt that we were successful in our applications for funding under the Department of Families, Housing, Community Services and Indigenous Affairs' (FaHCSIA) National Disability Advocacy Program (NDAP) to expand the delivery of individual advocacy support and improve service coverage within New South Wales and Queensland. FaHCSIA's allocation of funding for the new services is specific to Local Government Areas in both

states. From March we began projects establishing the new services and creation of six new PWD offices in the NSW regions of:

- Goulburn Mulwaree Council area and Wingecarribee Shire;
- Queanbeyan City Council area, and
- Sutherland Shire.

In Queensland PWD offices were created in the:

- Bundaberg Regional Council area;
- Fraser Coast Regional Council area, and
- Logan City Council area.

A PWD staff member was recruited for each new office to provide high quality individual advocacy support in each of the locations.

Review of Individual Advocacy Service

In March and April a review of our systems and operations in our Individual Advocacy Service was conducted. WestWood Spice were engaged to conduct this review. The aim was to analyse how we undertake our individual and group advocacy work and the positions and structure that best support us in achieving our strategic goals and service level agreements under contracts with FaHCSIA and DADHC, and also take account of growth to undertake regional work.

The review mainly considered the way the work was conducted and organised and looked to clarify the grading of positions within the Advocacy team and make appropriate recommendations.

The review found that the work of the Individual Advocacy Service could be clearly divided into work around individual and group advocacy and the provision of disability rights information (advice, short-term support and referral). The provision of disability rights information forms a large part of the service and recommendations were made around re-branding and separating this function from our intensive advocacy work. Related recommendations revolved around posts and grades within that service and the importance of developing a knowledge base.

The review of the Individual Advocacy Service resulted in a number of recommendations including providing clarity on issue-based versus case management as an approach to advocacy, the allocation of matters and the management of workloads (e.g. have a more meaningful file classification system).

In relation to grading, the review compared existing PWD roles at grades 3, 4 and 5 with the current Senior Advocate and Advocate roles. The result of this analysis is that the Senior Advocate role is appropriately classified at Grade 4 and that the distinction between Senior Advocate and Advocate be removed (i.e. all Advocate roles be at Grade 4).

The review also looked at opportunities for entry-level positions in advocacy and made recommendations around roles in the disability rights information area coupled with a formal advocacy development plan.

Disability Rights Information Service

In implementing recommendations from the review of our Individual Advocacy Service our functions of providing disability rights based information, advice, short-term support and referral to people with disability and their associates was re-branded as our Disability Rights Information Service. This service accounted for more than 1500 instances of support to people with disability this year.

The Disability Rights Information Service has been designed to provide support to people with disability across NSW and from the three regions of Queensland where we have established our new services providing a timely response to requests for advocacy assistance and advice, mentoring, short-terms support and referrals.

The Disability Rights Information Service is staffed by a Coordinator and an Information Officer and operates Monday to Friday between 9 am and 5 pm (AEST).

Systemic advocacy

Our systemic advocacy program is focused on achieving major structural and systemic reform for problems affecting many people with disability and their associates as a class. It seeks to achieve the following objective under Key Result Area 4: Advocacy:

“Promote innovation and systemic change in society that delivers accessibility, social justice and inclusion in all aspects of community life”

Outlined below is a sample of our systemic advocacy work and key achievements:

Submissions and public hearings

- Review of the 2007 Federal Election conducted by the Commonwealth Joint Standing Committee on Electoral Matters.
- Special Commission of Inquiry into Child Protection Services in NSW.
- NSW Department of Ageing, Disability and Home Care (DADHC) Discussion Paper, *New Directions for Respite Services*.
- Inquiry into the Program of Appliances for Disabled People (PADP) conducted by the NSW Legislative Council General Purpose Standing Committee No. 2.
- Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) Discussion Paper, *Harmonisation of disability parking permit schemes in Australia*.
- Inquiry into Homelessness and Low Cost Accommodation conducted by the NSW Legislative Council Standing Committee on Social Issues.
- Review of the Draft Disability Discrimination Act Standard on Access to Premises conducted by the Commonwealth Standing Committee on Legal and Constitutional Affairs.
- National Human Rights Consultations conducted by the Commonwealth Attorney-General's Department.

Policy and development

- Participating in consultations and meetings in relation to the development of the NSW Domestic and Family Violence Strategic Framework.
- Responding to the National Mental Health and Disability Employment Strategy Discussion Paper.
- Responding to the Commonwealth Government Pension Review (the Harmer Review).

- Participating in DADHC sector meetings for the development of Disability Action Planning guidelines for NSW Government agencies.
- Lobbying government and the disability service sector to develop individualised funding policies, programs and auxiliary support systems for people with disability.
- Participating in consultations and discussions in relation to the development of the National Disability Strategy.

Committee representation

- NSW Police Force Disability Advisory Council
- Australian Electoral Commission Disability Advisory Council
- NSW Transport Accessible Transport Consultative Group
- NSW Department of Community Services (DOCS) Staying Home Leaving Violence Committee
- Sydney South West Area Health Service Disability Action Plan Implementation Review Committee
- DADHC Self Managed Model Evaluation Steering Committee
- DADHC Respite Working Group.
- DADHC Community Participation Stakeholder Reference Group
- Commonwealth Department of Foreign Affairs and Trade (DFAT) NGO Human Rights Forum
- Commonwealth Attorney General's NGO Human Rights Forum
- Housing NSW NGO Housing Partners Reference Group
- NSW Health Care Complaints Commission Consumer Consultative Committee
- NSW Ombudsman Stakeholder Roundtable
- Touching Base Committee

Key projects

- **NGO Shadow Report for the UN Convention on the Elimination of Discrimination against Women (CEDAW)**

PWD was a national partner organisation working to develop the NGO Shadow Report for the UN Convention on the Elimination of Discrimination against Women (CEDAW). The NGO Shadow Report provides an alternative perspective on the progress of the Australian Government towards achieving human rights for women in Australia.

PWD participated on project and advisory committees, during workshops and consultations and provided substantial information on the situation of women and girls with disability in Australia for the Shadow Report.

- **Law and Justice Foundation Project: Barriers to accessing legal and human rights for people with disability**

PWD has been working with the Disability Studies and Research Centre (DSRC) on a project that aims to identify the human rights and legal barriers for people with cognitive impairments who have experienced abuse, neglect and exploitation. This project is funded by the NSW Law and Justice Foundation.

The project involved working with a stakeholder group to advise on project activities including a literature review, consultations and report development. A peer review seminar was conducted in May 2009 to bring together experts in the area to discuss the preliminary findings and recommendations from the project. The Hon Bill Shorten, Parliamentary Secretary for Disabilities and Children's Services and Commissioner Graeme Innes from the Australian Human Rights Commission were keynote speakers at the event. The final report will be released in the second half of 2009.

Legal advocacy

Our legal advocacy work seeks to achieve the following objective under Key Result Area 4:

“Promote and protect the legal rights of people with disability and their associates, and ensure their access to justice.”

Through its legal advocacy, PWD has increased awareness about disability discrimination and human rights law in a number of areas, including:

- PWD filed an application with the NSW Administrative Decisions Tribunal (ADT) formally seeking a review of the NSW Minister's decision to continue to operate the Grosvenor, Lachlan and Peat Island Centres, contrary to the requirements of the NSW *Disability Services Act*. PWD took this action very reluctantly and as a last resort. The first stage of the process involved formal mediation in an attempt to resolve the dispute. However, this was unsuccessful, and PWD is continuing with the litigation process.
- Continuing to work with disability advocacy organisations to advocate, at both State and Federal levels for conformity to disability service legislation in the development of accommodation models and other services for people with disability.
- Collaborating with the Disability Discrimination Legal Centre NSW, PWD presented a joint submission to the NSW Joint Standing Committee on Electoral Matters Review of the 2008 Local Government Election.

- Advocating for comprehensive reform of the legislative and institutional arrangement for supported financial management for persons with decision-making disability to bring them into line with Article 12 of the Convention on the Rights of Persons with Disabilities (CRPD).
- Working with DSRC on a project that aims to identify the human rights and legal barriers for people with cognitive impairments who have experienced abuse, neglect and exploitation (see Key Projects above).

Key Result Area 5: Providing sector representation and coordination

PWD is a major peak representative organisation for people with disability. This involves representing the interests of people with disability within government, industry, civil society and in the media. As a peak body PWD also plays an important role in coordinating the sector of interest constituted by people with disability and their associates.

Objectives

- Be a leading public spokesperson and commentator on the human rights of people with disability
- Support the disability rights and advocacy sector to be an effective force for social change.

