



People with Disability Australia Incorporated

Annual Report 2009-2010

**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 (PWD) 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, complaints handling, 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.

President's Report 2009-2010

The 2009-2010 year has been extremely busy for PwD, a year in which we have spread our wings into interstate and regional areas.

I never dreamt for a moment that I would be propelled into the position of acting President at the end of 2009; this came about when I became PwD's interim Vice President following the last Annual General Meeting (AGM). Then in February 2010 unfortunately Robert Farley tendered his resignation as President and he stepped down from the PwD Board. I thank Robert for his leadership of the organisation and his years of service and look forward to seeing him at our members' events and AGMs in the future. I would also like to acknowledge the contribution to PwD Robert Manga made during his time as acting President in 2009.

Since my appointment as President in March this year it has been go go go; we have opened a new office in Mount Isa and employed new staff. We have undertaken training in the South Pacific and at home.

In 2009 the Board reviewed the PwD Constitution which our members voted on at our last AGM. At the AGM a key constitutional change made was to ensure that we have two interstate representatives on our Board.

We had a very successful members' event in May where we responded to the Productivity Commission Inquiry into Disability Care and Support. This important inquiry is likely to result in considerable reform of the disability service system in Australia and it is important for our members and supporters to come together and share their views and discuss the reforms. The work on this inquiry will continue through the next financial year. I would like to thank our dedicated staff for putting on this event.

In this financial year PwD's Board has remained committed to progressing our legal action against the NSW Minister for Disability Services to ensure the human rights of people living in institutions are finally realised. This is a fight that we will not give up.

This year we received a permit to fundraise so that we can increase our revenue through donations from individuals and businesses allowing PwD to pursue essential projects without relying solely on government sources of funding.

I am pleased to report that PwD continues in its efforts to outreach to Aboriginal and Torres Strait Islander people with disability. A fantastic example of our work in this area was the completion of the new brochure for the National Disability Abuse and Neglect Hotline that was launched by the Hon. Bill Shorten in his role as Parliamentary Secretary for Disability Services.

PwD became a signatory to the Australian Council for International Development (ACFID) Code of Conduct. This ensures that PwD is accountable and transparent in its capacity building work with people with disability in the Pacific region. This work remains important to us and we have a Board member representing PwD on the Pacific Disability Forum including their participation in two working committees of the Forum.

I have participated in a number of meetings and consultations with Ministers, government departments and other stakeholders to ensure a strong presence and representation of PWD. We have also built strong collaborative partnerships with many disability representative and advocacy organisations in Australia.

I am very grateful for the support I have been given from staff, members and the Board. I would like to thank retiring Board members for their input and dedication during their years of service; they have all assisted in various different ways to the smooth running of the organisation.



J M Daisley

Jan Daisley
President

Executive Directors, Leadership Team Report

PWD can be justifiably proud of its achievements during the course of 2009-2010. 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 following the Australian Government's ratification of the United Nations Convention on the Rights of Persons with Disabilities (CRPD). PWD continued to work with the disability rights sector which led to the government acceding to the Optional Protocol to CRPD.

PWD took a lead role in establishing the NGO CRPD Shadow Report Project Group and has worked collaboratively with project partners to conduct national consultations with disability representative, advocacy and legal organisations on the situation of people with disability in Australia. This project is critical to monitoring and reporting on CRPD implementation in Australia. We are grateful to the significant pro bono support provided by law firm DLA Phillips Fox for this project. We also acknowledge the funding provided by the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) for conducting national consultations.

A significant achievement for PWD was our success in winning two tenders that enabled us to further grow our individual and group advocacy support to people with disability. FaHCSIA are now funding us to provide advocacy services in the Sunshine Coast and Mount Isa and Lower Gulf regions of Queensland. This followed on from the establishment of three new individual advocacy outlets in the NSW local government areas of Sutherland, Queanbeyan and Southern Highland and Southern Tablelands (from our Bowral office). We have established a further three individual advocacy outlets in Queensland for Bundaberg, the Fraser Coast and Logan City. This means that we now have staff located in eight regional offices throughout NSW and Queensland.

PWD would like to congratulate the Aboriginal Disability Network (ADN) on their success in receiving ongoing Commonwealth funding to establish a national peak organisation representing Aboriginal and Torres Strait Islanders with disability. The new organisation is known as the First Peoples Disability Network (Australia). PWD is committed to an ongoing partnership with the ADN and First Peoples Disability Network (Australia) and we wish them every success as they move forward towards their goals.

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 in-country training to fellow Disabled Peoples Organisations (DPOs) in nine Pacific Island countries as part of a Governance and Human Rights project being conducted by the Pacific Disability Forum (PDF) and the Australian Human Rights Commission (AHRC). PWD appreciates the opportunity to assist in this critical work.

In addition, PWD Executive Director, Michael Bleasdale, was elected to the Board of Australia's peak council of the community and social service sector, ACOSS, for a two year term (2010-2011) as a Special Assembly Representative.

PWD has, over the past decade, become a truly national organisation, with a broad scope of work. In addition to our growing individual and group advocacy units, our systemic advocacy and capacity building areas continue to push for better living conditions for people with disability in Australia and in the Asia Pacific region.

PWD has also run the Complaints Resolution and Referral Service under contract to FaHCSIA. This has led to a much greater involvement of PWD in the ongoing monitoring of the new Disability Employment Service system. Another national service that PWD operates, the National Disability Abuse and Neglect Hotline, has also provided opportunities to address issues of abuse and neglect that occur to people with disability in Aboriginal and Torres Strait Islander communities. In addition, our Training Unit is continuing to develop PWD's education and learning to address the barriers and negative attitudes which serve to exclude people with disability from participating on an equal basis with others.

Our individual, group and systemic advocacy continues to play equally important roles as we pursue our vision of an inclusive society. Our individual and group advocacy team had carriage of matters across NSW and in five regions of Queensland and we continued our outreach trips far and wide throughout both states.

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 led us to continue 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.

The year marked the first of the latest two-year contract won from FaHCSIA to run both the Complaints Resolution and Referral Service (CRRS) and the National Disability Abuse and Neglect Hotline (the Hotline). PWD has run these services from their inception, and has, over the past year, worked with increased efficiency and effectiveness to respond to ever-growing numbers of matters, to promote its services using new media across Australia and to provide feedback on matters of national significance relating to the employment of people with disability and to the National Disability Services Standards. Highlights of the year include the launch of the Hotline's Aboriginal and Torres Strait Islander brochure, the establishment of an Aboriginal and Torres Strait Islander Strategy Advisory Group, our work to develop PWD's position on the review of the National Standards via submission and PWD's participation, by

invitation from DEEWR, as a peak consumer representative on the Disability Employment Services Reference Group.

All of these activities and the continued good health of PWD as a whole, rely upon a growing and complex infrastructure, which in the past two years has more than doubled in its workload, despite operating with only slightly more staff than was the case in 2007-2008. The Corporate Services Unit (CSU) has completed the set-up of the new regional Advocacy units in Queanbeyan, Sutherland, Bowral, Logan, the Sunshine Coast, Maryborough, Bundaberg and Mount Isa and continues to provide ongoing administrative support to the staff in those offices. In addition, the transfer of the Redfern offices to new owners heightens the need to plan and make contingencies for the continuity of services out of that office. The growth of PWD has provided the CSU with a number of challenges and we continue to rely on our committed and hardworking staff to provide and maintain our buildings, vehicles and equipment and 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 arising from our regional expansion. 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 the Board and the Leadership Team.



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

Board of Directors

Jan Daisley	President	Appointed March 2010
Hazel Freed	Vice President	Appointed May 2010
Timothy Hart	Treasurer & Public Officer	Appointed November 2009
Peter Cassar	Secretary	Appointed November 2009
Faye Druett	Co-opted Director	Appointed May 2010
Joana d'Orey Novo	Director	Appointed November 2009
Joe Mannix	Director	Appointed November 2009
Samantha French	Director	Appointed November 2009
Mary-Anne Bath	Director	Appointed November 2009
Willie Prince	Co-opted Director	Appointed February 2010
Robert Zoa Manga	Director	Appointed November 2009
Robert Farley		Resigned March 2010
Sheila King		Resigned November 2009
Irene McMinn		Resigned November 2009

Staff

Leadership Team and Support Services

Michael Bleasdale	Executive Director, Leadership Team
Matthew Bowden	Executive Director, Leadership Team
Therese Sands	Executive Director, Leadership Team
Ray Dooley	Corporate Services Manager
Daphnée Cook	Communications and Membership Development Manager
Tharinda Gunasinghe	Manager, Finance
Susan Strasser	Receptionist
Julie Rosenberg	Administration Officer
Peter M ^c Gill	Administration Officer
Stephanie Wright	Administration Project Officer
Craig Andrews	Information and Liaison Officer
Fiona Ballantyne	Manager, Training
Amanda Tink	Training Officer

Individual Advocacy

Jane Blake	Manager, Individual Advocacy
Susan Barnes	Manager, Individual Advocacy
Denise Beckwith	Disability Rights Information Service Coordinator
Orna Marks	Disability Rights Information Officer
Carine Bento	Disability Rights Information Officer
Julie Dardel	Advocate/ Project Officer
Mel Harrison	Advocate
Elizabeth Buchanan	Advocate
Sue Fowles	Advocate
Eleanor Brand	Advocate
Catherine Posniak	Advocate, Sutherland, NSW
Gareth Elliott	Advocate, Southern Highlands and Southern Tablelands, NSW
Lynette Russell	Advocate, Queanbeyan, NSW
Alan Grimsley/ Rhonda Perkins	Manager, Individual Advocacy, Fraser Coast, QLD
Valerie Brown	Manager, Individual Advocacy, Mt Isa and Lower Gulf Communities, QLD
Dennis Willett	Advocate, Mt Isa and Lower Gulf Communities, QLD

Catherine Hall	Advocate, Sunshine Coast, QLD
Jenny Speed	Manager, Individual Advocacy, Logan, QLD
Luke Gale	Advocate, Bundaberg, QLD

Systemic Advocacy

Sonya Price-Kelly	Advocacy Projects Manager
Dean Price	Advocacy Projects Manager
Maria Attard	Advocacy Projects Manager
Julie Dardel	(Advocacy) Projects Manager

National Disability Abuse and Neglect Hotline/

Complaints Resolution and Referral Service

Fran Krix	Manager, Resolution and Referral
Damien Anderson	Manager, Resolution and Investigation
David Skidmore	Resolution & Referral Officer
Perihan Bozhurt	Resolution & Referral Officer
Priscilla Lavery	Resolution & Referral Officer
Rebecca Galea	Resolution & Referral Officer
Laura McEwan	Resolution & Referral Officer
Jacqui De Villers	Resolution & Referral Officer
Michael Mrkic	Resolution & Referral Officer
Susan Baxter	Resolution & Referral Officer (resigned)
Leonie Hazelton	Resolution & Referral Officer (resigned)
Shellie Bashier	Resolution & Referral Officer (resigned)
Emmie Hallett	Resolution & Investigation Officer
Melissa Kym	Resolution & Investigation Officer
Dominic Moore	Resolution & Investigation Officer
Mel Harrison	Resolution & Investigation Officer (resigned)
Sharon Lee	CRRS/Hotline Information & Liaison Officer

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. Disability Hotline Services;
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

- In March 2010 PWD established a new role of Communications and Membership Development Manager. The establishment of this position created a new focus on developing a PWD membership strategy, developing and expanding PWD's membership base and increasing the effectiveness of PWD's membership communications.
- A Supporter Strategy was developed by the Communications and Membership Development Manager and aims to increase membership, supporters and fundraising for PWD activities. It is expected to be launched in the latter half of 2010.
- The Membership and Fundraising Portfolio Advisory Group (PAG) met three times in 2009-10. 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

- PWD's Annual General Meeting (AGM) took place on Saturday 28 November 2009 at the Mercure Hotel in Sydney. At the AGM, members were able to discuss views and vote on changes to our Constitution. The AGM was followed by a members' Cocktail Party, which was an enjoyable way for members to celebrate another year of PWD activity.
- On Friday 21 May 2010 PWD hosted a Member Event at Redfern Town Hall. PWD staff, board, members and supporters were joined by guest speaker Kirsten Deane, Executive Director of National People with Disabilities and Carers Alliance, who gave a presentation on the campaign for a National Disability Insurance Scheme and the Productivity Commission's Inquiry into Disability Care and Support. Guests were encouraged to provide feedback and ask questions of Ms Deane, which they did with thought and enthusiasm. Members also had the chance to network and enjoy refreshments.
- The Membership, Participation and Events Portfolio Advisory Group met a number of times in 09/10. This PAG is looking at how to better encourage active involvement of members, and has been instrumental in organising successful and engaging events for PWD members.

