

People with Disability Australia Incorporated

Annual Report 2010-2011

**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 2010-2011

Another year has passed us by and as always it was a busy year for the Board and Staff alike. At PWD's 2010 AGM we welcomed our New Board Members Sheila King, Irene McMinn, and Willie Prince. Joe Mannix was elected Treasurer until November 2012, and at our first Board meeting in February it was agreed to co-opt Craig Wallace to the Board.

When the news came through about the Queensland floods, and the Maryborough office being under water, alarm bells went off. Fortunately the staff were OK, but we had to try and move the office to a safer location. Alan Grimsley, our Advocate in Maryborough kept in touch with Executive Director Matthew Bowden, who in turn kept me up to date. Eventually the office was relocated, and with the help of some wonderful donors and benefactors we had enough money to get the office up and running again.

I would like to sincerely thank the PWD members, friends and supporters who donated money to our recovery efforts. I also acknowledge with great appreciation the funding we received through Queensland Rural Adjustment Authority Special Disaster Assistance Program, the Commonwealth Bank Community Groups Flood Assistance Grants Program, the Queensland Reconstruction Authority's Join Forces program and the McDonalds for Flood Relief.

In February Peter, Matthew and I had the privilege of attending the official opening of PWD's new office in Mt Isa. It was a great occasion and wonderful to mingle among the invited guests. The Manager at Mount Isa, Val Brown, together with Advocate Dennis Willets and Matthew Bowden really excelled with the organising. There were roughly 75 or more people in attendance including the Hon. Betty Kiernan MP, Queensland State Member of Parliament for Mount Isa. People came from far and wide on the day and this event helped to promote PWD's presence and advocacy expertise within the region and spread the word to remote and underprivileged communities in North Western Queensland.

In May this year the President of PWDWA, Mary-Anne Bath and myself, on behalf of PWD Australia, signed a Memorandum of Understanding (MOU). Both organisations are similar in their make-up, visions and goals and are driven by a human rights perspective. We look forward to continuing the strong partnership that has developed between our organisations.

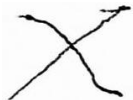
We at PWD have put a lot of work into advocacy and submissions to the Productivity Commission around the National Disability Insurance Scheme (NDIS). We welcome the Report from the Productivity Commission and the Federal Government's commitment to introduce an NDIS that will enhance the lives of all people with disability and give them a better quality of life. There is still a considerable amount of work to do before a final outcome and I hope people with disability are given a chance to have their say of what is needed and how it should be rolled out, only time will tell as further developments unfold.

The current Board appointed a Governance and Strategic Planning Portfolio Advisory Group (PAG) to work with a consultant, Alison Plant from Westwood

Spice to make recommendations to the Board about updating PWD's Strategic Plan. This will allow us to move forward with confidence over the next three years, whilst at the same time being flexible to cover the ever-changing outcomes within the disability sector as a whole. That is why we are painstakingly making sure we cover every angle to come up with a plan that will see us consolidate our national cross-disability peak status.

It will be sad to see PWD move from the Redfern office, where we have been operating from for the past 18 years to a new location, but the building was sold for redevelopment. It will be a big change for all Staff, Board Members and Members alike. There are those who don't embrace change, but in this case however it is necessary and I am sure that in a very short time everyone will adapt to our new environment and it will be business as usual.

I would like to thank our retiring Board Members for their input and dedication and at the same time welcome our New Board Members to their elected positions. I would also like to wish everyone a very Happy Christmas and Prosperous New Year, may you all have a good holiday and return refreshed and ready for another year of hard work.



J M Daisley

Jan Daisley
President

Executive Directors, Leadership Team Report

PWD consolidated its role as a cross-disability peak and advocacy body which operates at the national level by the work it undertook and the achievements it made in 2010-2011. Despite facing some harsh economic realities and making adjustments to staffing, we managed to increase our profile across the national disability agenda.

The year has very much been dominated by the Productivity Commission enquiry into the disability service system, and the concerted effort across the sector to bring about a new National Disability Insurance Scheme (NDIS). PWD was provided with some peak funding to undertake work and consultation about the scheme, and made a significant contribution, by the submissions it wrote and co-wrote, the hearings it spoke at, and the original work it commissioned to envision a better, individually-focused disability support system. This work was bolstered by the enthusiasm and contributions of our membership, and by the cross-sector collaborations we participated in. It was a busy year of activity, and much more work has to be done, but the level of cooperation amongst the various groups has been welcome and very necessary in the move to achieve a change as significant as this.

PWD continues to take a leading role in monitoring the efforts of the various governments in Australia to make the changes necessary to meet our obligations under the United Nations Convention on the Rights of Persons with Disabilities (CRPD). Work on the NGO CRPD Shadow Report has progressed during the 2010-2011 financial year, with a second draft being developed by the NGO Project Group. This group is made up of disability representative, advocacy and legal organisations and other key human rights groups, and it continues to be greatly supported by DLA Piper (formerly DLA Phillips Fox), an international law firm. We are extremely grateful for this ongoing commitment to this project.

We also commenced the development and delivery of a one day workshop for disability advocates, *Rights enabled: realising human rights for persons with disability*. The aim of this workshop is to assist disability advocates understand the human rights system and how to use it, with a particular emphasis on making complaints under the CRPD to the Australian Human Rights Commission (AHRC) or to the United Nations CRPD Committee. This is a partnership project between PWD, Queensland Advocacy Incorporated, Disability Discrimination Legal Centre NSW and the AHRC and will continue into 2011-2012. We greatly acknowledge the funding provided by the federal Attorney Generals Department under its Human Rights Education Grants for making this project possible.