Our achievements this year

- PWD coordinated a number of expert seminars on issues such as human rights protection in Australia and law and justice issues for people with cognitive impairment. These seminars enabled views and recommendations on human rights issues to be formulated and incorporated into the work of the disability rights and advocacy sector.
- We worked with the human rights and disability advocacy sector to convene a number of forums and workshops on key issues, such as CRPD implementation and individualised funding models.
- We continued to seek regular consultation with key government ministers, parliamentary secretaries, portfolio spokespeople and other parliamentarians in relation to disability rights issues.
- We monitored media reporting of disability issues, and intervened in public debate where necessary to promote and protect the interests of people with disability and their associates.
- We convened meetings with disability advocacy organisations to campaign against the proposed redevelopments of institutions in NSW.
- We continued to seek appointment to policy advisory committees of government and other agencies dealing with issues that fall within our strategic priorities. We participated in many such committees, including:
 - Housing NSW Non-Government Organisations Partners Reference Group;
 - NSW Police Disability Advisory Council;
 - NSW Electoral Commission Equal Access to Democracy Access Consultative Group;

- Australian Electoral Commission's Disability Reference Group
- The Australian Human Rights Commission's Occupational Health and Safety and Employees with Disability Working Group;
- Department of Ageing, Disability and Home Care's Community Participation Program Stakeholders Reference Group;
- NSW Society of St Vincent de Paul's Coalition for Appropriate Supported Accommodation;
- NSW Department of Community Services' State-wide Staying Home Leaving Violence Consultative Committee.
- We supported coalitions and inter-agencies focusing on key areas. Major examples of this are the UN CRPD Taskforce, Disability Advocacy Network Australia, NSW Disability Advocacy Network and the Australian Network for Universal Housing Design.
- We issued a number of media releases and received significant media coverage on key issues of concern including developments with the United Nations Convention on the Rights of Persons with Disabilities and its Optional Protocol, pension reform, economic stimulus plans for social housing, migration of people with disability, and undiagnosed impairment in Indigenous communities.
- We developed a number of PWD position statements on key issues, such as the merger of the NSW Office of Protective Commissioner and NSW Public Trustee and Individualised Funding; and worked collaboratively with the disability advocacy sector to formulate joint positions on a wide range of issues, such as the National Disability Strategy, Access to Premises and the NSW PADP Program.
- We continued to participate in major cross-sector forums representing the interests of people with disability and their associates. This included participation of PWD nominees on working groups and meetings convened by the Australian Council of Social Service and the Council of Social Service of NSW. We met regularly with NSW and national peak disability organisations.
- A number of our members served on the NSW Government's official advisory body on disability, the Disability Council of NSW.
- PWD directors and staff have also contributed management support and policy advice as board members of the Council of Social Service NSW (NCOSS), NSW Disability Discrimination Legal Centre, Disability Studies and Research Centre, Newtown Neighbourhood Centre and Shelter NSW.
- PWD continues to engage with the Australian Forum of Human Rights Organisations (AFHRO), ensuring that disability rights issues are on the agenda of other human rights organisations.

Key Result Area 6: Building capacity with partners

PWD plays a significant role in assisting particularly disadvantaged population groups of people with disability develop the capacity for self-representation. This includes the development of systemic advocacy skills that enable these groups to more effectively 'work the system' to ensure that their needs are met. Major current capacity-building partnerships include work with organisations of Australian Aboriginal people and Torres Strait Islanders with disability, and work with disabled peoples organisations in Pacific nations.

Objectives

- Support the development of representation for Aboriginal and Torres Strait Islander people with disability at the NSW and national levels
- Support the development of representation for people with disability in the Pacific region
- Promote human rights for people with disability in development programs and practice.

Our achievements this year

Aboriginal Disability Network

PWD congratulates the Aboriginal Disability Network (ADN) on successfully securing funding from the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) for 2008-2009. The funding enabled the ADN to conduct a scoping project on the establishment of a national Indigenous disability network.

Significantly, the ADN increased its independence as an organisation, no longer requiring PWD to be an auspice organisation for its operation.

PWD continued its partnership and support of the ADN through:

- working collaboratively on developing submissions, providing policy advice and raising issues on a number of concerns relevant to Aboriginal people with disability;
- working in partnership to effectively respond to individual advocacy matters for Aboriginal people with disability; and
- supporting the ADN by providing corporate service support for its day to day operations.

Key Result Area 7: National Disability Hotline Services

PwD is contracted by the Australian Government's Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) to operate the National Disability Abuse and Neglect Hotline (Hotline), and the Complaint Resolution and Referral Service (CRRS). The Hotline receives allegations of abuse and neglect against people with disability, both in funded disability services and in the community, anywhere in Australia. The CRRS resolves complaints from people with disability who use Commonwealth funded disability services, and is a key component of FaHCSIA's quality strategy under the Disability Services Standards. The services that come under CRRS's jurisdiction are funded either by FaHCSIA or the Department of Education, Employment and Workplace Relations (DEEWR). Collectively the operation of both services is referred to within PwD as National Disability Hotline Services.

This report provides results from the work that has been done by the National Disability Hotline Services staff in relation to the services above, and to meet the strategic objectives detailed in PwD's *Forward to the Future - Strategic Directions 2007-2010* document.

Objectives:

- Inform government about service and system level improvement priorities and strategies identified by monitoring patterns and trends.
- Develop the Hotline website as a resource of information and educational material on abuse and neglect response and prevention.
- Develop and conduct educational events for people with disability and their associates, service providers and other stakeholders, about reporting abuse and neglect, and prevention measures.

Achievements:

This year marked the second of two under the contract with FaHCSIA. It was characterised by a steady increase in the number of calls received, with a subsequent increase in the number of target matters dealt with in the CRRS service. The database developed and implemented in April 2008 has not only assisted in the efficiency with which matters are dealt with, but also improved the accuracy of reporting. The increased sophistication of the reports, which are now able to deliver statistical data to FaHCSIA, is beginning now to be useful in considering policy and program, and broad systemic issues.

The Hotline and CRRS clearly deliver two distinct and separate services. They utilise the same freecall number, 1800 880 052, and our intake officers have always handled calls from clients of both services. A significant achievement this year has been the implementation of the restructure of the operations of the Hotline and CRRS, which occurred in October 2008, which further streamlined the operations of the two services. This required the appointment of two new Managers – Manager Resolution and Referral, and Manager Resolution and

Investigation – together with the reconfiguration of staff roles into two new designations, Resolution and Referral Officers and Resolution and Investigation Officers.

Alongside this restructure the Policies and Procedures of both the Hotline and the CRRS were rewritten in December 2008, to reflect the changes in operations. Following this, in January 2009, we were required to re-tender for operations of the Hotline and CRRS, and, after submitting this application in March, PWD was told of its success in winning the contract for a further two years.

In relation to our strategic goals, the improvements that were made to the CRRS database, and the reports that this generates now, has greatly improved our capacity to report accurately on a range of data about the complaints that are made. This helps to advise our funding bodies about which areas of policy they need to focus on to ensure continuous improvement within their funded services. Whilst similar improvements were made to the Hotline database, automated reports were still in the process of being developed at the end of the financial year, in readiness for a greatly enhanced reporting requirement in that area during the new contract period.

We have been unable to deliver on our goal of significantly revamping the Hotline website, as there has been difficulty in determining how the Australian Government can retain ownership, whilst allowing the successful Hotline contractor to run it. This will be resolved during the new contract period, and significant changes will need to be made to improve the website and make it relevant and contemporary. Changes are also needed to refresh the CRRS website, and this work too will be done in the period of the new contract.

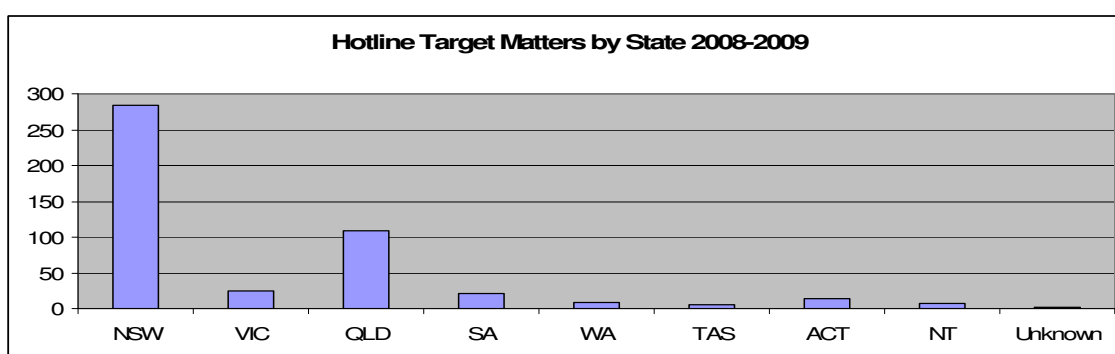
We have continued to provide regular promotional presentations to people with disability and service providers, about both of our services. This year included a trip to Western Australia, where presentations were made to services in Perth, followed by a trip to the Kimberley and direct contact with Aboriginal people with disability living in their communities. It is hoped that a return trip will be possible in the next financial year, to promote the completed ATSI brochure about the Hotline. During these visits to the States and Territories meetings were held with the local FaHCSIA offices, and information sessions were held with the staff of the DEEWR Customer Service Line. In addition, meetings were held with our protocol partners for the Hotline, who undertake the investigation of matters that we refer to them.

In terms of other operational issues, the unit underwent a significant shake-up, losing experienced staff in Chris Rodd and Von Coves, but also gaining new staff who bring an energy to a new way of working. The success of the tender for the new contract served to bolster morale amongst the teams.