- PWD sent background information and invitations to all members to facilitate their personal input to the Productivity Commission's Inquiry into Disability Care and Support through the submission and public hearing process.

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

- PWD established a Social Media Policy that has been used to guide the management and maintenance of PWD's Facebook and Twitter pages. The development of Facebook and Twitter this year has allowed members and supporters to interact, to share their views and gain better access to disability rights related information and current affairs.
- During the year, seven 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. The E-Bulletin was also streamlined, with new sections added, to make it more accessible and engaging for readers.
- PWD's new website was completed and launched in June 2010. It features a range of new menus and links, and creates a sharper and more professional image of PWD. It will continue to be refined according to member and stakeholder feedback.
- Our ongoing relationship with, amongst others, the Disability Studies and Research Centre of the University of NSW, the Australian Human Rights Commission and the Disability Discrimination Legal Centre NSW affords our staff and members the opportunity to attend many relevant and interesting seminars and activities, with information provided in our E-Bulletin.

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

- PWD finalised and launched its inaugural Media Strategy, which has been in place since May 2010. The Media Strategy outlines ways in which PWD can better engage with both niche and mainstream media, gain more coverage, work closely with journalists to promote PWD's agenda and present a more visible face to the community.
- PWD sent out 14 Media Releases over 2009-10, presenting PWD's stance on different issues in an open and public manner. PWD's media contact list has also been greatly enhanced and now includes all metropolitan and regional news agencies throughout the country.
- PWD appeared in numerous radio, print and television stories, reinforcing our position and public image.
- We commenced the development of two key position papers that interpret the rights contained in the UN Convention on the Rights of Persons with Disabilities (CRPD) in relation to Article 12, *Equal Recognition before the Law* and Article 19, *Living Independently and Being Included in the Community*. These position papers have already been useful in communicating our views on the human rights of people with disability, particularly in relation to supported and substitute decision-making and the closure of institutions.
- On 10-11 September 2009, PWD hosted seven Thailand government officials from the National Office for the Empowerment of Persons with Disabilities for two days as part of their study tour to Australia. The two days aimed to provide an information exchange on advocacy, human rights, DPOs and disability service systems aimed at empowering people with disability.
- From 10-12 February 2010, PWD participated in the *Having a Say: Making it Happen Conference*. This annual conference primarily brings together self advocates and adults with intellectual disability from around Australia. A key focus of this conference was on the 'Shut In' campaign targeting the closure of institutions.

- PWD participated in the NGO working group that prepared the NGO report to the United Nations for its review of Australia under the Universal Periodic Review (UPR) in February 2011.
- PWD President Jan Daisley featured in a prominent role in a new DVD *A Place to Call Home: talking about devolution* by Disability Enterprises Leura, launched on 24 May 2010. The DVD explores the process of closing institutions to enable people with disability to enjoy lives in ordinary homes in the community.
- We chaired a panel discussion of keynote speakers on Individualised Funding at the annual Australian Council of Social Services (ACOSS) in March 2010.

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

- PWD launched a *Media Guide to Reporting Disability* (available online) that is sent out with every PWD Media Release and is provided to every journalist who contacts PWD. This guide aims to assist the media to promote disability-sensitive language in the community.
- On 22 April 2010 former Parliamentary Secretary for Disabilities and Children's Services, the Hon. Bill Shorten, launched a new Hotline brochure at the second National Gathering of Aboriginal and Torres Strait Islander people with disability in Redfern. The production and distribution of this Aboriginal and Torres Strait Islander brochure is a targeted effort to deliver information about the Hotline service in a manner that is culturally appropriate to Aboriginal or Torres Strait Islander people with disability.
- The Hotline launched a new website in June 2010. The site was created as a new way for people to contact the Hotline and report cases of abuse and neglect against people with disability and is designed to comply with Web Content Accessibility Guidelines to AA standard.
- The Hotline and CRRS gave presentations about their services and continued their widespread distribution of promotional materials.

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 Individual Advocacy and National Disability Hotline Service areas, maintains information about services and resources that can assist in responding to the needs of people with disability. The provision of information services has grown and been enhanced in all of PWD's services throughout the year through the development of more robust databases.
- All services delivered through PWD have produce and distribute details of their services in brochures that 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 in different formats.

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 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

The most prominent achievement in the Training Unit this year was the development of a training calendar which scheduled the delivery of our training courses in various locations in the second half of the financial year. This required the review and redevelopment of our core training courses, including *Disability Awareness*, *Responding to Sexual Assault*, *Convention on the Rights of Persons with Disabilities* and *Responding to Abuse and Neglect*.

Another significant development in the past year was the employment of a full-time Training Officer on a 12-month contract. Amanda Tink joined PWD at the end of October 2009 and has assisted the Manager of the Training Unit, Fiona Ballantyne in the review and development of training courses.

PWD has, in collaboration with Family Planning NSW (FPNSW), continued to deliver a two-day training program on Sexuality and Relationships and Responding to Sexual Assault to Ageing Disability and Home Care (ADHC) staff members and managers. This training was conducted in all regions of NSW providing important information and equipping participants with a toolkit of strategies they can use to combat the high rates of sexual assault people with intellectual disability experience. The relationship built with ADHC will ensure that this training will be a regular and ongoing professional development component for ADHC staff.

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.

The work of the Training Unit is complemented by training that takes place in the Systemic Advocacy and Capacity Building team that delivers training on advocacy, human rights and the Convention on the Rights of Persons with Disabilities (CRPD) to numerous stakeholders in Australia and the Asia-Pacific and to visiting international delegations (see Key Result Area 4, Advocacy and Key Result Area 6, Building Capacity with Partners).

Internal Training

In 2009-10 a considerable amount of time was spent providing induction to new staff in the Redfern office and staff employed to provide regional individual advocacy services. The following courses were offered and delivered in-house:

- Staff Induction
- Information Technology
- Disability Awareness
- Presentation Skills Training (3 day)
- Basic Communication Skills
- Telephone Communication Skills
- Demystifying Mental Illness
- Sexuality and Relationships
- Responding to Sexual Assault (2 day)
- Responding to Abuse and Neglect
- Sterilisation of People with Disability

In addition, the Training Unit has organised some external training for staff. Courses offered this year include:

- Introduction to Project Management
- United Nations Convention on the Rights of Persons with Disabilities
- Mental Health First Aid
- Looking After Yourself
- Deafblindness Awareness
- Ethical Practice in Individual Advocacy

Development of Competency-Based Qualifications

This project, to develop assessment and training that is relevant to the work of our staff and offer staff the potential to gain competency-based qualifications

whilst they work at PWD, continues to progress. It has taken slightly longer than expected to develop the relationship with the Registered Training Organisation, which is necessary for us to be able to undertake the assessment and to deliver the required training in-house, but we expect that this will be underway in the next financial year.

External Projects

In 2009-10 PWD wrote two tenders to undertake external contract work that is relevant to training, both of which involved a partnership with our colleagues at the Disability Studies and Research Centre (DSRC). One of the tenders was to write an options appraisal paper to consider a curriculum that would be aimed at people working in the Disability Advocacy sector for the Disability Advisory Resource Unit (DARU) - a training and education provider to the sector in Victoria. PWD was successful in this tender, and is required to submit by the end of September 2010 the final paper on the options for how such a curriculum should be developed, what it should contain and how it will provide staff with the opportunity for further education in the tertiary system.

The second tender that PWD applied for was for the development of a curriculum of disability awareness training for internal delivery to the various agencies of Transport NSW (ie: RailCorp, Taxis NSW etc). This was offered first as a selective Expression of Interest (EOI) and then as a full tender. PWD will know later in 2010 whether or not it has been successful in getting this tender.

Key Result Area 4: Advocacy

People with disability remain among the most disadvantaged and marginalised 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, 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 by 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; and
- Promote and protect the legal rights of people with disability and their associates, and ensure their access to justice.

Individual and group advocacy

2009-10 has seen PWD's individual and group advocacy work expand beyond the NSW state-wide Individual Advocacy Service after winning eight tenders for new funding from the Department of Families, Housing, Community Services and Indigenous Affairs' (FaHCSIA) National Disability Advocacy Program (NDAP). FaHCSIA's allocation of funding for the new PWD outlets in NSW and Queensland are specific to local government areas in both states.

In New South Wales we now have staff located in regional offices covering:

- 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;
- Logan City Council area;
- Sunshine Coast area; and

- Mount Isa and Lower Gulf Communities (covering the five local government areas of Boulia, Burke, Carpentaria and Cloncurry Shires and Mount Isa City).

PWD Advocates have been recruited for each new office to provide high quality individual advocacy support in each of these locations.

The team across NSW and Queensland have provided:

- over 1500 instances of intensive short term, issue-based individual and group advocacy and disability 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 people with disability dealing with over 2,100 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 and Queensland, 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 or 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.

PWD Advocates frequently respond to requests from groups of people with disability, community organisations, universities, TAFE colleges and disability service providers for presentation on disability rights and advocacy. Throughout 2009-10 these information and training sessions were provided to over 1,600 participants across NSW and Queensland.

Advocates received the following specific training to further develop their knowledge and skills: *Mental Health First Aid, Responding to Abuse and Neglect of People with Disability, Project Management, Disability Awareness, United Nations Convention on the Rights of Persons with Disabilities, Looking After Yourself, Sterilisation and People with Disability, Deafblindness Awareness Training and Ethical Practice in Individual Advocacy.*

Boarding House Project

PWD is funded by the NSW Department of Human Services, Ageing Disability and Homecare (ADHC) to provide independent individual and group advocacy assistance to residents of Licensed Residential Centres (boarding houses) in NSW that are 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.

During 2009-10 PWD provided intensive individual advocacy support to over 200 residents. Group advocacy was provided to more than 800 residents through our input at interagency meetings and work around closures (when we pursued issues pertaining to entire boarding houses) and through our participation in case conferences. Three-hundred and fifty instances of information and/or advice were provided to residents during outreach and closure visits.