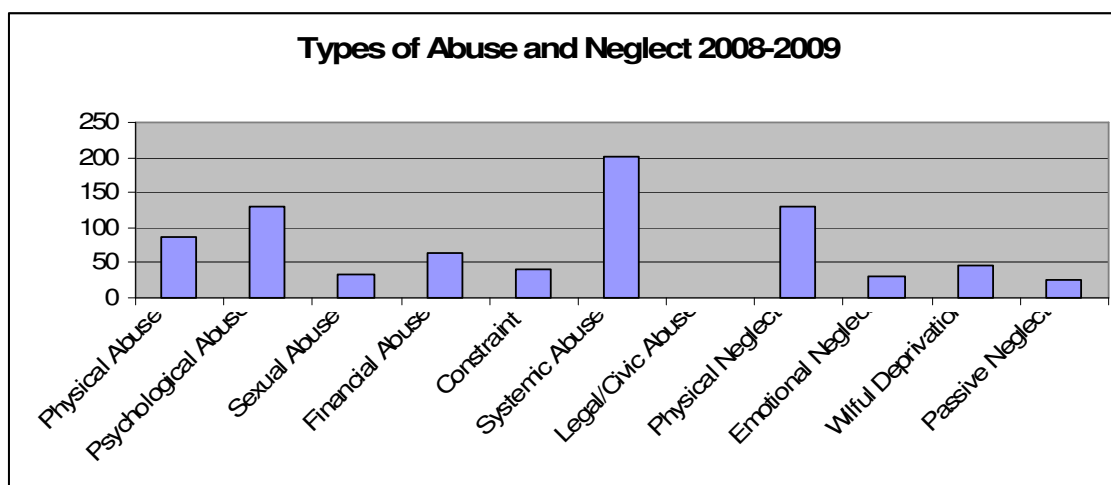
Hotline achievements 2008-2009

- The Hotline dealt with a total 1026 matters, which is an increase (50%) above the figures from the 2007-2008 financial year. However, this is in large part due to an increase in Non-Target Matters.
- The Hotline received a total of 179 reports of matters in government run or government funded disability services (referred to as “Target-Services” matters) and continued to work with state investigation agencies on the effective referral and investigation of these matters. This is comparable to the figures from the previous financial year (172).
- The Hotline received a total of 298 matters where allegations of abuse and neglect occurred outside a government run or funded service, known as “Target – Other” matters. The Hotline provided assistance with these reports by referring them to the relevant complaint handling body such as an ombudsman, child protection agency, health complaints commission etc. This figure is significantly down on the previous year (379).
- The Hotline received a total of 549 matters where the subject either did not have a disability or they were not subjected to abuse and neglect, categorised as “Non-Target” matters. The Hotline staff always provide some level of assistance to these callers, and provide information and referral to support services such as advocacy and counselling services, or a more relevant complaints body. Whilst abuse and neglect were not found to be the reason for these calls, the calls were nonetheless mainly made by or on behalf of people with disability, and involved some sort of complaint, often against a funded disability service.
- Protocols for how complaints against funded disability services are handled in each jurisdiction have been updated and negotiated with Tasmania, Queensland and South Australia, and are awaiting sign-off.

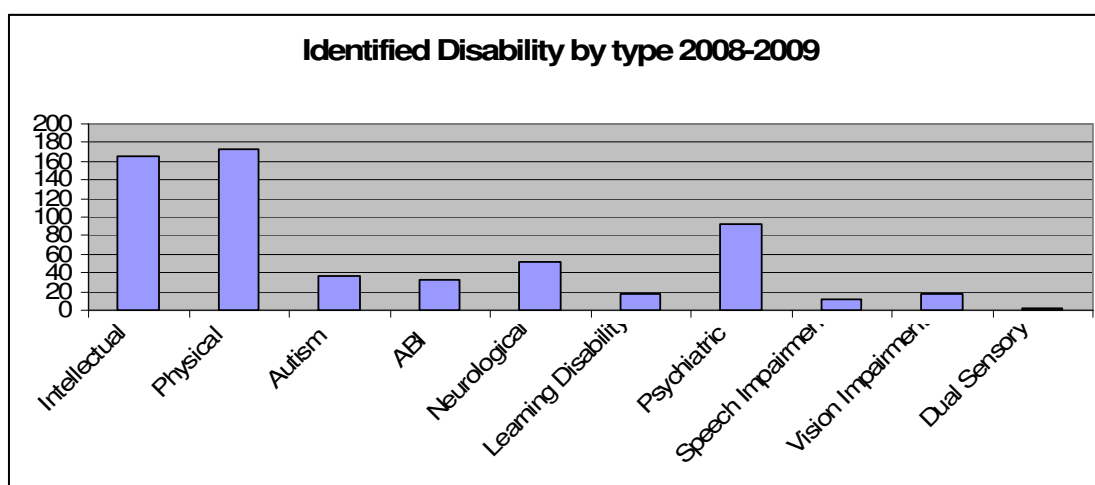
The following chart details matters received state by state over the financial year 2008 – 2009. A breakdown of matters by state over the period indicates that the majority of matters were received from New South Wales (60%, up from 52% in the previous year) followed by Queensland (23%, up from 13% the previous year) and then Victoria (5%, down from 14% the previous year)



The following chart indicates the frequency of reports of types of abuse neglect for the year 2008-2009. Of the abuse types recorded systemic abuse was the most frequent at 26% of all matters (as compared to 19% last year), with physical neglect and psychological abuse the second most common reports each with 16% of all matters (as compared to 20% and 17% respectively last year). Reports of physical abuse are down from 15% last year to 11% this year, but reports of emotional neglect are up from 3% to 4%. Overall, despite the lower number of Target matters reported, there were only 5% less reports of abuse and neglect made than were made last year.



The following chart details the disability type that subjects of Target matters identify with. Subjects often identify as having more than one disability. Similar to last year the largest category is that of people identifying as having physical disability, 29% which is much the same as last year. Similarly, the percentage of people identifying as having intellectual disability has remained at 28%. There has been a decrease in the number and percentage of people identifying as having psychiatric disability, from 22% to 15%.



CRRS achievements 2008 – 2009

Highlights

- The CRRS received 2428 new matters within the 2008-2009, of which 925 were Target matters, and 1503 were Non-Target matters.
- Service operations were reviewed and a restructure implemented.
- New policies and procedures were written and implemented.

Matter statistics

The CRRS has received 2428 matters over the 12-month period, an increase of around just under 5% from the previous year. The number of both Target and Non-Target matters has increased, with Target matters increasing by just over 8% and Non-Target matters increasing by around 4%. Whilst data is only collected on the Target matters, for the purpose of reporting to FaHCSIA, brief notes are taken of all matters dealt with, in case there is a systemic issue that we can alert either DEEWR or FaHCSIA about.

When a matter is opened a number of complaints can be made, that relate to the Disability Services Standards. This year within the 925 Target matters there was a total of 1958 complaints about services in relation to the Disability Service Standards, an increase of 48% from the previous year. When the increase of 5% in actual matters is taken into account, the increase of complaints within those matters could be indicative of increasing complexity of the issues that the CRRS is dealing with.

How the Matters were Addressed

The CRRS uses a variety of methods to address a complaint, and may:

- Provide general information and support.
- Provide information to a person for them to direct the resolution of the complaint.
- Facilitate the internal resolution of a complaint.
- Refer to advocacy to assist with the complaints process.
- Hold a conciliation.
- Investigate the complaint.
- Refer to appropriate services for further assistance as well as when the matters are outside the jurisdiction of the CRRS.

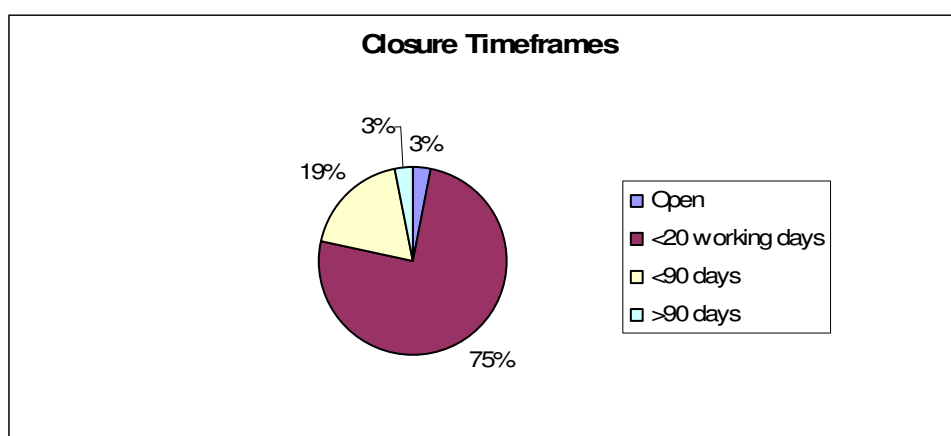
After initial discussion with the CRRS, people may also withdraw a complaint. Complaints can be withdrawn for a variety of reasons such as:

- Fear of retribution.
- The complaint is addressed without it being raised.
- The person would like to have a forward focus and not revisit the complaint.
- The person finds a new service.

The following tables summarise some statistics that relate to Target matters.

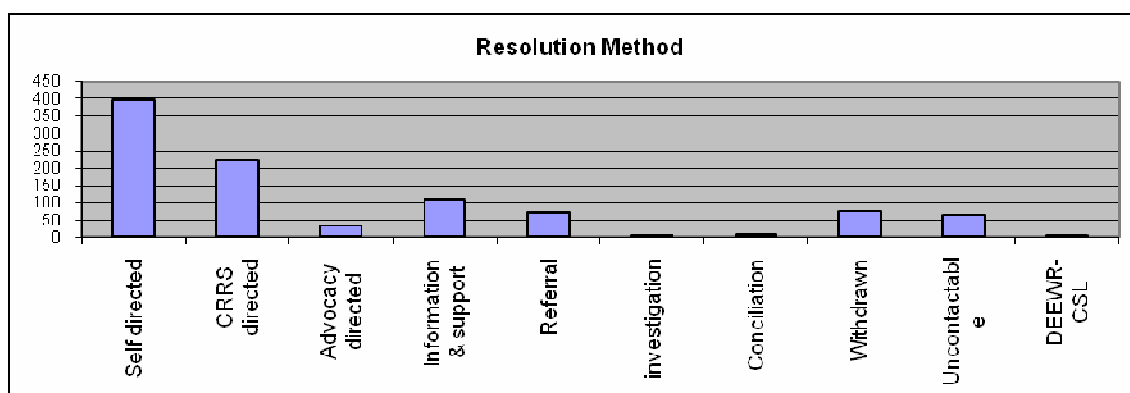
Matters Closed

Of the target matters opened in 2008-2009 30 remain open. Of those target matters closed 77.6% were closed within 20 working days, with 19.5% at Under 90 days, and just over 3% closed in more than 90 days. This differs from last year's figures, where we made the required 80% under the 20 Working Day timeframe, but had significantly more matters outstanding after 90 days. This perhaps reflects the increased complexity of a number of matters, which will require more work, increased intervention, and correspondence back and forth which adds to the overall timeframe.



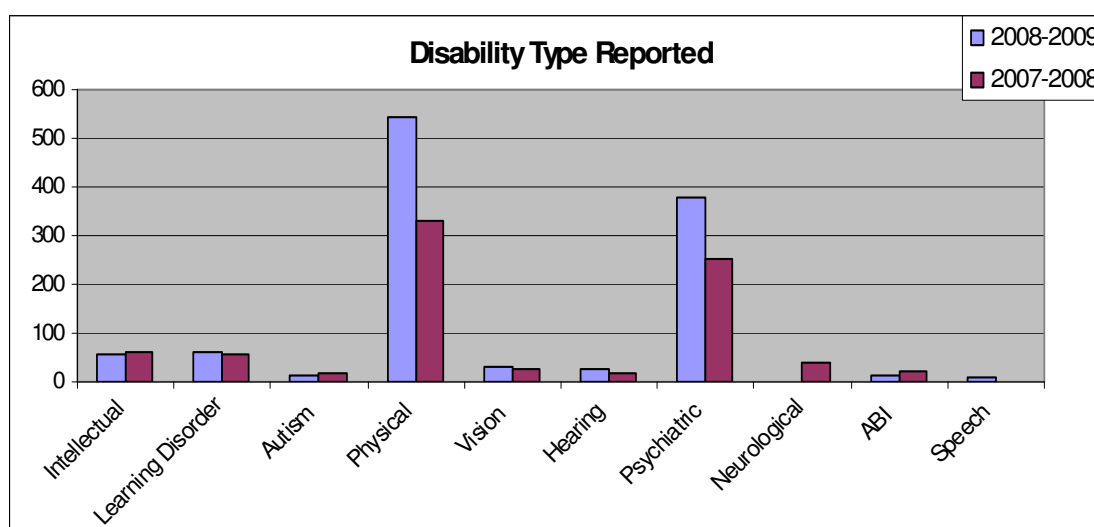
How the matters have been addressed

The majority of complaints (40%) received by the CRRS were resolved by means of self directed local resolution. This means that CRRS is providing callers with assistance to handle the complaint by themselves, using the complaints mechanisms available within the services. This is encouraging, as it indicates that the advice provided by CRRS is enabling and empowering clients with disability to deal with these matters independently, and that the complaints processes within services are in large part adequate to arrive at a settlement of the complaint. At 23% CRRS directed local resolution was the second highest resolution method used, an increase in number and percentage from last year, indicative of some slight increase in the complexity of the matters we are dealing with. 11% of callers were happy to receive our information and support as a means to resolve their complaints. During the year we had only 8 investigations, which is encouraging as it is used only when other methods have been exhausted, or if the matter is of a serious nature. A larger than usual number of conciliations (shuttle conciliation is used, whereby the parties are contacted separately by telephone) were recorded, 11 overall, which also indicates that some matters are complex or contested, and require this level of intervention. The number and percentage of referrals was down, as the final method of resolution, but the number of matters resolved by Advocacy-directed local resolution was up from 2 last year to 34 this year.



Type of Disability

Complainants who use DEEWR-funded DEN and VRS services, and FaHCSIA funded Australian Disability Enterprises and Advocacy services are asked by our staff to indicate what disability they identify as having. Not all complainants do disclose, but the majority do and the figures here represent the data gathered from complainants, who are offered up to four disability options that are relevant to them. This year we had an increase of 37% in the number of disabilities disclosed, as compared with the previous year. Most complaints have come from people with a physical disability (48% up from 40% last year), and psychiatric disability (34% up from 31% last year). This figure clearly reflects the profile of complainants who use DEN and VRS services, as the majority of clients of FaHCSIA funded services identify as having intellectual disability. The number of complainants with intellectual disability has reduced slightly in number (55 from 59 last year) and, given the rise in the number of disclosures this group has dropped in percentage relative to the total from 7% to 5%. This points to a need to increase our efforts to promote our service to people with intellectual disability.



Key Result Area 8: Influencing national, regional and international mechanisms

PWD is a leading national representative organisation of and for people with disability, with a major role in the international disability rights movement, particularly in the Asia-Pacific region. At the national, regional (Asia-Pacific) and international levels, PWD plays a significant role in key forums, meetings and processes in order to influence positive human rights outcomes of people with disability.

Objectives

- Influence and contribute effectively to human rights at the national level
- Influence and contribute effectively to human rights at the regional (Asia-Pacific) level
- Influence and contribute effectively to human rights at the international level.

Our achievements this year

Influencing national mechanisms

Much of PWD's contribution to influencing national mechanisms is discussed in the sections, Key Result Area 4: Advocacy and Key Result Area 5: Providing sector representation and coordination. Other key work in this area includes:

- National Disability Strategy:

A key activity throughout this reporting period was PWD's continued advocacy for a robust National Disability Strategy (NDS), which is currently being developed by the Commonwealth Government. With support from the Australian Human Rights Commission and the Australian Council of Social Services (ACOSS), PWD conducted a workshop on the Convention on the Rights of Persons with Disabilities (CRPD) with a number of disability organisations to explore how the NDS could be an implementation tool for the CRPD. This workshop enabled stakeholders to develop submissions for the consultation process for the development of the NDS, as well as a sector wide position statement for ongoing advocacy on this issue.

- NGO Shadow Report on the Convention on the Rights of Persons with Disabilities (CRPD)

In collaboration with the Disability Discrimination Legal Centre NSW (DDLCC) and Queensland Advocacy Incorporated (QAI), PWD developed a project proposal for the development of the NGO CRPD Shadow Report, and obtained pro bono support for the project from DLA Phillips Fox legal firm. This project will be guided by a project group made up of disability representative, advocacy and legal organisations, and will involve

consultations to gather information on the lived experiences of people with disability in each State and Territory.

Influencing regional mechanisms

PWD contributed significantly to the following regional forums:

- Pacific Disability Forum; see the report under Key result area 6 for information about PWD's work in this important forum;
- Community Based Rehabilitation 1st Asia Pacific Congress: PWD participated in the First Asia Pacific Community Based Rehabilitation (CBR) Congress held from 18- 20 February 2009 in Bangkok, Thailand. This Congress was a joint initiative between UN agencies, governments and civil society that brought together leading experts, people with disability and their organisations, donor and development agencies involved in disability inclusive development, government and non-government organisations and many others to broadly share knowledge and experiences of CBR, promote the effectiveness of CBR as a multi-sectoral strategy and develop future alliances and networks for the realisation of rights of people with disability.

Outcomes from PWD participation at the CBR Congress include:

- greater understanding of the CBR approach and its potential application in Australia and use throughout Asia/Pacific;
- development of partnerships and networks for strengthening the global disability rights movement; and
- participation in the formation of a CBR Asia-Pacific Network which will be ultimately part of the CBR Global Network.

Influencing international mechanisms

- Visiting delegations
PWD continued to host a number of country and special purpose delegations from a range of organisations around the world. PWD provided information about the work of PWD, advocacy in Australia, key disability rights issues and capacity building partnerships. These opportunities enabled PWD to develop key linkages and networks, to promote human rights advocacy and to influence the work of organisations internationally.
- Women with Disability and Development
PWD participated in an online forum on Women with Disability and Development conducted by the Global Partnership for Disability & Development (GPDD) and The World Bank (Human Development Network - Social Protection/Disability & Development Team). We were able to contribute our views on a range of human rights issues for women with disability with a number of individuals and organisations from many parts of the world. Key issues included reproductive rights, education, employment, violence, the environment.

Key Result Area 9: Building governance and organisational capacity

To realise its purpose as an organisation of and for people with disability, PWD must ensure that its governance rests in the hands of a diverse, skilled, committed, and continually renewing Board.

PWD cannot achieve its goals without effective organisational infrastructure. It must be well managed and resourced, and financially secure. It must make sure that its paid and volunteer staff are appropriately skilled and supported to carry out their work.

This section provides an overview of Board achievements as well as achievements within the Management Support and Services Unit in 2008-2009.

Objectives and Achievements

The Strategic Plan requires that achievements of the various areas in the organisation relate to its objectives. This year has been particularly challenging for the Corporate Services Unit (the previous MSSU was renamed CSU in the Organisational Review), and its achievements are listed briefly under each of the objectives in this KRA.

Ensure effective organisational governance by people with disability, for people with disability

- An election was held for President, and 5 Board Directors (all contested) In October/November 2008, with the result that Robert Farley was re-elected as President for a period of two years.
- At the first meeting of the Board the other officer bears were elected by the Board Directors, these being Robert Manga as Vice-President, Hazel Freed as Treasurer, and Joana D'Orey Novo as Secretary.
- The Board met on 7 occasions throughout the year, and the Executive on 12 occasions.

Ensure that our Board is representative of our membership and constituency

- Mary-Ann Bath, President of PWD WA, was co-opted to the Board in May 2009, providing a linkage between our two organisations and representation on PWD's Board from WA.
- A new Membership and Fundraising Portfolio Advisory Group was formed, to consider the issues of growing and better servicing our membership, and of better soliciting for funds that can support the core work of PWD.

Ensure that our staff is well qualified for its work, is well supported, and that it engages in planned, continuous professional development

- The key position of Corporate Services Manager has been developed, as eventually recruited permanently in May 2009, when Ray Dooley was

appointed as our first, permanent Corporate Services Manager. Ray faces many challenges devising and implementing systems that will support the varied and growing activities that are undertaken by PWD. Prior to Ray's appointment we were ably supported throughout the first half of 2009 by Judy Hollingworth, who worked for us in a casual capacity, and gave great assistance in setting up the new regional services for Individual Advocacy.

- During the year it was decided to review PWD's Performance Development and Review Policy and Procedure. This will be ready for implementation in the next financial year.

Ensure that our workforce reflects both the diversity of our community and our commitment to affirmative action in the employment of staff with disability

- PWD continues to be a significant employer of people with disability, and also people from CALD, ATSI and other diverse backgrounds.
- PWD has maintained its membership of the Australian Employers' Network on Disability, and has taken part in the Sydney chapter of the Reasonable Adjustments Special Interest Group. A Reasonable Adjustments Policy and Procedure is being developed and should be implemented in the next financial year.