We continued to build on our comprehensive outreach program during the reporting period. In particular, Advocates worked closely with residents subject to closures in regional centres such as The Eldon in the Blue Mountains, Mitchell House in Dubbo and Sandalwood on the Central Coast, through regular visits regarding the closures and relocation of residents. Advocates have been active participants in all meetings of agencies responsible for sourcing new accommodation options and appropriate support services for residents subject to closures. Our regular presence has enabled advocates to engage with residents during these stressful times of change. Establishing familiarity and building trust with residents, who in many cases are fearful of speaking out about issues in case of retribution, is essential groundwork for advocates and we are committed to maintaining and building on this into the future.

The main issues that we have supported residents with are:

- abuse and neglect;
- domestic violence;
- access to appropriate support services;

- access to appropriate housing;
- financial management;
- decision making and choice;
- guardianship;
- privacy and confidentiality;
- family contact;
- meals and adequate nutrition;
- access to health services;
- culturally appropriate services and links to community; and
- access to justice

IDEAS Brokerage

Since March 2010 PWD has received advocacy brokerage funding through IDEAS to provide advocacy for the Court Support Project. This is a joint project with the Intellectual Disability Rights Service (IDRS) that focuses on supporting parents with intellectual disability involved in child protection issues through the Family Court where their child/children has been removed or are threatened with removal by the Department of Community Services. This additional source of funding has allowed PWD to dedicate an Advocate to the project for 17.5 hours per week and to backfill their position during this time, thus bringing additional human resources into the team.

The Advocate is currently supporting eight parents throughout the protracted legal processes and, in addition to support at legal meetings and in court, is also providing advocacy regarding appropriate housing, support services, debt and family relationships. PWD hopes to continue and extend this valuable project through the brokerage model or through other sources of funding yet to be identified and is working collaboratively with IDRS to this end.

Following on the success of this model of receiving block funding that enables the employment of a dedicated Advocate to work on projects PWD was approached by IDEAS to provide additional advocacy services to Aboriginal people with disability residing in the Sutherland Shire area. The arrangement fulfils their requirement to target services to marginalised populations and has enabled PWD, through the Sutherland office, to prioritise advocacy support to this particular community. The regional Advocate works an additional full day per week on this project and has been well received by the Aboriginal community. She is currently providing advocacy on housing and homelessness, disability support and financial issues, in addition to providing information and advice during weekly surgeries at the community centre.

Our aim in the coming year is to continue to engage and develop partnerships with other organisations to increase our funding for the advocacy support of vulnerable groups of people with disability that we are unable to meet due to current funding limitations.

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.

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

Submissions and public hearings

- In collaboration with the NSW Mental Health Coordinating Council, we provided a joint submission to the NSW Legislative Council's Social Issues Committee Inquiry into Substitute Decision-Making for People Lacking Capacity. PWD also provided evidence at the public hearing conducted for this inquiry.
- We provided a submission to the Victorian Law Reform Commission's reference on Guardianship.
- In collaboration with the NSW Disability Discrimination Legal Centre (DDLC), we provided a joint submission to the NSW Joint Standing Committee on Electoral Matters Inquiry into the 2008 local government elections. PWD and DDLC also provided evidence at the public hearing conducted for this inquiry.
- In collaboration with DDLC, we provided a joint submission to the Australian Government's Electoral Reform Green Paper: Strengthening Australia's Democracy.
- We provided a submission to the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) in relation to their Discussion Paper on the Harmonisation of Disability Parking Schemes in Australia.
- We provided a submission to NSW Fair Trading for their consideration in relation to the draft Residential Tenancies Bill 2009.
- We provided a submission to the Legislative Council Select Committee on the NSW Taxi Industry.
- We provided a submission to the Senate Community Affairs Reference Committee Inquiry into Planning Options and Services for People Ageing with a Disability.
- We provided a submission to the Inquiry into the Provision of Education for Students with a Disability or Special Needs conducted by NSW Legislative Council's General Purpose Standing Committee No. 2.
- We provided a submission to the Review of the Guide to Good Practice Wage Determination being conducted by FaHCSIA.

Policy and program development

- We participated with national peak representative organisations in a workshop for the Review of the National Peaks Secretariat Program conducted by FaHCSIA.
- We participated with disability advocacy organisations in consultations and meetings for the National Disability Advocacy Program Review being conducted by FaHCSIA.
- We participated with disability representative and advocacy organisations in consultations about the draft National Disability Strategy conducted by FaHCSIA.
- We participated with other national disability peak organisations and representatives from state and territory governments in consultations on the national disability parking scheme conducted by FaHCSIA.
- We participated in a workshop on the Universal Periodic Review mechanism conducted by the Australian Human Rights Commission (AHRC) and the Asia Pacific Forum of National Human Rights Institutions (APF) and joined the Non-Government Organisations' Working Group that was established at this workshop.
- We participated in meetings and consultations with government and non-government stakeholders and facilitated a stakeholder consultation for the City of Sydney in relation to the Review of the National Disability Service Standards.

Committee representation

- NSW Police Force Disability Advisory Council
- Boarding House Expert Advisory Group (BHEAG)
- Coalition of Appropriate Supported Accommodation (CASA)
- NSW Tenants Union Boarders and Lodgers Group
- NSW Transport Accessible Transport Consultative Group
- NSW Department of Community Services (DOCS) Staying Home Leaving Violence Committee
- Inner West Domestic Violence Interagency Forum
- NSW Office for Women Policy Peak Organisations Forum
- Housing NSW NGO Housing Partners Reference Group
- NSW Health Care Complaints Commission Consumer Consultative Committee
- NSW Ombudsman Stakeholder Roundtable
- Touching Base Committee
- NSW Council of Social Services (NCOSS)

- Australian Council of Social Services (ACOSS)
- In Control NSW
- In Control Australia
- Australian Electoral Commission Disability Advisory Council
- Commonwealth Department of Foreign Affairs and Trade (DFAT) NGO Human Rights Forum
- Commonwealth Attorney General's NGO Human Rights Forum
- Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) Disability Employment Services Reference Group
- Australian Disability and Development Consortium.

Key projects

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

PWD played a key role in bringing together disability representative, advocacy, legal and research organisations to form a project group to prepare an NGO Shadow Report on Australia's implementation of the Convention on the Rights of Persons with Disabilities (CRPD).

The project group received significant pro bono support from law firm DLA Phillips Fox to conduct consultations with disability organisations in each capital city of Australia about CRPD rights. People with disability and disability organisations were also able to provide their views through an online survey and workbook on the project group website, www.disabilityrightsnow.org.au

Disability and Domestic Violence Project: Women with Disability and Domestic Violence in Licensed Boarding Houses in NSW

PWD conducted a Disability and Domestic Violence project with funding from the NSW Office for Women under the Domestic and Family Violence Grants Program. The key objectives of this project were:

1. To increase the knowledge of women with disability living in licensed boarding houses about domestic and family violence and domestic and family violence support services; and
2. To equip the disability and domestic and family violence sector with skills and knowledge about prevention and best practice responses to domestic and family violence in licensed boarding houses.

This project involved consultations with a range of disability and domestic violence stakeholders and with women with disability who live in licensed boarding houses. A literature review was conducted by the Australian Domestic and Family Violence Clearinghouse.

A final project report provides recommendations to the NSW Government, the disability sector and the domestic violence sector based on project findings. The report is expected to be launched in the latter half of 2010.

Legal advocacy

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

PWD continued the process within the NSW Administrative Decisions Tribunal (ADT) of formally seeking a review of the NSW Minister's decision to continue to operate the Lachlan and Peat Island Centres, contrary to the requirements of the NSW Disability Services Act.

Following an unsuccessful mediation in the first half of 2009, PWD has spent a considerable amount of time in this financial year presenting arguments to the ADT to counter claims made by the Minister that:

- PWD's application can not be heard as it was not lodged within the timeframe for such applications; and
- PWD does not have standing (that is, it is not a legitimate party) to bring the present application relating to this issue.

The application that PWD had made to the ADT around the operations of the Grosvenor Centre was removed on 10 August 2009 and a new application was made on 15 December 2009 appealing the Minister's decision to operate the Summer Hill Group Homes built on the site of the Grosvenor Centre that residents have been moved into.

On 10 August 2009 Deputy President Magistrate Hennessy of the ADT handed down her *ex tempore* decision regarding those applications. This decision primarily dealt with the issue of the jurisdiction of the Tribunal under s 38 of the ADT Act to hear the applications, the Minister submitting that PWD had not identified a "decision" for review as required by the DSA. In her decision, Her Honour stated that:

"I accept the Applicant's submission that continuing to provide a designated service is the doing of an act, and that for convenience it can be said that for the purposes of this application that decision was made on 4 June 2008"

On 26 August 2009 Deputy President Britton of the Tribunal heard the two other preliminary issues (namely, PWD's standing to bring the application and the application being filed out of time). In her decision handed down on 2 October 2009, Deputy President Britton granted leave for the application for review of the Minister's decision to be made out of time. Her Honour also found that PWD had a "genuine concern" in the decision under review, and hence had standing to bring the application: *People with Disability Australia Incorporated v Minister for Disability Services (2009)*.

The Minister appealed to the Appeal Panel of the Tribunal against the 10 August 2009 and 2 October 2009 decisions of the Tribunal. At a directions hearing on 22 December 2009, President O'Connor stayed the application in

the Tribunal below pending the outcome of the appeal. On 18 June 2010 the Appeal Panel upheld the Minister's appeal in part, holding that the Minister had not made a relevant "decision" for the purposes of the DSA and thus the Tribunal had no jurisdiction. The Appeal Panel dismissed the Minister's appeal with respect to the question of standing: *Minister for Disability Services v People with Disability Australia Incorporated* (2010).

The Summer Hill Group Homes were built near the Grosvenor Centre grounds at Summer Hill and were officially opened on 21 January 2009 by the then-Minister, the Honourable Paul Lynch MP. Residents of the Grosvenor Centre were moved into the Summer Hill Group Homes in December 2008. On 15 December 2009, PWD lodged an application with the Tribunal pursuant to section 6(1) of the DSA for the review of the decision of the Minister to continue to provide a designated service within the meaning of the DSA at the Summer Hill Group Homes. At a directions hearing held on 29 January 2010, this application was stayed pending the appeal.

On 23 April 2010, the Minister announced his decision to fund the Sunnyfield Association to provide disability services and accommodation at the Wadalba Group Homes to twenty residents who were being exited from the Peat Island Centre. According to the Minister's media release dated 4 February 2010, ten residents were moved from the Peat Island Centre into the Wadalba Group Homes prior to that media release, with another ten to move into the Wadalba Group Homes during February 2010. On 21 May 2010 PWD lodged an application with the Tribunal for the review of the Minister's decision to fund the Sunnyfield Association's operation of the Wadalba Group Homes.

In the media release of 23 April 2010 the Minister also said that the Government was building a new 100 bed village at Hamlyn Terrace for people with intellectual disability and age-related needs, including some of the remaining residents of the Peat Island Centre.

On 25 June 2010 the Minister formally requested PWD to withdraw applications for want of jurisdiction. PWD did not withdraw those applications.

- Continuing to advocate, at both State and Commonwealth levels for reform of legislative and institutional arrangements to bring them in line with the UN Convention on the Rights of Persons with Disabilities (CRPD).
- Collaborating with the Disability Discrimination Legal Centre NSW to highlight the disability discrimination applied budget airlines, in particular Jetstar.