Ensure that our organisational infrastructure effectively supports our services and programs

- The growth of PWD's programs and staff, and the expansion of the organisation into regional areas of NSW and into Queensland, has placed a great deal of strain on the capacity of our Corporate Services Unit (CSU) to cope. This is the one area that, with the exception of the role of the Corporate Services Manager, did not undertake any significant change as a result of the Organisational Review, yet a review of its functions and capacity is definitely warranted for the next financial year.
- Throughout the year additional casual staff have provided assistance to our two Administrative Officers.
- The CSU has continued to provide reasonable accommodation assistance to several of PWD's staff, and also continues to provide the Board with its business papers, and assistance with accommodation, travel and catering.

Ensure that our workplaces are healthy, safe, welcoming, and harmonious places to work and visit

- The OH&S Committee has continued to function throughout the year, and a mechanism for assisting people using wheelchairs to evacuate the building via the fire stairs was purchased with the assistance of JobAccess Australia.
- PWD continues to use the services of First 5 Minutes for fire and emergency response training, and staff within the CSU have been

trained throughout the year on the procedures they need to put in place when an emergency occurs.

- A workshop on bullying and harassment, how to recognise it and prevent it, was provided to staff by the NSW Anti-Discrimination Board.

Plan effectively at all levels of organisational activity

- The three main areas, Individual Advocacy, Systemic Advocacy and the National Disability Hotline Services, have developed and implemented operational plans for the financial year.
- The PWD Strategic Plan 2007-2010 continues to drive the area plans, and the daily activities of PWD in general.

Continuously maintain and improve the quality of our services and projects, and our administrative and management functions

- Whilst no concrete work has occurred as yet to develop a quality assurance system, our newly won contracts require PWD to address quality systematically in all of our operations. This will become a standing KRA in all area operational plans in the next financial year.
- The implementation of the Organisational Review recommendations has led to a more robust management structure, with a much larger management team taking responsibility for areas of policy within the organisation.

Ensure that we are a financially secure organisation by building up capital assets and best practice management of financial and related risks

- The capital reserves of PWD have the capacity to pay out all staff their redundancy and leave entitlements, should the organisation cease trading at any time. These reserves continue to be invested in term deposits, which provide a small dividend that supports the work of PWD.
- During the year the position of the Manager, Finance was established, with Tharinda Gunasinghe taking up that position. Since taking up the position Tharinda has guided the organisation in the process of budgeting, during which all costs associated with projects and areas were allocated to each of the budgets, instead of being consolidated within the Corporate Services Area. This is in line with good accounting standards, and will allow for much greater understanding of the true costs of each area and project against income.

Ensure that our services and projects, and administrative and management functions, are effectively supported by written policy and procedure

- In general PWD is well served by a robust and up-to-date manual of Policies and Procedures. In the new financial year the gaps in policy will be filled, and the existing policies reviewed and updated, as part of the CSU's operational plan. A new Policy Development Policy will guide the

process by which the writing of new and review of existing policies can be streamlined.

Ensure that we attract, utilise, educate and support volunteer staff and student and vocational interns

- During this financial year we supported one student on placement from UNSW, and have partnered with the Disability Discrimination Legal Centre (DDLC) to support a legal student on a specific placement in the next financial year.
- We have continued to benefit from the volunteering of Jan Cameron Smith, who assists us regularly with the archiving of material in the library. We thank Jan for her continued support.
- In general, due to the upheaval associated with the implementation of the Organisational Review, and the lack of capacity within CSU, there has not been as much focus on volunteers as there should be, and this will be something that comes to the fore in the CSU operational plan.

Ensure equitable access to our services and projects for disadvantaged population groups

- Both the demand-driven areas of PWD, Individual Advocacy and the National Disability Hotline Services, strive to ensure they are accessible to, and cater adequately for, people from CALD and ATSI backgrounds. They have both achieved good statistics in relation to the numbers of people from these groups accessing these services, and in particular the Individual Advocacy area remains strongly accessed by people with disability from the Aboriginal community.

Engage and participate in research that supports the objectives of the strategic plan.

- PWD has maintained strong linkages with the research and academic community, in particular with the Disability Studies and Research Centre (DSRC). During this year PWD and DSRC successfully tendered for a research project commissioned by the Australian FairPay Commission that looked at the views of supported employees in Australian Disability Enterprises about the wages assessment tool and the impact their wages had on their lives.

The resulting report, to which our research was a contribution, is available at [http://www.fairpay.gov.au/NR/rdonlyres/0C6D03B8-5EA5-4E17-9B46-D696097D41F8/0/Australian Disability Enterprises Sector Profile final report.pdf](http://www.fairpay.gov.au/NR/rdonlyres/0C6D03B8-5EA5-4E17-9B46-D696097D41F8/0/Australian%20Disability%20Enterprises%20Sector%20Profile%20final%20report.pdf)

- The preliminary findings of the report entitled "Rights Denied: Toward a national policy agenda on abuse, neglect and exploitation of people with cognitive disability", undertaken by PWD with the Disability Studies and Research Institute (DSaRI) and funded by the NSW Law and Justice

Foundation, were presented to colleagues and introduced by the Director of the NSW Law and Justice Foundation, Mr Geoff Mulherin, the Australian Human Rights and Disability Discrimination Commissioner Graeme Innes, and the Parliamentary Secretary for Disabilities and Children's Services Bill Shorten, at an event on 22 May 2009 at the Australian Human Rights Commission in Sydney.

- Michael Bleasdale has taken on the role of Co-Convenor of the Australian Sociological Association's Critical Disability Studies Group, which was formed in 2008. This aims to contribute to the academic debate on disability issues, primarily from a social, critical approach, and engage within the discipline of mainstream sociology.

Treasurer's Report

The financial year 2008-2009 has been a year of expansion for PWDA. It was very odd, recently, to hear someone refer to "the Redfern office". This is because we now have three offices in Queensland and three in regional NSW. Winning these tenders from FaHCSIA means that we can extend the individual and group advocacy support we provide to people with disability. We will now have offices in various local government areas. They are:

- Queanbeyan City Council
- Sutherland Shire
- Goulburn-Mulwaree Council Area
- Wingecarribbee Shire
- Bundaberg Regional Council
- Fraser Coast Regional Council
- Logan City Council Area

All of these offices are now up and running and some of the Board were able to meet the new staff recently when they came to the Redfern Office for induction and training.

Further expansion was in PWDA's capacity building role in the Asia Pacific region. We received support from AusAID to run the Australian Leadership Awards Fellowships (ALAF) program. 21 people with disability from Disabled Peoples' Organisations from the Asia-Pacific region were in Australia for four weeks participating in training and seminars in Sydney, Canberra, Mount Macedon and Melbourne.

I would like to report that PWDA is in a strong financial position. Income has increased substantially over that of the previous year. I noted in last year's report that PWDA was aware of the importance of increasing our funding base and we have done that in the funding we received from AusAID.

I also said that we intended to explore funding which is independent of government and we have been exploring this, and the goal of increasing our membership with an advisory group and a fund raising consultant.

There are many people who are responsible for managing the finances of PWDA. I would like to thank the staff who do a magnificent job. My thanks go to Tharinda Gunasinghe our Finance Manager. Thanks to our Leadership Team, Therese Sands, Matthew Bowden and Michael Bleasdale. Particular thanks go to Michael who has been a great help to me and the Board in demystifying the financial reports.

As you can see from the Auditor's Report we posted a modest operational loss of \$193,604 in 08/09. The Auditor pointed out, in a letter to the President, that this loss is a result of an increase in operating costs including an increase in consultancy fees, travel and accommodation and general employment benefit costs such as the increase in redundancy provisions. Many of these increases were because of the previously mentioned ALAF program which was fully funded by the Australian Agency for International Development. The redundancy provisions are to ensure the security of our staff and cannot be changed. The Board and Leadership Team of PWD are aware that losses are not a good thing and intend to deal with this in this financial year. The Finance Advisory Group has not met during the last financial year but is to be re-formed and has a meeting scheduled for early November.

On behalf of the Board I would like to thank Tharinda and Michael for all the work they have done in keeping myself and the Board up to date on financial matters during the period of this report.

I acknowledge with great appreciation the financial assistance of our funding bodies and major donors this year:

- Australian Government Department of Families, Housing, Community Services and Indigenous Affairs
- NSW Department of Ageing, Disability and Home Care
- Australian Agency for International Development (AusAID)
- Australian Fair Pay Commission
- Australian Human Rights Commission

We have been very pleased with the services of the Auditor we have engaged and I now recommend to members that LBW& Partners be appointed as auditors for the 2009/2010 financial year.

I would like to wish the incoming Treasurer all the very best and hope that he/she finds the position as satisfying and rewarding as I have.