Participating on the DDLC Project Working Group exploring the need for and scope of a Disability Rights Centre for people with disability in NSW.

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 took a lead role in establishing the NGO Shadow Report Project in relation to the UN Convention on the Rights of Persons with Disabilities (CRPD). This has involved seeking funds and support for a national project group to conduct consultations throughout Australia and to draft the Shadow Report to be provided to the UN CRPD Committee for their consideration when reviewing the Australian Government's CRPD Report (see Key Result Area 4, Advocacy).
- PwD coordinated a number of activities to engage people with disability in the Productivity Commission Inquiry into Disability Care and Support. We participated in stakeholder meetings, convened a members' and supporters' event with a key speaker from the National Disability and Carers Alliance and partnered with the Australian Human Rights Commission (AHRC) and the Australian Federation of Disability Organisations (AFDO) to plan a disability representative and advocacy workshop.
- As a member of In Control Australia we lobbied the Productivity Commission to ensure that individualised funding was a key outcome for its inquiry. PwD also took on the role of coordinating the In Control submission for this inquiry.
- PwD joined with many individuals and organisations across Australia to endorse the position statement on the Health of People with Intellectual Disability.
- We continue to provide secretariat support for the Australian Network for Universal Housing Design (ANUHD) and participate in network meetings. ANUHD had a key role in a number of meetings convened by Parliamentary Secretary for Disabilities and Children's Services, the Hon. Bill Shorten. These meetings also involved the housing industry, government and disability groups to discuss universal housing design. It was hosted by Therese Rein and held at Kirribilli House in Sydney.

- PWD joined with a number of disability, advocacy and refugee organisations to develop a sector wide position statement and submission for the Joint Standing Committee on Migration's Inquiry into Migration Treatment of Disability. We also prepared a joint statement in response to the Committee's final Report and sent letters to key MPs raising our issues.
- PWD became a member of the NGO Working Group drafting the NGO Report for the United Nations review of the Australian Government under the Universal Periodic Review (UPR) mechanism. We were able to ensure that key human rights issues for people with disability were included in the NGO Report.
- PWD has been working with Women with Disabilities Australia (WWDA) over several years and more recently with the Physical Disability Council NSW (PDCN) and Council on the Ageing (COTA) NSW to ensure that all General Practitioners have height adjustable examination beds in their surgeries. In 2009-10 we prepared a joint submission that received over 100 endorsements from the disability and human rights sectors and provided this to the Royal Australian College of General Practitioners (RACGP). We were extremely pleased that as a result, the RACGP included height adjustable examination beds as a mandatory component of the draft 4th edition of its Standards.
- We continued to seek regular consultation with key government ministers, parliamentary secretaries, portfolio spokespeople and other parliamentarians in relation to disability rights issues.
- We worked collaboratively with the human rights and disability representative and advocacy sector to coordinate strategies and positions on key issues for people with disability, such as deinstitutionalisation, legal capacity and CRPD and individualised funding.
- We supported coalitions and inter-agencies focusing on key areas. Major examples of this are the NGO CRPD Shadow Report Project Group, Disability Advocacy Network Australia, NSW Disability Advocacy Network and the Australian Network for Universal Housing Design.
- 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 issued a number of media releases and received significant media coverage on key issues of concern including developments with the CRPD and its Optional Protocol, universal housing design, sterilisation of girls and women with disability, disability discrimination in airlines, and employment barriers for people with disability.
- We developed a number of PWD position statements on key CRPD issues relating to housing, and housing and support, and supported decision-making and legal capacity.
- 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), the Australian Council of Social Services (ACOSS), the NSW Disability Discrimination Legal Centre, Disability Studies and Research 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 disadvantaged 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 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 continued to provide administrative and advocacy support to the Aboriginal Disability Network (ADN) throughout the year.

The ADN continues its growth and capacity building of other state and territory networks through its own funding streams and resources.

A key achievement for the ADN was the establishment of a national network for Aboriginal and Torres Strait Islander people with disability - First Peoples Disability Network (FPDN) - in April 2010.

PWD has continued its partnership and support of the ADN by:

- 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
- providing some corporate service support for its day to day operations.

Significantly, the ADN now provides its expertise to PWD and it has played a crucial role in the establishment of networks with aboriginal communities and the recruitment of new staff for our new Queensland offices.

While PWD no longer needs to focus on capacity building of the ADN we are committed to the ongoing development of our partnership.

Pacific Disability Forum (PDF)

PWD continued to play a key role as a member of the Pacific Disability Forum (PDF) and various sub-committees (including the PDF Women's Committee) and working groups of the PDF.

We participated in the 2010 series of meetings and training that took place in Nadi, Fiji, in March 2010 to review progress in the region, discuss challenges, identify possible solutions, agree on the way forward and negotiate with partners on mutually agreed processes.

Highlights included:

- PDF Governance meeting: This meeting focused on reviewing and improving the governance structure and operation of the PDF. PWD was invited to attend the meeting having been involved with the formation and governance of the PDF and as one of the former foundation Executive Committee members.
- Pacific DPO Fund Committee meeting: This meeting finalised the assessment of applications from Pacific Island countries for the first round of the PDF's contestable small grants scheme. PWD has been involved with the establishment and administration of the program as one of three elected Committee members. At the 2010 PDF Council Meeting PWD was re-elected as a Committee member for another two year term (2010-2012). As Australian DPOs are ineligible to apply for funds under this program, PWD has a significant contribution to make to this Committee as an independent Committee member, as well as supporting applications by other partner DPOs across the region.
- The PDF Women's Network in conjunction with Fiji Disabled People's Association conducted a one-day National Forum for Women with Disability from across the Pacific. PWD has been an active member of the PDF Women's Committee since it was first established and provided technical and administrative support to women participants throughout this meeting.
- Approximately 50 participants representing 14 Pacific Island countries and territories attended workshop sessions on the Pacific DPO Fund, Monitoring and Evaluation Project as well as PDF Strategic Planning process.
- A Donor/Development Partners Forum was held on 24 March where the participants engaged with representatives from a range of development partners, including AusAID, NZAID, Disability Rights Fund, UNESCAP, PIFS, ADDC and APIDS.
- The 2010 PDF Council Meeting was attended by 21 out of 22 Full Members from all 13 member countries and one territory (New Caledonia). The members approved the 2008-09 audited financial report, received annual reports from the Executive Committee and CEO, and endorsed the 2010-2011 annual work plan and budget. Three new organisations were received as Associate Members of PDF - Fusi Alofa Association Tuvalu, National Disability Resource and Advocacy Centre (PNG) and the Tonga Red Cross

Society brought the total membership of PDF to 22 Full Members and 16 Associate Members.

Australian Council for International Development (ACFID) Code of Conduct

PWD became a signatory to the ACFID Code of Conduct. We now proudly display the Code logo on the PWD website along with 117 other non-government agencies working in international development and aid.

The Code underpins the credibility of PWD working with our partner DPOs in the Pacific and demonstrates our commitment to undertake this work with integrity, transparency and human rights values.

PDF and Australian Human Rights Commission (AHRC) Governance and Human Rights Project

The PDF has partnered with the Australian Human Rights Commission (AHRC) to coordinate and deliver governance and human rights training in nine countries in the Pacific. The training aims to build the governance and advocacy capacity of Disabled People's Organisations (DPOs) to work with government to progress the rights of people with disability in their countries. It also aims to encourage Pacific Island governments to ratify the CRPD if they haven't already or to implement the CRPD if they have ratified. It also provides opportunity for government and DPO representatives to begin working and planning together on strategies to progress the rights of people with disability in their countries.

PWD provides support to the program by developing and delivering the advocacy component of the training. Other support organisations include the Pacific Islands Forum Secretariat (PIFS) and the Regional Rights Resource Team (RRRT). Over the 2009-10 financial year the training has been delivered to seven countries - Vanuatu, Solomon Islands, Samoa, Cook Islands, Kiribati, Tuvalu and Fiji.

PWD thanks the PDF and AHRC for providing the opportunity for PWD to be involved and to continue our work with DPO leaders who participated in the Australian Leadership Awards Fellowships (ALAF) program hosted by us in October 2008.

International Delegations and Training

PWD continues to host visiting international delegations from the Asia Pacific region.

During the financial year we provided information and training on human rights, advocacy, the Australian disability rights movement and service system to delegations from disability representative and service organisations from Timor Leste, the Philippines and Thailand.

We also provided a two day training on 'Working with DPOs' to community-based rehabilitation (CBR) workers from the Solomon Islands Ministry for Health and DPO representatives from PWD Solomon Islands. The training was part of a longer ALAF program hosted by Queensland University of Technology and CBM-Nossal Partnership.

Australian Disability and Development Consortium (ADDC)

The role of the ADDC is to act as an Australian focal point for advocacy and expertise on disability inclusive development. PWD is a founding member of the ADDC and continues to be actively involved in the ADDC through membership of the Executive Committee and Policy Working Group.

During the year, PWD contributed to the organisational development, strategic planning and advocacy work of ADDC.

PWD also partnered with the ADDC, Caritas Australia and the CBM-Nossal Partnership to conduct a Disability Inclusive Development Forum for development and donor agencies, including AusAID. PWD co-facilitated the Forum and presented the topics *Gender, Disability and Development* and *Working with DPOs*.

Key Result Area 7: 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 Complaints 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.

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

Following a successful tender bid in early 2009, PWD was awarded a further two-year contract to continue to provide the Hotline and CRRS services by FaHCSIA. The first year of the current contract was characterised by a steady increase in the number of calls received and a subsequent increase in the number of target matters dealt with in the CRRS service. Continuing database development enhanced the efficiency with which matters are dealt with and also improved the accuracy of reporting across a wide range of performance indicators. Increased sophistication of monthly reports provides statistical data to FaHCSIA, which illuminates policy, program, and broad systemic issues that impact on people with disability.

The Hotline and CRRS deliver two distinct and separate services. They utilise the same Freecall number, 1800 880 052, and our intake officers handle calls from clients of both services. The team comprises 7.6 resolution and referral (or intake) officers. These officers receive all complaints made to the CRRS about Australian Government funded disability services and all notifications of abuse and neglect to the Hotline. This team is led by the Manager, Resolution and Referral. A team of three resolution and investigation officers manage complex matters which might require detailed investigation of issues or longer-term matter management to achieve robust resolution of concerns. These officers also play a significant promotional role by representing the services to groups of people with disability and disability service providers at conferences,

'expos' and in communities across Australia. These promotional events are coordinated by an Information and Liaison Officer, a new position established in November 2009. This team is led by the Manager, Resolution and Investigation. The overall operations of the CRRS and Hotline are overseen by Michael Bleasdale, Executive Director Leadership Team.

In relation to our strategic goals, ongoing improvements of the CRRS database, together with refinement of monthly and quarterly reporting methods increased 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. In addition, development of sophisticated statistical reports of Hotline activities were successfully implemented at the beginning of the financial year (and revised later in the year) to better describe the experiences of Hotline callers and the results achieved by the Hotline.

Complete revision and revitalisation of the Hotline website was accomplished early in 2010. The new website contains a raft of information to assist people with disability and community members recognise and respond to abuse and neglect as well as details of Hotline publications and community education activities. The website can be accessed from the PWD website or at www.disabilityhotline.org. Changes were also made to refresh the CRRS website, which, at the end of the financial year, was undergoing technical assessment to ensure it met an 'AA' standard of content accessibility.