Hazel Freed

Treasurer

29th October 2009

Glossary

A

ACE	ACE National Network Inc.
ACFID	Australian Council for International Development
ADDC	Australian Disability and Development Consortium
ADN	Aboriginal Disability Network
AEND	Australian Employers' Network on Disability
AFDO	Australian Federation of Disability Organisations
AHRC	Australian Human Rights Commission
ANUHD	Australian Network for Universal Housing Design
APF	Asia Pacific Forum of Human Rights Institutions
ATSI	Aboriginal and Torres Strait Island
AusAID	Australian Agency for International Development

B

BMF	Biwako Millennium Framework for Action
-----	--

C

CALD	Culturally and Linguistically Diverse
CRPD	United Nations Convention on the Rights of Persons with Disabilities
CRRS	Complaint Resolution and Referral Service
CRS Australia	Commonwealth Rehabilitation Service Australia

D

DADHC	Department of Ageing, Disability and Home Care
DANA	Disability Advocacy Network of Australia
DDLC	Disability Discrimination Legal Centre NSW
DEEWR	Department of Education, Employment and Workplace Relations
DPI	Disabled Persons International
DPO	Disabled People's Organisation
DSRC	Disability Studies and Research Centre
DSaRI	Disability Studies and Research Institute

F

FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs
FPNSW	Family Planning NSW
H	
(The) Hotline	National Disability Abuse and Neglect Hotline
I	
IWDA	International Women's Development Agency
K	
KRA	Key Result Area
N	
NDAN	New South Wales Disability Advocacy Network
NGO	Non-Governmental Organisation
NDS	National Disability Services
P	
PDF	Pacific Disability Forum
R	
RIO	Resolution and Investigation Officer
RRO	Resolution and Referral Officer
RTO	Registered Training Organisation
Q	
QAI	Queensland Advocacy Incorporated
S	
SADA	Sexual Assault in Disability and Aged Care
SRH	Sexual and Reproductive Health
U	
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
UNFPA	United Nations Population Fund
W	
WHO	World Health Organisation
WWDA	Women with Disabilities Australia

People with Disability Australia Incorporated

ABN 98 879 981 198

Financial Statements

For the Year Ended 30 June 2009

People with Disability Australia Incorporated

ABN 98 879 981 198

For the Year Ended 30 June 2009

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People with Disability Australia Incorporated

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Committee's Report

30 June 2009

Your committee members submit the financial report of the association for the financial year ended 30 June 2009.

1. General Information

Committee Members

The names of the committee members in office at any time during, or since the end of, the year are:

Names	Appointed/Resigned
Robert Farley	President
Robert Manga	Vice President
Hazel Freed	Treasurer
Joana d'Orey Novo	Secretary
Timothy Hart	Public Officer
Sheila King	
Samantha French	
Jan Daisley	
Joe Mannix	
Irene McMinn	
Mary Ann Bath	
Peter Cassar	Term ended November 2008
Faye Druett	Term ended November 2008
Patricia Kendall	Resigned April 2009

Committee Members have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal Activities

The principal activities of People with Disability Australia Incorporated during the financial year were to provide a range of disability rights related advocacy and consumer protection services for people with disability and their associates either at the New South Wales or national levels.

There have been no significant changes in the nature of People with Disability Australia Incorporated's principal activities during the financial year.

2. Business Review

Operating Result

The association has reported a loss of \$193,604 for the financial year.

People with Disability Australia Incorporated

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Committee's Report

30 June 2009

3. Other Items

After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the association, the results of those operations or the state of affairs of the association in future financial years.

Signed in accordance with a resolution of the Board of Directors:



Committee Member:

Robert Manga (Acting President)
(Signed on behalf of Robert Farley - President)



Committee Member:

Hazel Freed

Dated 15 October 2009

People with Disability Australia Incorporated

ABN 98 879 981 198

Income Statement

For the Year Ended 30 June 2009

	Note	2009 \$	2008 \$
Revenue	2	3,481,193	2,903,669
Employee benefits expense		(2,261,783)	(1,687,381)
Conference and seminars		(73,613)	(46,755)
Depreciation, amortisation and impairments		(32,513)	(56,929)
Advertising and promotion		(92,584)	(38,175)
Electricity		(21,115)	(21,198)
Accommodation and travel costs		(410,786)	(195,285)
Insurance		(31,617)	(34,308)
Computer costs		(63,945)	(53,065)
Consulting and professional charges		(126,489)	(202,508)
Rental expense on operating lease		(299,546)	(275,929)
Printing and stationary		(31,737)	(23,197)
Telephone and fax		(84,445)	(61,700)
Interest paid		(1,837)	(232)
Other expenses		(142,787)	(191,119)
(Loss) / Profit before income tax		(193,604)	15,888
Income tax expense	1(i)	-	-
(Loss) / Profit attributable to members		(193,604)	15,888

The accompanying notes form part of the financial statements

People with Disability Australia Incorporated

ABN 98 879 981 198

Balance Sheet

As At 30 June 2009

	Note	2009 \$	2008 \$
ASSETS			
Current assets			
Cash and cash equivalents	5	502,555	236,423
Trade and other receivables	6	250,586	670,222
Financial assets	7	640,544	598,623
Other assets	8	105	756
Total current assets		1,393,790	1,506,024
Non-current assets			
Property, plant and equipment	9	97,025	81,124
Total non-current assets		97,025	81,124
TOTAL ASSETS		1,490,815	1,587,148
LIABILITIES			
Current liabilities			
Trade and other payables	10	382,204	190,348
Borrowings	11	7,003	7,388
Short-term provisions	12	251,817	177,732
Other Liabilities	13	248,389	476,004
Total current liabilities		889,413	851,472
Non-current liabilities			
Borrowings	11	7,045	15,481
Other long-term provisions	12	256,527	188,761
Total non-current liabilities		263,572	204,242
TOTAL LIABILITIES		1,152,985	1,055,714
NET ASSETS		337,830	531,434
EQUITY			
Retained earnings		337,830	531,434
TOTAL EQUITY		337,830	531,434

The accompanying notes form part of the financial statements

People with Disability Australia Incorporated

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Statement of Recognised Income and Expense

For the Year Ended 30 June 2009

2009

	Retained Earnings \$	Total \$
Balance at 1 July 2008	531,434	531,434
Loss attributable to members	(193,604)	(193,604)
Balance at 30 June 2009	337,830	337,830

2008

	Retained Earnings \$	Total \$
Balance at 1 July 2007	515,546	515,546
Profit attributable to members	15,888	15,888
Balance at 30 June 2008	531,434	531,434

The accompanying notes form part of the financial statements

People with Disability Australia Incorporated

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Statement of Cash Flows

For the Year Ended 30 June 2009

	Note	2009 \$	2008 \$
Cash from operating activities:			
Receipts from customers and grants		3,610,839	2,459,921
Payments to suppliers and employees		(3,307,926)	(2,353,585)
Interest received		62,375	48,401
Net cash provided by (used in) operating activities	14	365,288	154,737
Cash flows from investing activities:			
Proceeds from sale of plant and equipment		-	18,636
Acquisition of plant and equipment		(48,414)	(53,835)
Increase in held to maturity financial investments		(41,921)	(598,623)
Net cash provided by (used in) investing activities		(90,335)	(633,822)
Cash flows from financing activities:			
Proceeds from borrowings		-	22,869
Repayment of borrowings		(8,821)	-
Net cash provided by (used in) financing activities		(8,821)	22,869
Net increase (decrease) in cash held		266,132	(456,216)
Cash at beginning of financial year		236,423	692,639
Cash at end of financial year	5	502,555	236,423

The accompanying notes form part of the financial statements

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2009

1 Statement of Significant Accounting Policies

(a) Basis of Preparation

The financial report covers People with Disability Incorporated as an individual entity. People with Disability Australia Incorporated is an association incorporated in New South Wales under the Association Incorporations Act 1984.

The financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, Australian Accounting Interpretations, other authoritative pronouncements of the Australian Accounting Standards Board and the *Associations Incorporation Act 1984*.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in a financial report containing relevant and reliable information about transactions, events and conditions to which they apply. Material accounting policies adopted in the preparation of this financial report are presented below. They have been consistently applied unless otherwise stated.

The financial report has been prepared on an accruals basis and is based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

(b) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts.

(c) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses.

Plant and Equipment

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

Depreciation

The depreciable amount of all fixed assets including capitalised leased assets, is depreciated on a straight-line basis over their useful lives commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Furniture, Fixtures and Fittings	20 %
Motor Vehicles	22.5 %
Computer Equipment	33.5 %

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date.

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2009

1 Statement of Significant Accounting Policies continued

(d) Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at reporting date.

(e) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at present value of the estimated future cash outflows to be made for those benefits.

(f) Leases

Lease of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the association are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Leased assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that the association will obtain ownership of the asset or over the term of the lease.

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

(g) Revenue

Revenue from the rendering of services is recognised upon the delivery of the service to the customers.

Interest revenue is recognised using the effective interest rate method.

Revenue from membership subscriptions is recognised when fee is received.

All revenue is stated net of the amount of goods and services tax (GST).

(h) Government Grants

Government grants are recognised at fair value where there is reasonable assurance that the grant will be received and all grant conditions will be met. Grants relating to expense items are recognised as income over the periods necessary to match the grant to the costs they are compensating. Grants relating to assets are credited to deferred income at fair value and are credited to income over the expected useful life of the asset on a straight-line basis.

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2009

1 Statement of Significant Accounting Policies continued

(i) Income Tax

No provision for income tax has been raised as the association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

(j) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(k) Financial Instruments

Recognition and Initial Measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is the equivalent to the date that the association commits itself to either purchase or sale of the asset (i.e. trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transactions costs, except where the instrument is classified 'at fair value through profit or loss', in which case transaction costs are expensed to profit or loss immediately.

Classification and Subsequent Measurement

Finance instruments are subsequently measured at either of fair value, amortised cost using the effective interest rate method, or cost. Fair value represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

(i) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost.

(ii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is association's intention to hold these investments to maturity. They are subsequently measured at amortised cost.

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2009

1 Statement of Significant Accounting Policies continued

(k) Financial Instruments continued

(iii) Available-for-sale financial assets

Available-for-sale financial assets are non-derivative financial assets that are either not suitable to be classified into other categories of financial assets due to their nature, or they are designated as such by management. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments.

(iv) Financial liabilities

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost.

Impairment

At each reporting date, the association assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the income statement.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expire. The difference between the carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed is recognised in profit or loss.

(l) Impairment of Assets

At each reporting date, the association reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

Where it is not possible to estimate the recoverable amount of an individual asset, the association estimates the recoverable amount of the cash-generating unit to which the asset belongs.