Hotline and CRRS staff provided promotional presentations to people with disability and service providers in most states and territories in 2009-10. This year included trips to Victoria, South Australia, the ACT and to regional NSW. Staff also represented the CRRS and Hotline at numerous community events and disability sector conferences across the country.

A new brochure about the Hotline intended specifically for Aboriginal communities was completed and distributed nationally in late 2009. The brochure attempts to assist the Hotline forge stronger connections with these communities and to open a dialogue about culturally competent ways in which the Hotline receives and addresses notifications of disability abuse and neglect in those communities. High quality illustrations by prominent Aboriginal artist, Bronwyn Bancroft, were featured in the brochure and added substantially to its acceptance across Australia. Following publication of the brochure, a reference group comprising senior Hotline staff and representatives of Aboriginal communities was formed to progress this important work. This work is to be followed-up early in the next year with promotional and awareness raising visits to the Northern Territory, north-western Queensland and a return trip to the Kimberley region of Western Australia.

Hotline achievements 2009-10

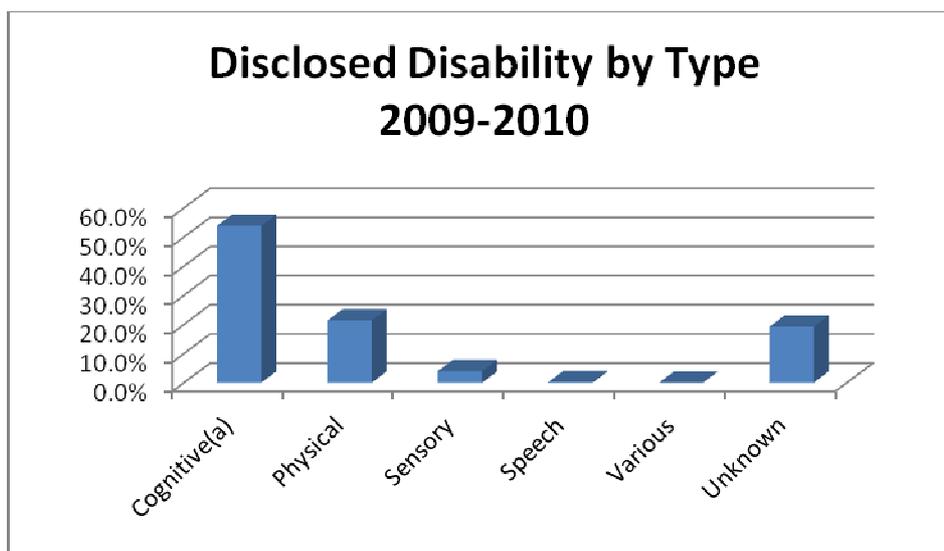
- The Hotline dealt with a total 621 matters, which represents a return to the long-term trend after a dramatic increase in 2008-09. However, this is in large part due to a decrease in non-target matters.

- The Hotline received a total of 141 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.
- The Hotline received a total of 280 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 comparable to previous years.
- The Hotline received a total of 200 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 provides some level of assistance to these callers and provides 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.

In 2009-10, 52% of Hotline matters were received from New South Wales (which represents a return to average rates) followed by Queensland (14%) and then Victoria (12%, up from 5% the previous year).

Systemic abuse was the most frequently reported type of abuse and neglect in 2009-10 and it was closely followed by reports of psychological abuse. Together these two abuse types were noted in almost 40% of target-services and target-other matters. Reports of physical abuse are more frequent among males with disability who are the subject of Hotline reports while psychological abuse is more frequently reported in relation to female subjects. Overall, however, abuse and neglect types were reported in about equal measure for both males and females who were the subject of Hotline reports.

The following chart details the disability type that subjects of target matters identify with. Subjects often identify as having more than one disability. This year, just over half of all subjects disclosed cognitive disability. Physical disability was disclosed in about 20% of target matters.



CRRS achievements 2009-10

Highlights

- The CRRS received 3,862 new matters in 2009-10, of which 1,249 were target matters, and 2,613 were non-target matters.
- Service operations were consolidated.
- Policies and procedures were refined.

Matter statistics

The CRRS has received 3,862 matters over the 12-month period, an increase of around 59% from the previous year. The number of both target and non-target matters has increased substantially, with target matters increasing by just over 35% and non-target matters increasing by a massive 73%. 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. All non-target callers to the CRRS are provided with information to assist them place their calls appropriately.

When a matter is opened a number of complaints can be made that relate to the Disability Services Standards. This year within the 1,249 target matters there was a total of 2,092 complaints about services in relation to the Disability Service Standards. When the increase of 35% in actual matters is taken into account, the lower number of standards noted when compared with last year could be indicative of increasing consistency of issues confronting complainants.

How matters are addressed

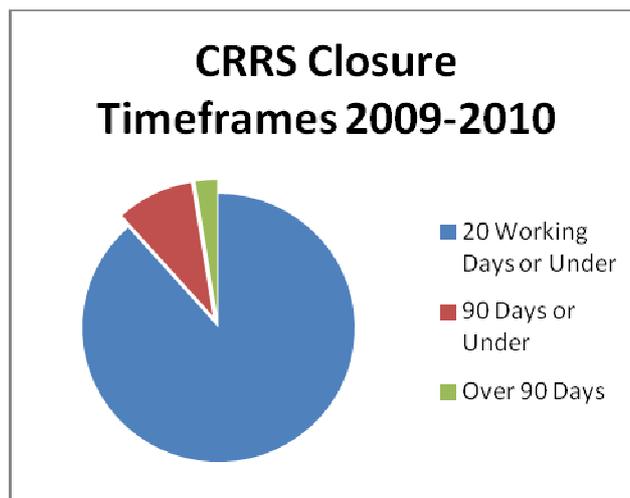
The CRRS uses a variety of methods to address a complaint, and may:

- 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.



Matters Closed

Almost 90% of target matters were closed in less than 20 working days in 2009-10. A further 9% of matters were closed in between 20 and 90 working days and only 2.6% remained open for longer than 90 working days. This outcome exceeds the performance required of the CRRS significantly and is testament to the diligence of CRRS staff.

How matters have been addressed

The majority of complaints (34%) 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 29% 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. 10% of callers were happy to receive our information and support as a means to resolve their complaints. During the year we had only eight investigations, which is encouraging as it is used only when other methods have been exhausted, or if the matter is of a serious nature.

Type of Disability

Complainants who use DEEWR funded 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. Most complaints have come from people with a physical disability (33% down from 48% last year), and psychiatric disability (31% down from 34% last year). A wider range of disability types was represented overall. These figures reflect the profile of complainants who use Disability Employment Services and FaHCSIA funded services. The number of complainants with intellectual disability has risen slightly in number and percentage over previous years.

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

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

National Disability Strategy:

PWD continued its advocacy for a robust National Disability Strategy underpinned by the CRPD by highlighting key issues for inclusion during meetings with the Parliamentary Secretary for Disabilities, the Chair of the National People with Disabilities and Carer Council and senior government officials. We also participated in consultations and provided feedback on the draft National Disability Strategy.

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

PWD has taken a lead role in bringing leading disability representative, advocacy, legal and research organisations together to form a Shadow Report Working Group to develop the NGO CRPD Shadow Report.

This Report will be provided to the UN CRPD Committee as an alternative to the Australian Government CRPD Report, which will inform the Committee during its review of Australia and implementation of CRPD.

National consultations have been conducted throughout Australia with funding assistance from the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). A draft report is being prepared for review by the Project Group. The report will be of value to people with disability, advocates, policy makers and governments in Australia, as it will provide a status report of the situation of people with disability in Australia.

This project has had significant pro bono support from law firm DLA Phillips Fox. This project will continue throughout the 2010/11 financial year.

The NGO Report for the Universal Periodic Review (UPR):

PWD worked with other human rights organisations to form an NGO Working Group to prepare an NGO Report for the UN Human Rights Council (HRC) Review of Australia under all its international human rights obligations. This review is called the Universal Periodic Review (UPR). We consulted with key peak disability organisations to ensure that information on people with disability in Australia was included in the Report. The Working Group also provided comments on the Australian Government's Report for the UPR.

Influencing regional mechanisms

PWD contributed significantly to the following regional forums during 2009-10.

Pacific Disability Forum (PDF):

See Key Result Area 6 for our work with the PDF.

Disabled Peoples' International Asia Pacific (DPI-AP):

In June 2010, PWD participated in two events hosted by DPI-AP and held in Bangkok, Thailand. These events were:

- Seminar for Establishment of Personal Assistance Service Systems in Asia-Pacific: toward Article 19-Living independently and being included in the community: The objective of the seminar was to build leadership capacity in the Asia-Pacific to increase advocacy for the establishment of personal assistance service systems in Asian and Pacific countries.
- DPI-AP Regional Assembly: The objective of this seminar was to strengthen networking and collaboration among DPI-AP National Members Assembly and other DPOs and to review short and long term plans for the new Asia Pacific Decade of Persons with Disabilities.

Asian and the Pacific Disabled People's Organizations United: Towards the Establishment of the Regional Decade on the Effective Implementation of the Convention on the Rights of Persons with Disabilities:

Following the two events hosted by DPI-AP, PWD participated in joint Forum hosted by DPI-AP and the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP). This was an important opportunity for DPOs to consider achievements during the second decade and consider strategies for ongoing focus on people with disability in the Asia Pacific region. A statement from this meeting, the *Bangkok Recommendation*, included a number of calls to action for a third Asia Pacific decade of people with disability to be proclaimed.

Influencing international mechanisms

Women with Poverty:

PWD participated in an international online forum on Women with Poverty conducted by the United Nations Development Program (UNDP). We were able to contribute our views on a range of human rights issues for women with

disability and poverty with a number of individuals and organisations from many parts of the world. Key issues included reproductive rights, education, employment, violence and the environment.

UN Committee on the Rights of Persons with Disabilities (CRPD Committee) second session:

PWD participated in the second session of the UN CRPD Committee held in October 2009 in Geneva. This Committee is responsible for reviewing the progress of countries in implementing the Convention on the Rights of Persons with Disabilities (CRPD), and receiving and determining complaints made to it under the Optional Protocol to the CRPD.

The meeting focused on the Committee rules of procedure and the guidelines the Committee will provide to countries for their reporting under CRPD. Most of the work of the Committee was held during closed sessions, but the Committee held a general day of discussion on CRPD Article 12, Equal Recognition before the Law that was open to the public.

PWD provided a comprehensive Position Paper to the CRPD Committee on its view of Article 12 and participated in the day's discussion.

PWD reports to United Nations Committee on Non-Government Organisations:

As part of PWD's Special Consultative Status with the United Nations Economic and Social Council (ECOSOC) we are required to provide a report every four years on our activities in promoting human rights and the goals of the ECOSOC.

PWD submitted its first report during the 2009-10 financial year. The report outlines PWD's participation at the international, Asia-Pacific Regional and National levels in the development of the CRPD and more recently in implementation efforts. The report also highlights related work including our contribution to the implementation and monitoring of the *Biwako Millennium Framework for Action towards an Inclusive, Barrier Free and Rights Based Society for Persons with Disability*, to our involvement in the formation of the Pacific Disability Forum, and to Shadow reporting under the Convention on the Elimination of All Forms of Discrimination Against Women, the Convention on the Rights of the Child, the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights.