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2009

1 Statement of Significant Accounting Policies continued

(m) New Accounting Standards for Application in Future Periods

The AASB has issued new, revised and amended standards and interpretations that have mandatory application dates for future reporting periods. The association has decided against early adoption of these standards. The committee members do not believe that these recently issued, revised or amended standards will have significant impact on the entity's financial reporting during the period of initial application except for the following:

- AASB 101: Presentation of Financial Statements, AASB 2007-8: Amendments to Australian Accounting Standards arising from AASB 101, and AASB 2007-10: Further Amendments to Australian Accounting Standards arising from AASB 101 (all applicable to annual reporting periods commencing from 1 January 2009). The revised AASB 101 and amendments supersede the previous AASB 101 and redefines the composition of financial statements including the inclusion of a statement of comprehensive income. There will be no measurement or recognition impact on the association. If an entity has made a prior period adjustment or reclassification, a third balance sheet as at the beginning of the comparative period will be required.

(n) Comparatives

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2009

2 Revenue

	2009 \$	2008 \$
Operating activities		
- Grant funding	3,145,515	2,788,001
- Interest income	62,375	48,401
- Rental income	49,886	29,929
- Membership fees	999	1,374
- Donations	73	512
- Aboriginal Disability Network project income	165,898	-
- Gain on disposal of asset	-	6,993
- Other revenue	56,447	28,459
Total Revenue	<u>3,481,193</u>	<u>2,903,669</u>

3 Key Management Personnel Compensation

	Short-term benefits \$	Post employment benefit \$	Total \$
2009			
Total compensation	293,264	25,593	318,857
2007			
Total compensation	291,719	20,042	311,761

4 Auditors' Remuneration

	2009 \$	2008 \$
Remuneration of the auditor for:		
- Audit fees - current year	14,000	9,000
- Audit fees - prior year	7,055	5,532
- Taxation and other services	-	6,100

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2009

5 Cash and Cash Equivalents

	2009	2008
	\$	\$
Cash on hand	500	500
Cash at bank	502,055	235,923
	<u>502,555</u>	<u>236,423</u>

Reconciliation of Cash

	2009	2008
	\$	\$
Cash at the end of the financial year as shown in the cash flow statement is reconciled to items in the balance sheet as follows:		
Cash and cash equivalents	502,555	236,423
	<u>502,555</u>	<u>236,423</u>

6 Trade and Other Receivables

	2009	2008
	\$	\$
CURRENT		
Trade receivables	229,233	653,145
Provision for impairment of receivables	(1,392)	-
	<u>227,841</u>	<u>653,145</u>
Other receivables	22,745	17,077
	<u>250,586</u>	<u>670,222</u>

7 Financial Assets

	2009	2008
	\$	\$
Held-to-maturity financial assets - Term deposits	640,544	598,623
	<u>640,544</u>	<u>598,623</u>

8 Other Assets

	2009	2008
	\$	\$
CURRENT		
Prepayments	105	756
	<u>105</u>	<u>756</u>

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2009

9 Property Plant and Equipment

	2009 \$	2008 \$
PLANT AND EQUIPMENT		
Furniture, fixture and fittings		
At cost	421,277	419,118
Accumulated depreciation	(413,663)	(406,108)
Total furniture, fixture and fittings	7,614	13,010
Motor vehicles		
Capitalised leased assets	39,559	39,559
Accumulated depreciation	(10,239)	(1,337)
Total motor vehicles	29,320	38,222
Computer equipment		
At cost	311,844	265,589
Accumulated depreciation	(251,753)	(235,697)
Total computer equipment	60,091	29,892
Total plant and equipment	97,025	81,124

(a) Movements in Carrying Amounts

Movement in the carrying amount for each class of plant and equipment between the beginning and the end of the current financial year:

	Furniture, Fixtures and Fittings \$	Motor Vehicles \$	Computer Equipment \$	Total \$
Current Year				
Balance at the beginning of year	13,010	38,222	29,892	81,124
Additions	2,159	-	46,255	48,414
Depreciation expense	(7,555)	(8,902)	(16,056)	(32,513)
Carrying amount at the end of year	7,614	29,320	60,091	97,025
Prior Year				
Balance at the beginning of year	45,616	18,773	31,470	95,859
Additions	392	39,558	13,885	53,835
Disposals	-	(11,642)	-	(11,642)
Depreciation expense	(32,998)	(8,467)	(15,463)	(56,928)
Carrying amount at the end of year	13,010	38,222	29,892	81,124

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2009

10 Trade and Other Payables

	2009 \$	2008 \$
CURRENT		
Unsecured liabilities		
Trade payables	165,635	38,180
GST payable	57,988	67,376
Sundry payables and accrued expenses	158,581	84,792
	<u>382,204</u>	<u>190,348</u>

11 Financial Liabilities

	2009 \$	2008 \$
CURRENT		
Secured liabilities		
Finance lease obligation	15 7,003	7,388
	<u>7,003</u>	<u>7,388</u>
NON-CURRENT		
Secured liabilities		
Finance lease obligation	15 7,045	15,481
	<u>7,045</u>	<u>15,481</u>

12 Provisions

	Annual leave \$	Long Service Leave \$	Redundancy \$	Total \$
Opening balance at 1 July 2008	140,514	37,218	188,761	366,493
Movement of provision	70,811	3,274	67,766	141,851
Balance at 30 June 2009	<u>211,325</u>	<u>40,492</u>	<u>256,527</u>	<u>508,344</u>

Analysis of Total Provisions

	2009 \$	2008 \$
Current	251,817	177,732
Non-current	256,527	188,761
	<u>508,344</u>	<u>366,493</u>

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2009

13 Other Liabilities

	2009 \$	2008 \$
Deferred revenue	248,389	476,004
Total	248,389	476,004

14 Cash Flow Information

Reconciliation of Cash Flow from Operations with Profit after Income Tax

	2009 \$	2008 \$
Net income/loss for the period	(193,604)	15,888
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit		
Depreciation	32,513	56,928
Net gain on disposal of property, plant and equipment	-	(6,994)
Changes in assets and liabilities		
(Increase)/decrease in trade and other receivables	419,636	(388,353)
(Increase)/decrease in prepayments	651	-
Increase/(decrease) in trade payables and accruals	191,856	65,746
Increase/(decrease) in deferred income	(227,615)	392,740
Increase/(decrease) in provisions	141,851	18,782
	365,288	154,737

15 Capital and Leasing Commitments

(a) Finance Lease Commitments

	2009 \$	2008 \$
Payable - minimum lease payments		
- no later than 12 months	8,114	9,225
- between 12 months and 5 years	7,367	16,913
Minimum lease payments	15,481	26,138
Less future finance charges	(1,433)	(3,269)
Present value of minimum lease payments	14,048	22,869

The property lease is currently being re-negotiated and there is no formal lease agreement.

Toyota Financial Services holds a charge over the motor vehicles of the association for the finance lease.

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2009

16 Financial instruments

The association's financial instruments consist mainly of deposits with banks, accounts receivable and payables and finance lease obligations.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

	2009 \$	2008 \$
Financial Assets		
Cash and cash equivalents	502,555	236,423
Loans and receivables	250,586	670,222
Held to maturity financial assets - Term deposits	640,544	598,623
	<u>1,393,685</u>	<u>1,505,268</u>
Financial Liabilities		
Financial liabilities at amortised cost		
- Trade and other payables	382,204	190,348
- Borrowings - Finance leases	14,048	22,869
	<u>396,252</u>	<u>213,217</u>

Financial Risk Management Policies

The Management Committee's overall risk management strategy seeks to assist the association in meeting its financial targets, whilst minimising potential adverse effects on financial performance. Risk management policies are approved and reviewed by the Management Committee on a regular basis. These include credit risk policies and future cash flow requirements.

Specific Financial Risk Exposures and Management

The main risks the association is exposed to through its financial instruments are interest rate risk, liquidity risk, and credit risk.

(a) Interest Rate Risk

Exposure to interest rate risk arises on financial assets and financial liabilities recognised at reporting date whereby a future change in interest rates will affect future cash flows.

(b) Liquidity risk

Liquidity risk arises from the possibility that the association might encounter difficulty in settling its debts or otherwise meeting its obligations related to financial liabilities. The association manages risk through the following mechanisms:

- preparing forward looking cash flow analysis in relation to its operational, investing and financial activities
- maintaining a reputable credit risk profile
- managing credit risk related to financial assets
- investing only in surplus cash with major financial institutions
- comparing the maturity profile of financial liabilities with the realisation profile of financial assets

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2009

16 Financial instruments continued

The tables below reflect an undiscounted contractual maturity analysis for financial liabilities.

Cash flows realised from financial assets reflect management's expectation as to the timing of realisation. Actual timing may therefore differ from that disclosed. The timing of cash flows presented in the table to settle financial liabilities reflects the earliest contractual settlement dates.

Financial liability and financial asset maturity analysis:

	Within 1 Year		1 to 5 Years		Over 5 Years		Total Contractual Cash Flow	
	2009	2008	2009	2008	2009	2008	2009	2008
	\$	\$	\$	\$	\$	\$	\$	\$
Financial liabilities due for payment								
Trade and other payables (excluding estimated annual leave)	382,204	190,348	-	-	-	-	382,204	190,348
Finance lease liabilities	7,003	7,388	7,045	15,481	-	-	14,048	22,869
Total contractual outflows	389,207	197,736	7,045	15,481	-	-	396,252	213,217
Total expected outflows	389,207	197,736	7,045	15,481	-	-	396,252	213,217
Financial assets - cash flows realisable								
Cash and cash equivalents	502,555	236,423	-	-	-	-	502,555	236,423
Trade receivables	250,586	670,222	-	-	-	-	250,586	670,222
Held-to-maturity financial assets	640,544	598,623	-	-	-	-	640,544	598,623
Total anticipated inflows	1,393,685	1,505,268	-	-	-	-	1,393,685	1,505,268
Net (outflow)/inflow on financial instruments	1,004,478	1,307,532	(7,045)	(15,481)	-	-	997,433	1,292,051

(c) Credit risk

Exposure to credit risk relating to financial assets arises from the potential non performance by counter parties of contract obligations that could lead to a financial loss to the association.

Credit risk is managed through the maintenance of procedures (such procedures include the utilisation of systems for approval, regular monitoring of exposures and monitoring of the financial stability of significant customers and counter parties) ensuring to the extent possible, that customers and counter parties to transactions are of sound credit worthiness. Such monitoring is used in assessing receivables for impairment. Credit terms are generally 30 days from the invoice date.

Risk is also minimised through investing surplus funds in financial institutions that maintain a high credit rating.

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2009

16 Financial instruments continued

Credit Risk Exposures

The maximum exposure to credit risk by class of recognised financial assets at balance date, excluding the value of any collateral or other security held, is equivalent to the carrying value and classification of those financial assets (net of any provisions) as presented in the balance sheet.

There is no collateral held by the association securing trade and other receivables.

The association has no significant concentration of credit risk with any single counter party or group of counter parties.

Trade and other receivables that are neither past due or impaired are considered to be of high credit quality.

Credit risk related to balances with banks and other financial institutions is managed by the Management Committee. The following table provides information regarding credit risk relating to cash and money market securities based on Standard & Poor's counter party credit ratings.

	2009 \$	2008 \$
Cash and cash equivalents		
- AA Rated	502,555	236,423
	502,555	236,423
Held-to-maturity securities		
- AA Rated	640,544	598,623
	640,544	598,623

Net Fair Values

The carrying value of financial assets and financial liabilities is equivalent to fair value.

Sensitivity Analysis

The following table illustrates sensitivities to the association's exposures to changes in interest rates. The table indicates the impact on how profit and equity values reported at balance date would have been affected by changes in the interest rate. These sensitivities assume that the movement in a particular variable is independent of other variables.

	Profit \$	Equity \$
Year Ended 30 June 2009		
Increase in interest rate by 2%	22,861	22,861
Decrease in interest rate by 2%	(22,861)	(22,861)

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2009

16 Financial instruments continued

	Profit \$	Equity \$
Year Ended 30 June 2008		
Increase in interest rate by 2%	16,700	16,700
Decrease in interest rate by 2%	(16,700)	(16,700)

17 Capital Management

The committee members control the capital of the association in order to ensure that the association can fund its operations and continue as a going concern.

The association's debt and capital includes retained earnings and financial liabilities supported by financial assets.

There are no externally imposed capital requirements.

The committee members effectively manage the association capital by assessing the association's financial risks in response to changes in these risks and in the market. These responses include the management of debt levels.

There have been no changes in the strategy adopted by management to control capital of the association since the prior year.

The capital and debt balances as at 30 June 2009 and 30 June 2008 are as follows:

	2009 \$	2008 \$
Total borrowings and trade and other payables	(396,252)	(213,217)
Less Cash and cash equivalents and held to maturity financial assets	1,143,099	835,046
Net cash surplus	746,847	621,829
Equity	337,830	531,434
Total capital	1,084,677	1,153,263

18 Economic Dependence

The Association is dependent on the Commonwealth Government for the majority of its revenue used to operate the business. At date of this report the committee has no reason to believe the Commonwealth will not continue to support the association.

19 Segment Reporting

The Association operates in one business segment and geographical segment, being advocacy and consumer protection services for people with disability and their associates throughout Australia.

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2009

20 Association Details

The registered office of the association is:

People with Disability Australia Incorporated

Ground Floor

52 Pitt Street

Redfern NSW 2016

People with Disability Australia Incorporated

ABN 98 879 981 198

Statement by the Members of the Committee

In the opinion of the committee the financial report as set out on pages 3 to 21:

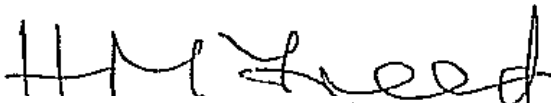
1. Presents a true and fair view of the financial position of People with Disability Australia Incorporated as at 30 June 2009 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that People with Disability Australia Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:



President

Robert Manga (Acting President)
(Signed on behalf of Robert Farley - President)



Treasurer

Hazel Freed

Dated 15 October 2009

People with Disability Australia Incorporated

ABN 98 879 981 198

Independent Audit Report to the members of People with Disability Australia Incorporated

Report on the Financial Report

We have audited the accompanying financial report of People with Disability Australia Incorporated, which comprises the balance sheet as at 30 June 2009, and the income statement, statement of recognised income and expense and statement of cash flows for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the statement by the members of the committee.

Committees' Responsibility for the Financial Report

The committee members of the association are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the *Association Incorporation Act of New South Wales 1984*. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee members, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

People with Disability Australia Incorporated

ABN 98 879 981 198

Independent Audit Report to the members of People with Disability Australia Incorporated

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.


Auditor's Opinion

In our opinion the financial report of People with Disability Australia Incorporated is in accordance with the *Incorporations Act 1984*, including:

- (a) giving a true and fair view of the association's financial position as at 30 June 2009 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Incorporation Regulations 2001.

LBW & Partners

Chartered Accountants



Rupaninga Dharmasiri

Partner

15 October 2009

Level 3, 845 Pacific Highway

CHATSWOOD NSW 2067

People with Disability Australia Incorporated

ABN 98 879 981 198

Statement of Comprehensive Income

For the Year Ended 30 June 2009

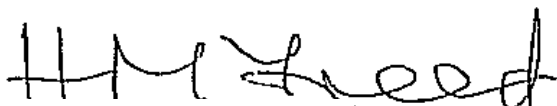
Certificate by Members of the Committee

I, Robert Manga (Acting President) of People with Disability Australia Incorporated, Ground Floor, 52 Pitt Street, Redfern NSW 2016, and
I, Hazel Freed of People with Disability Australia Incorporated, Ground Floor, 52 Pitt Street, Redfern NSW 2016, certify that:

- (a) We are members of the committee of People with Disability Australia Incorporated.
- (b) We attended the annual general meeting of the association held on the 2009.
- (c) We are authorised by the attached resolution of the committee to sign this certificate.
- (d) This annual statement was submitted to the members of the association at its annual general meeting.



.....
Robert Manga (Acting President)
(Signed on behalf of Robert Farley - President)



.....
Hazel Freed (Treasurer)

15th October
Dated 2009

People with Disability Australia Incorporated

ABN 98 879 981 198

For the Year Ended 30 June 2009

Compilation Report

On the basis of the information provided by the Committee of Management of People with Disability Australia Incorporated, we have compiled in accordance with APS 9 Statement of Compilation of Financial Reports the special purpose financial report of People with Disability Australia Incorporated for the period ended 30 June 2009 comprising the attached profit and loss account.

The specific purpose for which the special purpose financial report has been prepared is for the confidential use of the committee and members. Accounting Standards and other mandatory professional reporting requirements have not been adopted in the presentation of the of the special purpose financial report.

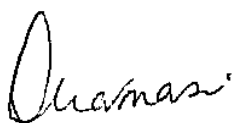
The committee is solely responsible for the information contained in the special purpose financial report and have determined that the accounting policies used are consistent with the financial reporting requirements of People with Disability Australia Incorporated's constitution and are appropriate to meet the needs of the committee and members of the association.

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the committee provided into a financial report. Our procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

To the extent permitted by law, we do not accept liability for any loss or damage which any person, other than the association, may suffer arising from any negligence on our part. No person should rely on the special purpose financial report without having an audit or review conducted.

The special purpose financial report was prepared for the benefit of the committee and members of the association and the purpose identified above. We do not accept any responsibility to any other person for the contents of the special purpose financial report.

LBW & Partners



Rupaninga Dharmasiri

Partner

15 October 2009

Level 3, 845 Pacific Highway

CHATSWOOD NSW 2067

People with Disability Australia Incorporated

ABN 98 879 981 198

For the Year Ended 30 June 2009

Profit and Loss Account

	2009 \$	2008 \$
Income		
Grant funding	3,145,515	2,788,001
Interest income	62,375	48,401
Rental income	49,886	29,929
Membership fees	999	1,374
Donations	73	512
Gain on disposal of asset	-	6,993
Aboriginal Disability Network project income	165,898	-
Other revenue	56,447	28,459
Total income	3,481,193	2,903,669
Less: Expenses		
Accommodation and travel	410,786	195,285
Accounting fees	-	46,934
Administration and management fees	15,666	17,497
Advertising and promotion	92,584	38,175
Auditors remuneration	21,055	20,632
Bad debts	1,392	7,974
Bank charges	1,955	1,633
Books and reference	1,052	5,229
Cleaning	17,896	19,478
Client expenses	669	1,164
Computer costs	63,945	53,065
Conference and seminars	73,613	46,755
Consulting and professional charges	126,489	202,508
Depreciation, amortisation and impairments	32,513	56,929
Electricity	21,115	21,198
Interpreting and translation costs	10,823	17,852
Insurance	31,617	34,308
Interest paid	1,837	232
Lease rentals on operating lease	11,671	9,764
Leave pay provision charge	160,274	18,782
Motor vehicle expenses	7,780	8,728
Postage	11,521	9,791
Printing and stationary	31,737	23,197
Rental expense on operating lease	299,546	275,929
Repairs and maintenance	12,246	9,057
Salary and wages	1,918,525	1,537,342
Security costs	3,582	1,679

People with Disability Australia Incorporated

ABN 98 879 981 198

For the Year Ended 30 June 2009

Profit and Loss Account continued

	2009	2008
	\$	\$
Staff amenities	6,405	7,300
Staff training	24,277	11,603
Subscriptions	10,976	5,614
Sundry expenses	7,159	351
Superannuation contributions	158,707	119,654
Telephone and fax	84,445	61,700
Volunteer costs	939	442
Total Expenses	(3,674,797)	(2,887,781)
(Loss) profit for the year	(193,604)	15,888