In February 2010, PWD was informed that our report was accepted by the UN Committee on Non-Governmental Organisations. Our report and the Committee's recommendation will now go to the July session of the ECOSOC for formal approval.

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 Corporate Services Unit in 2009-10.

Objectives and Achievements

The Strategic Plan requires that achievements within various areas of the organisation relate to its objectives. This year has been particularly challenging for the Corporate Services Unit. The Units achievements are listed briefly under each of the objectives in this Key Result Area.

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

- Five members were elected as Directors to the Board at the AGM on 28 November 2009. No election was required as the number of valid nominations received equalled the number of vacancies.
- At its first meeting the Board elected the following as office bearers: Jan Daisley as Vice-President, Timothy Hart as Treasurer and Peter Cassar as Secretary.
- In early February 2010 Robert Farley resigned from his elected role as President due to health considerations. Robert was elected to his second term as President in 2008 by the PWD membership.
- Jan Daisley was elected President by the membership after a full postal ballot in March of 2010 to serve the remainder of the current term. Hazel Freed was then elected to the position of Vice President at the May meeting of the Board.
- The Board met on 10 occasions throughout the year and the Executive on 13 occasions.

Ensure that our Board is representative of our membership and constituency

- At the AGM in November 2009 a motion to change Clause 16 of the Constitution (Membership of the Board) was passed so that in future at least “two members of the Board are to be from outside the state of New South Wales”.
- Mary-Ann Bath, President of PWD WA, was elected to the Board as a Director.

- Willie Prince was co-opted to the Board in February 2010, providing representation on PWD's Board from Queensland.

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

- During the year PWD's Performance Development and Review Policy and Procedures were substantially revised. The new documentation allows for a more comprehensive assessment of staff performance against their position descriptions and the key competencies of their role. They also allow for the detailed recording of professional development requirements for the following 12 months ensuring all staff receive the necessary training and education they need to fulfil their role as best they can.
- The organisation has continued to review its structure and personnel requirements during the year. As a consequence, some positions have been consolidated while others have been replaced with new ones that require skills and experiences needed by the organisation.

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 (formerly the Australian Employers' Network on Disability). A Reasonable Adjustments Policy and Procedure has been developed and reviewed by staff with implementation scheduled for 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 Queensland has placed a great deal of strain on the capacity of our Corporate Services Unit (CSU) and the organisation's infrastructure.
- Throughout the year additional staff have been employed to increase the capacity of the CSU.
- The CSU has continued to provide reasonable accommodation assistance to several of PWD's staff, to provide the Board with its business papers and assistance with accommodation, travel and catering and to assist with the planning and organisation of member events, workshops, meetings and other events.
- To improve communications and productivity the organisation has updated its computer and telephone networks by re-cabling its Sydney office, changing its corporate service plan with Telstra and updating its PABX software. A major upgrade of both hardware and software is planned for next financial year.

- During the latter part of the year the new PWD internet site was launched after extensive development and testing. Feedback from members and key stakeholders has been universally positive.

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 ensuring the organisation complies with its legal and regulatory obligations.
- PWD continues to use the services of First 5 Minutes for fire and emergency response training and fire wardens within the Sydney office at Redfern have been trained throughout the year on the procedures they need to put in place when an emergency occurs.

Plan effectively at all levels of organisational activity

- The four main areas, Individual Advocacy, Systemic Advocacy, Training Unit and the National Disability Hotline Services, have all developed and implemented operational plans for the financial year 2010-11.
- The PWD Strategic Plan 2007-2010 continues to drive the plans for each area and the activities of PWD in general.

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

- Preliminary work has begun on developing a quality assurance system within the organisation and all policies and procedures have been, or are scheduled for, systematic review.
- The ongoing 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.
- With new regional offices established in Queensland during the last two financial years the organisation is now subject to the laws of two states.
- We have negotiated a new, more comprehensive insurance policy with a new provider that is more cost-effective and that provides more benefits for volunteers.
- The casual position of Accounts Assistant has been re-established due to the substantial work-load generated by regional office funding and the processing of small grants.

- The organisation continues to develop its accounts and financial operations to comply with relevant accounting standards and best-practice guidelines within the not-for-profit sector.

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

- The organisation 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 existing policies reviewed and updated as part of the CSU's operational plan. A new Policy Development framework and new policy and procedure templates that comply with quality standards have been developed for future implementation.

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 the Arts and Social Sciences Faculty of the University of Technology Sydney to assist our Systemic Advocacy team.
- The organisation has renewed its focus on a formalised volunteer/supporter program and has identified an appropriate strategy for implementation within the next financial year.

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 culturally and linguistically diverse and Aboriginal and Torres Strait Islander backgrounds. They have both achieved good statistics in relation to the numbers of people from these groups accessing these services (see elsewhere in this report). In particular, the Individual Advocacy area is well 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).
- The findings outlined in the *Accommodating Violence: The experience of domestic violence and people with disability living in licensed boarding houses* report derive from a range of activities, consultations and legislative and policy analysis undertaken in the course of the Disability and Domestic Violence in Residential Settings Project (the DDV project) funded by the NSW Office for Women's Policy for the period June 2009 – July 2010. This report documents the experience of domestic violence and people with disability, particularly women with disability, living in licensed boarding houses and contains a list of recommendations aimed at addressing the key issues identified by the report.

Treasurer's Report

The financial year 2009-10 saw the addition of two new regional offices, with PWD winning the tenders for Mount Isa and the Sunshine Coast. These two new regional offices have been staffed and are now up and running. This brings PWD's regional offices to eight, with three in NSW and now five in Queensland. Each of these regional PWD offices, funded by FaHCSIA, provides individual and group advocacy support to people with a disability.

As mentioned in the last Treasurer's report, there is a need for PWD to increase our funding base independent of government. At the end of last year, the Board engaged the services of a fund raising consultant to look at strategies we could undertake to raise additional funds and at the same time increase our membership. PWD now has a new Communications and Membership Development Manager who is responsible for our fundraising and membership strategies. We have taken the first steps to a more independent financial position that will ultimately enable PWD to devote more energy to research and policy development, be a larger force in the human rights debate and have more influence over government policy.

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

As part of the overall financial management of PWD, the Financial Advisory Group has been reformed. Membership consists of the Treasurer (Timothy Hart), the President (Jan Daisley), two Board members (Hazel Freed and Joe Mannix), four PWD members (Mark Orr, Ian Irwin, David Abello and Nola Buck) and three staff (Michael Bleasdale, Ray Dooley and Tharinda Gunasinghe). All of whom I would also like to thank for their assistance and hard work over the year.

I would like to report that PWD is still in a strong financial position with only a small deficit for the financial year. As the Auditor's Report shows, we posted a modest operational loss of \$37,065 in 2009-10. This is in part due to the costs of setting up the Mount Isa and the Sunshine Coast regional offices, which involved a lot of travel and accommodation expenses.

While this is a smaller deficit than last year and we still have adequate financial reserves, the Board and Leadership Team of PWD will continue to look at ways of minimising any further deficits and will look at additional ways of broadening our funding base independent of government.

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 (FaHCSIA)

- NSW Department of Human Services, Ageing, Disability and Home Care (ADHC)
- IDEAS NSW
- Australian Human rights Commission
- Australian Agency for International Development (AusAID)
- NSW Office for Women's Policy, Department of Premier and Cabinet.

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 2010-11 financial year.

While this is only my first year as Treasurer it is my fourth year as a PWD Board member. As a result, I will be stepping down from the Board at the AGM in November. 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.



Timothy Hart
Treasurer
13 October 2010

People with Disability Australia Incorporated

ABN 98 879 981 198

Financial Statements

For the Year Ended 30 June 2010

People with Disability Australia Incorporated

ABN 98 879 981 198

For the Year Ended 30 June 2010

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People with Disability Australia Incorporated

ABN 98 879 981 198

Committee's Report

30 June 2010

Your committee members submit the financial report of the association for the financial year ended 30 June 2010.

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
Jan Daisley (President)	Appointed March 2010
Hazel Freed (Vice President)	Appointed May 2010
Timothy Hart (Treasurer, Public Officer)	Appointed November 2009
Peter Cassar (Secretary)	Appointed November 2009
Robert Manga	Appointed November 2009
Joanna d'Orey	Appointed November 2009
Samantha French	Appointed November 2009
Joe Mannix	Appointed November 2009
Mary-Anne Bath	Appointed November 2009
Faye Druett (Co-opted member)	Appointed May 2010
Willie Prince (Co-opted member)	Appointed February 2010
Robert Farley	Resigned March 2010
Sheila King	Resigned November 2009
Irene McMinn	Resigned November 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 deficit of \$37,065 for the financial year.

People with Disability Australia Incorporated

ABN 98 879 981 198

Committee's Report

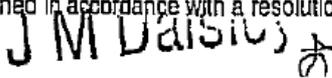
30 June 2010

3. Other Items

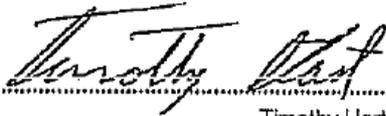
After Balance Date Events

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:

J M Daisley 

.....
Jan Daisley (President)

Timothy Hart 

.....
Timothy Hart (Treasurer, Public Officer)

Dated this 13 day of October 2010

People with Disability Australia Incorporated

ABN 98 879 981 198

Statement of Comprehensive Income

For the Year Ended 30 June 2010

	Note	2010 \$	2009 \$
Revenue	2	3,858,316	3,481,193
Advertising and promotion		(129,521)	(92,584)
Accommodation and travel costs		(185,365)	(410,786)
Computer costs		(90,526)	(63,945)
Conference and seminars		(7,587)	(73,613)
Consulting and professional charges		(44,600)	(126,489)
Depreciation, amortisation and impairments		(49,265)	(32,513)
Electricity		(31,487)	(21,115)
Employee benefits expense		(2,491,715)	(2,261,783)
Insurance		(34,726)	(30,527)
Interest paid		(2,664)	(1,837)
Motor vehicle expenses		(68,995)	(7,780)
Printing and stationary		(89,287)	(31,737)
Rental expense on operating lease		(304,715)	(299,546)
Telephone and fax		(132,678)	(84,445)
Other expenses		(232,250)	(136,097)
Deficit before income tax		(37,065)	(193,604)
Income tax expense	1(g)	-	-
Deficit for the year		(37,065)	(193,604)
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		(37,065)	(193,604)

The accompanying notes form part of the financial statements

People with Disability Australia Incorporated

ABN 98 879 981 198

Statement of Financial Position

As At 30 June 2010

	Note	2010 \$	2009 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	310,648	502,555
Trade and other receivables	4	238,773	250,586
Financial assets	5	672,755	640,544
Other assets	6	716	105
TOTAL CURRENT ASSETS		1,222,892	1,393,790
NON-CURRENT ASSETS			
Property, plant and equipment	7	168,122	97,025
TOTAL NON-CURRENT ASSETS		168,122	97,025
TOTAL ASSETS		1,391,014	1,490,815
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	580,001	593,529
Borrowings	9	7,367	7,003
Other Liabilities	11	129,567	248,389
TOTAL CURRENT LIABILITIES		716,935	848,921
NON-CURRENT LIABILITIES			
Borrowings	9	-	7,045
Long-term provisions	10	373,314	297,019
TOTAL NON-CURRENT LIABILITIES		373,314	304,064
TOTAL LIABILITIES		1,090,249	1,152,985
NET ASSETS		300,765	337,830
EQUITY			
Retained earnings		300,765	337,830
TOTAL EQUITY		300,765	337,830

The accompanying notes form part of the financial statements

People with Disability Australia Incorporated

ABN 98 879 981 198

Statement of Changes in Equity

For the Year Ended 30 June 2010

2010

	Retained Earnings \$	Total \$
Balance at 1 July 2009	337,830	337,830
Deficit for the year	(37,065)	(37,065)
Balance at 30 June 2010	300,765	300,765

2009

	Retained Earnings \$	Total \$
Balance at 1 July 2008	531,434	531,434
Deficit for the year	(193,604)	(193,604)
Balance at 30 June 2009	337,830	337,830

People with Disability Australia Incorporated

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Statement of Cash Flows

For the Year Ended 30 June 2010

	Note	2010 \$	2009 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers and grants		3,713,990	3,610,839
Payments to suppliers and employees		(3,783,960)	(3,307,926)
Interest received		37,317	62,375
Net cash provided by (used in) operating activities	12	<u>(32,653)</u>	<u>365,288</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Acquisition of plant and equipment		(120,362)	(48,414)
Increase in held to maturity financial assets		(32,211)	(41,921)
Net cash provided by (used in) investing activities		<u>(152,573)</u>	<u>(90,335)</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of borrowings		(6,681)	(8,821)
Net cash provided by (used in) financing activities		<u>(6,681)</u>	<u>(8,821)</u>
Net increase (decrease) in cash held		(191,907)	266,132
Cash and cash equivalents at beginning of financial year		502,555	236,423
Cash and cash equivalents at end of financial year	3	<u>310,648</u>	<u>502,555</u>

The accompanying notes form part of the financial statements

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2010

1 Statement of Significant Accounting Policies

(a) Basis of Preparation

The financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the *Associations Incorporation Act 2009 (New South Wales)*. The committee has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(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.

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.

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 %

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Notes to the Financial Statements

For the Year Ended 30 June 2010

1 Statement of Significant Accounting Policies continued

(d) Financial Instruments

Initial Recognition and Measurement

Financial assets and financial liabilities are recognised when the association 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 the 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

Financial 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.

Amortised cost is calculated as:

- (a) the amount at which the financial asset or financial liability is measured at initial recognition;
- (b) less principal repayments;
- (c) plus or minus the cumulative amortisation of the difference, if any, between the amount initially recognised and the maturity amount calculated using the *effective interest method*; and
- (d) less any reduction for impairment.

The *effective interest method* is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

The association does not designate any interest as being subject to the requirements of accounting standards specifically applicable to financial instruments.

(i) Financial Assets at Fair Value through Profit or Loss

Financial assets are classified at 'fair value through profit or loss' when they are either held for trading for the purpose of short-term profit taking, derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in carrying value being included in profit or loss.

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2010

1 Statement of Significant Accounting Policies continued

(d) Financial Instruments continued

(ii) *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.

Loans and receivables are included in current assets, except for those which are not expected to mature within 12 months after the end of the reporting period. (All other loans and receivables are classified as non-current assets.)

(iii) *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 the association's intention to hold these investments to maturity. They are subsequently measured at amortised cost.

Held-to-maturity investments are included in non-current assets, except for those which are expected to mature within 12 months after the end of the reporting period. (All other investments are classified as current assets.)

If during the period the association sold or reclassified more than an insignificant amount of the held-to-maturity investments before maturity, the entire held-to-maturity investments category would be tainted and reclassified as available-for-sale.

(iv) *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.

Available-for-sale financial assets are included in non-current assets, except for those which are expected to mature within 12 months after the end of the reporting period. (All other financial assets are classified as current assets.)

(v) *Financial Liabilities*

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

Financial Liabilities

Non-derivative financial liabilities are recognised at amortised cost, comprising original debt less principal payments and amortisation.

Fair Value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2010

1 Statement of Significant Accounting Policies continued

(d) Financial Instruments continued

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 statement of comprehensive income.

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 expired. 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.

(e) Impairment of Assets

At each reporting date, the association reviews the carrying values of its tangible 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 statement of comprehensive income.

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.

(f) Trade and Other Payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(g) Income Tax

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

(h) 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 the end of the reporting period.

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2010

1 Statement of Significant Accounting Policies continued

(i) Employee Benefits

Provision is made for the association's liability for employee benefits including annual leave, long service leave and possible redundancies, arising from services rendered by employees to the end of the reporting period. 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 the present value of the estimated future cash outflows to be made for those benefits. In determining the liability consideration is given to employee wage increases and the probability that the employee may not satisfy vesting requirements. Those cash outflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows.

(j) 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 charges as expenses in the periods in which they are incurred.

(k) 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).

(l) 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 statement of financial position are shown inclusive of GST.

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

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2010

1 Statement of Significant Accounting Policies continued

(m) 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.

(n) Adoption of New and Revised Accounting Standards

During the current year the association adopted all of the new and revised Australian Accounting Standards and Interpretations applicable to its operations which became mandatory.

The adoption of these standards has impacted the recognition, measurement and disclosure of certain transactions. The following is an explanation of the impact the adoption of these standards and interpretations has had on the financial statements of People with Disability Australia Incorporated.

AASB 101: Presentation of Financial Statements

In September 2007 the Australian Accounting Standards Board revised AASB 101 and as a result, there have been changes to the presentation and disclosure of certain information within the financial statements. Below is an overview of the key changes and the impact on the association's financial statements.

Disclosure impact

Terminology changes - The revised version of AASB 101 contains a number of terminology changes, including the amendment of the names of the primary financial statements.

Reporting changes in equity - The revised AASB 101 requires all changes in equity arising from transactions with owners in their capacity as owners to be presented separately from non-owner changes in equity. Owner changes in equity are to be presented in the statement of changes in equity, with non-owner changes in equity presented in the statement of comprehensive income. The previous version of AASB 101 required that owner changes in equity and other comprehensive income be presented in the statement of changes in equity.

Statement of comprehensive income - The revised AASB 101 requires all income and expenses to be presented in either one statement, the statement of comprehensive income, or two statements, a separate income statement and a statement of comprehensive income. The previous version of AASB 101 required only the presentation of a single income statement.

The association's financial statements now contain a statement of comprehensive income.

Other comprehensive income - The revised version of AASB 101 introduces the concept of 'other comprehensive income' which comprises of income and expenses that are not recognised in profit or loss as required by other Australian Accounting Standards. Items of other comprehensive income are to be disclosed in the statement of comprehensive income. Entities are required to disclose the income tax relating to each component of other comprehensive income. The previous version of AASB 101 did not contain an equivalent concept.

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2010

1 Statement of Significant Accounting Policies continued

(o) 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 association's financial reporting during the period of initial application.

2 Revenue

	2010	2009
	\$	\$
Operating activities		
- Aboriginal Disability Network project income	-	165,898
- Consultancy fees	66,300	4,091
- Donations	250	73
- In-house training	16,984	-
- Interest income	37,317	62,375
- Membership fees	1,946	999
- Grants funding	3,618,669	3,142,306
- Other revenue	50,121	55,565
- Rental income	66,729	49,886
Total Revenue	<u>3,858,316</u>	<u>3,481,193</u>

3 Cash and Cash Equivalents

	2010	2009
	\$	\$
Cash on hand	1,300	500
Cash at bank	309,348	502,055
	<u>310,648</u>	<u>502,555</u>

Reconciliation of Cash

	2010	2009
	\$	\$
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:		
Cash and cash equivalents	<u>310,648</u>	<u>502,555</u>
	<u>310,648</u>	<u>502,555</u>

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2010

4 Trade and Other Receivables

	2010	2009
	\$	\$
CURRENT		
Trade receivables	205,359	229,233
Provision for impairment of receivables	(1,392)	(1,392)
	<u>203,967</u>	<u>227,841</u>
Other receivables	34,806	22,745
Total current trade and other receivables	<u>238,773</u>	<u>250,586</u>

(a) Ageing Analysis

	2010	2009
	\$	\$
Less than 30 days	185,303	181,666
30 days to 60 days	2,860	41,564
60 days to 90 days	2,890	110
90 days to 120 days	12,914	4,501
Impaired	1,392	1,392
Total	<u>205,359</u>	<u>229,233</u>

5 Financial Assets

	2010	2009
	\$	\$
Held-to-maturity financial assets - Term deposits	672,755	640,544
	<u>672,755</u>	<u>640,544</u>

6 Other Assets

	2010	2009
	\$	\$
CURRENT		
Prepayments	716	105
	<u>716</u>	<u>105</u>

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2010

7 Property, Plant and Equipment

	2010	2009
	\$	\$
PLANT AND EQUIPMENT		
Furniture, fixture and fittings		
At cost	427,100	421,277
Accumulated depreciation	(417,968)	(413,663)
Total furniture, fixture and fittings	<u>9,132</u>	<u>7,614</u>
Motor vehicles		
At cost	81,138	-
Capitalised leased assets	39,559	39,559
Accumulated depreciation	(28,267)	(10,239)
Total motor vehicles	<u>92,430</u>	<u>29,320</u>
Computer equipment		
At cost	345,244	311,844
Accumulated depreciation	(278,684)	(251,753)
Total computer equipment	<u>66,560</u>	<u>60,091</u>
Total property, plant and equipment	<u><u>168,122</u></u>	<u><u>97,025</u></u>

(a) Movements in Carrying Amounts

Movement in the carrying amount for each class of property, 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	7,614	29,320	60,091	97,025
Additions	5,823	81,139	33,400	120,362
Depreciation expense	(4,305)	(18,029)	(26,931)	(49,265)
Carrying amount at the end of year	<u>9,132</u>	<u>92,430</u>	<u>66,560</u>	<u>168,122</u>
Prior 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	<u>7,614</u>	<u>29,320</u>	<u>60,091</u>	<u>97,025</u>

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Notes to the Financial Statements

For the Year Ended 30 June 2010

8 Trade and Other Payables

	2010	2009
	\$	\$
CURRENT		
Unsecured liabilities		
Trade payables	133,057	165,635
GST payable	61,762	57,988
Accrued employee entitlements	274,250	211,325
Sundry payables and accrued expenses	110,932	158,581
	<u>580,001</u>	<u>593,529</u>

(a) Financial Liabilities Classified as Trade and Other Payables

	2010	2009
	\$	\$
Trade and other payables		
- Total Current	<u>580,001</u>	<u>593,529</u>
	<u>580,001</u>	<u>593,529</u>
Less:		
Accrued employee entitlements	<u>(274,250)</u>	<u>(211,325)</u>
Financial liabilities as trade and other payables	<u>15 305,751</u>	<u>382,204</u>

9 Borrowings

	2010	2009
	\$	\$
CURRENT		
Secured liabilities		
Finance lease obligation	<u>7,367</u>	<u>7,003</u>
	<u>7,367</u>	<u>7,003</u>
	2010	2009
	\$	\$
NON-CURRENT		
Secured liabilities		
Finance lease obligation	<u>-</u>	<u>7,045</u>
	<u>-</u>	<u>7,045</u>

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2010

10 Provisions

	Redundancy \$	Long service leave \$	Total \$
Opening balance at 1 July 2009	256,527	40,492	297,019
Additional provisions	60,923	15,372	76,295
Amounts used	-	-	-
Balance at 30 June 2010	<u>317,450</u>	<u>55,864</u>	<u>373,314</u>

Analysis of Total Provisions

	2010 \$	2009 \$
Non-current	<u>373,314</u>	297,019
	<u>373,314</u>	<u>297,019</u>

11 Other Liabilities

	2010 \$	2009 \$
Deferred revenue	<u>129,567</u>	248,389
	<u>129,567</u>	<u>248,389</u>

12 Cash Flow Information

(a) Reconciliation of Cash Flow from Operations with Profit after Income Tax

	2010 \$	2009 \$
Net loss/income for the period	(37,065)	(193,604)
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit		
- Depreciation	49,265	32,513
Changes in assets and liabilities		
- (Increase)/decrease in trade and other receivables	11,813	419,636
- (Increase)/decrease in prepayments	(611)	651
- Increase/(decrease) in trade payables and accruals	(13,528)	191,856
- Increase/(decrease) in deferred income	(118,822)	(227,615)
- Increase/(decrease) in provisions	76,295	141,851
	<u>(32,653)</u>	<u>365,288</u>

People with Disability Australia Incorporated

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Notes to the Financial Statements

For the Year Ended 30 June 2010

13 Auditors' Remuneration

	2010	2009
	\$	\$
Remuneration of the auditor for:		
- Audit fees - current year	14,550	14,000
- Audit fees - prior year	-	7,055

14 Capital and Leasing Commitments

(a) Finance Lease Commitments

	2010	2009
	\$	\$
Payable - minimum lease payments:		
- not later than 12 months	7,688	8,114
- between 12 months and 5 years	-	7,367
Minimum lease payments	7,688	15,481
Less future finance changes	(321)	(1,433)
Present value of minimum lease payments	7,367	14,048

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

(b) Operating Lease Commitments

Non-cancellable operating leases contracted for but not capitalised in the financial statements:

	2010	2009
	\$	\$
Payable - minimum lease payments:		
- not later than 12 months	302,430	-
- between 12 months and 5 years	46,890	-
	349,320	-

There is various property lease commitment which are non-cancellable operating leases with terms between 1- 3 years, with rent payable monthly in advance.

The motor vehicle lease commitment is a non-cancellable operating lease with a two-year term, with lease payable monthly in advance.

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Notes to the Financial Statements

For the Year Ended 30 June 2010

15 Financial Risk Management

The association's financial instruments consist mainly of deposits with banks, local money market instruments, short-term investments, accounts receivable and payable 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:

	Note	2010 \$	2009 \$
Financial Assets			
Cash and cash equivalents	3	310,648	502,555
Held-to-maturity financial assets - Term deposits	5	672,755	640,544
Loans and receivables	4	238,773	250,586
Total Financial Assets		1,222,176	1,393,685
Financial Liabilities			
Trade and other payables	8	305,751	382,204
Borrowings	9	7,367	14,048
Total Financial Liabilities		313,118	396,252

Financial Risk Management Policies

The association's management committee is responsible for, among other issues, monitoring and managing financial risk exposures of the association. The treasurer monitors the association's transactions and reviews the effectiveness of controls relating to credit risk, financial risk and interest rate risk. Discussions on monitoring and managing financial risk exposures are held regularly and minuted by the committee of management.

The management committee's overall risk management strategy seeks to ensure that the association meets its financial targets, whilst minimising potential adverse effects of cash flow shortfalls.

Specific Financial Risk Exposures and Management

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

(a) 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.

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

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Notes to the Financial Statements

For the Year Ended 30 June 2010

15 Financial Risk Management 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 statement of financial position. .

Collateral held by the association securing receivables are detailed in Note 4: Trade and Other Receivables.

The association has no significant concentration of credit risk with any single counterparty or group of counterparties. Details with respect to credit risk of Trade and Other Receivables are provided in Note 4.

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.

	2010	2009
	\$	\$
Cash and cash equivalents		
- AA Rated	310,648	502,555
	<u>310,648</u>	<u>502,555</u>
Held-to-maturity securities		
- AA Rated	672,755	640,544
	<u>672,755</u>	<u>640,544</u>

(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;
- obtaining funding from a variety of sources;
- managing credit risk related to financial assets; and
- investing surplus cash with major financial institutions.

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.

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Notes to the Financial Statements

For the Year Ended 30 June 2010

15 Financial Risk Management continued

Financial Liability and Financial Asset Maturity Analysis

	Within 1 Year		1 to 5 Years		Total Contractual Cash Flow	
	2010	2009	2010	2009	2010	2009
	\$	\$	\$	\$	\$	\$
Financial liabilities due for payment						
Trade and other payables (excluding estimated annual leave)	305,751	382,204	-	-	305,751	382,204
Finance lease liabilities	7,367	7,003	-	7,045	7,367	14,048
Total contractual outflows	313,118	389,207	-	7,045	313,118	396,252
Total expected outflows	313,118	389,207	-	7,045	313,118	396,252
Financial assets - cash flows realisable						
Cash and cash equivalents	310,368	502,555	-	-	310,368	502,555
Trade receivables	238,773	250,586	-	-	238,773	250,586
Held-to-maturity financial assets	672,755	640,544	-	-	672,755	640,544
Total anticipated inflows	1,221,896	1,393,685	-	-	1,221,896	1,393,685
Net (outflow)/inflow on financial instruments	908,778	1,004,478	-	(7,045)	908,778	997,433

(c) Interest Rate Risk

The association is not exposed to significant interest rate risk.

Sensitivity Analysis

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

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2010

15 Financial Risk Management continued

	Profit \$	Equity \$
Year Ended 30 June 2010		
Increase/decrease in interest rate by 2%	<u>19,668</u>	<u>19,668</u>
	Profit \$	Equity \$
Year Ended 30 June 2009		
Increase/decrease in interest rate by 2%	<u>22,861</u>	<u>22,861</u>

Net Fair Values

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

16 Economic Dependency

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.

17 Association Details

The registered office and principal place 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

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 in the financial statements.

In the opinion of the committee the financial report as set out on pages 3 to 22:

1. Presents a true and fair view of the financial position of People with Disability Australia Incorporated as at 30 June 2010 and its performance for the year ended on that date.
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:

J M Daisley, *ph*

.....
Jan Daisley (President)

Timothy Hart

.....
Timothy Hart (Treasurer, Public Officer)

Dated this 13 day of October 2010

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, being a special purpose financial report, of People with Disability Australia Incorporated, which comprises the statement of financial position as at 30 June 2010 for the year ended, and the statement of comprehensive income, statement of changes in equity, statement of cash flows, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the *Associations Incorporation Act 2009 (New South Wales)* and are appropriate to meet the needs of the members. The committees' responsibility also 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. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. 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 entity'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, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committees' financial reporting under the *Associations Incorporation Act 2009 (New South Wales)*. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

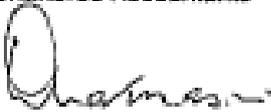
Independence

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 presents fairly in all material respects of the financial position of People with Disability Australia Incorporated as at 30 June 2010 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the *Associations Incorporation Act 2009 (New South Wales)*.

LBW & Partners
Chartered Accountants



Rupaninga Dharmasiri
Partner

Level 3, 845 Pacific Highway
CHATSWOOD NSW 2067

Dated *13th October* 2010

People with Disability Australia Incorporated

ABN 98 879 981 198

Independent Audit Report to the members of People with Disability Australia Incorporated Certificate by Members of the Committee

I, Jan Daisley of People with Disability Australia Incorporated, Ground Floor, 52 Pitt Street, Redfern NSW 2016, and I, Timothy Hart 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 2010.
- (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.

.....
Jan Daisley (President)

.....
Timothy Hart (Treasurer, Public Officer)

Dated 2010

People with Disability Australia Incorporated

ABN 98 879 981 198

For the Year Ended 30 June 2010

Compilation Report

We have compiled the accompanying special purpose financial statements of People with Disability Australia Incorporated, which comprise the Profit and Loss Account. The specific purpose for which the special purpose financial report has been prepared to provide information to the committee of management.

The Responsibility of the Committee of Management

The committee of management is solely responsible for the information contained in the special purpose financial report and have determined that the accounting policies used is appropriate to meet their needs of the committee of management for the purpose of complying with the association's constitution.

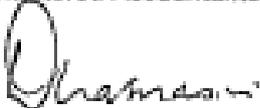
Our Responsibility

On the basis of information provided by the directors we have compiled the accompanying special purpose financial statements in accordance with the basis of accounting adopted and APES 315: Compilation of Financial Information.

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the members 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.

The special purpose financial statements were compiled exclusively for the benefit of the committee of management. We do not accept any responsibility to any other person for the contents of the special purpose financial statements.

LBW & Partners
Chartered Accountants



Rupaninga Dharmasiri
Partner

Level 3, 845 Pacific Highway
CHATSWOOD NSW 2057

Dated: 13th October 2010

People with Disability Australia Incorporated

ABN 98 879 981 198

For the Year Ended 30 June 2010

Profit and Loss Account

	2010	2009
	\$	\$
Income		
Aboriginal Disability Network project income	-	165,898
Consultancy fees	66,300	4,091
Donations	250	73
Grants funding	3,618,669	3,142,306
In-house training	16,984	-
Interest income	37,317	62,375
Membership fees	1,946	999
Other revenue	50,121	55,565
Rental income	66,729	49,886
Total income	3,858,316	3,481,193
Less: Expenses		
Accommodation and travel	185,365	410,786
Advertising and promotion	129,521	92,584
Auditors remuneration	14,550	21,055
Bad debts	-	1,392
Bank charges	1,937	1,955
Books and references	316	1,052
Cleaning	23,779	17,896
Client expenses	322	669
Computer costs	90,526	63,945
Conference and seminars	7,587	73,613
Consulting and professional charges	44,600	126,489
Depreciation, amortisation and impairments	49,265	32,513
Electricity	31,487	21,115
Equipment - small	19,047	1,972
Forum costs	660	-
Insurance	34,726	30,527
Interest paid	2,664	1,837
Interpreting and translation costs	4,713	10,823
Lease rentals on operating lease	12,120	11,671
Meeting expenses	19,327	13,694
Motor vehicles expenses	68,995	7,780
Postage	16,377	11,521
Printing and stationary	89,287	31,737
Project - ATSI	22,383	-
Provision for annual leave	63,634	71,587
Provision for Long service leave	15,372	3,274
Provision for redundancy	60,923	85,413

This statement should be read in conjunction with the attached compilation report of LBW & Partners.

People with Disability Australia Incorporated

ABN 98 879 981 198

For the Year Ended 30 June 2010

	2010	2009
	\$	\$
Rental expense on operating lease	304,715	299,546
Repairs and maintenance	44,115	12,246
Salary and wages	2,148,211	1,918,525
Security costs	5,713	3,582
Staff amenities	9,020	6,405
Staff training	29,176	24,277
Subscriptions	10,324	10,976
Sundry expenses	12,717	7,159
Superannuation contributions	174,399	158,707
Supervision costs	3,000	-
Telephone and fax	132,678	84,445
Volunteer costs	134	939
Workshop expenses	11,696	1,090
Total Expenses	(3,895,381)	(3,674,797)
Deficit for the year	(37,065)	(193,604)