The new arrangements for job seekers with disability under the Disability Employment Service system came into effect in March 2010, and its impact was felt to some extent with the level of complaints to the Complaints Resolution and Referral Service (CRRS), which increased by just over 30 per cent this year. The CRRS and the National Disability Abuse and Neglect Hotline (the Hotline) had its contract extended for a third year, to the end June 2012. It is anticipated

that a new tender will be prepared for the next two year period, from July 2012 to June 2014.

The release of the *Accommodating Violence* report in September 2010 was a significant milestone for PWD, and continued our long commitment to those people with disability who live in accommodation settings where exposure to violence and exploitation is a daily reality. The launch of the report by the then Shadow Minister, now Minister for Disability Services Andrew Constance, helped to expose how domestic violence applies and is experienced in residential settings for people with disability. The report also focused the Boarding House reform work of the Systemic Advocacy team and our Individual Advocacy team, which enabled us to strengthen our calls for fundamental change for people with disability who live in licensed boarding houses. We thank the NSW Office for Women for providing the funding to enable us to undertake the Domestic Violence and Disability Project.

Our Individual Advocacy offices in NSW and QLD completed their second year of operation (with the exception of Mount Isa), and are now very much part of our whole operations. We will continue to work on ways to ensure that our staff working so far from the central hub are provided with the same opportunities as their colleagues in Sydney, and hope that technological advances in communication will increasingly reduce the impact of the physical distance between us. All units are reporting significant numbers of people requiring advocacy, and doing great work. We are well placed to move into FaHCSIA's new quality assurance and compliance monitoring system in 2011-2012. The contracted advocacy provided to IDEAS NSW was also very successful throughout the year.

We have benefited greatly from the work of our Communications and Membership Development Manager, Daphnee Cook, who has worked with the Board to implement the Fundraising Plan, the Media Relations Strategy, Social Media strategies and other membership engagement actions. Key highlights have been the launch of the Disability Rights Defenders program and our participation in the City to Surf annual fundraising event.

In our Corporate Services Unit a new volunteering program was established, which has introduced a much more systematic approach to encouraging volunteers and providing them with structured work at PWD. Proper position descriptions are developed and provided to volunteers, in line with their skills, so that their work can be suitably monitored and appropriately credited. We are very grateful to those people who give of their time and expertise freely to assist PWD in its work, and we hope that our volunteer program will now provide in turn better assistance to volunteers who go on to paid employment. We are also very grateful to those members who have provided assistance to us during the year, in particular Yael Frisch, Peach Feliciano-Bleasdale and Daren Clark.

In the middle of the year the Disability Discrimination Legal Centre moved from being co-located with us at 52 Pitt Street Redfern to new premises in Surry Hills. At the end of the year the Aboriginal Disability Network also moved to premises in Newtown. The office at Redfern was sold, and our tenancy was unable to be extended beyond November 2011. Some work was underway throughout 2011 to locate suitable premises for our operations to move to,

ideally as close as possible to our current office. This will be finalised early in the new financial year.

The realities of operating within a tight budget hit the Systemic Advocacy area hard this year, with one position being made redundant. Dean Price left us early in 2011, and Maria Attard left toward the end of the financial year, to take up a position in another organisation. This loss of expertise and experience has provided PWD with the significant challenge, not only of recruitment, but also of working out how it can sustain the work it does at the State, national and international levels with the small amount of funding it receives annually.

The Training Unit was also closed down at the end of 2010-2011, precipitated by the resignation of the Training Manager Fiona Ballantyne after some four years at PWD. Training will continue, to a lesser extent, during 2011-2012, operated elsewhere within PWD, whilst a review is conducted of how training can be delivered internally and externally in a cost-effective way.

Overall 2010-2011 was a very busy and challenging year, and it is hoped that the pain experienced by the organisation will serve to strengthen our ability to confront the issues that continue to be of importance to people with disability.

The Leadership Team would like to thank the Board for providing ongoing strategic direction for our activities. Our achievements this year have been facilitated by the constructive working relationship between Board and the Leadership Team.

Three handwritten signatures in black ink. The first signature is 'Therese Sands', the second is 'Michael Bleasdale', and the third is 'Matthew Bowden'.

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

Board of Directors

Jan Daisley	President	Appointed April 2010
Hazel Freed	Vice President	Resigned November 2010
Timothy Hart	Treasurer & Public Officer	Resigned November 2010
Peter Cassar	Secretary	Appointed November 2010
Robert Zoa Manga	Vice President	Appointed February 2011
Joana d'Orey Novo	Director	Resigned November 2010
Samantha French	Director	Resigned June 2011
Joe Mannix	Treasurer	Appointed November 2010
Mary-Anne Bath	Director	Appointed November 2010
Willie Prince	Director	Appointed November 2010
Sheila King	Director	Appointed November 2010
Irene McMinn	Director	Appointed November 2010
Craig Wallace	Co-opted	Appointed February 2011

Executive Directors, Leadership Team

Michael Bleasdale

Matthew Bowden

Therese Sands

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

- Our Communications and Membership Development Manager position, which was established in March 2010 has allowed PWD to implement a fundraising plan and develop a membership strategy, aimed at developing and expanding PWD's membership base and increasing the effectiveness of PWD's membership communications.
- The Supporter Strategy was launched in the latter half of 2010 at a Members Event. The Strategy included the implementation of a regular donor program, the Disability Rights Defenders. This program has started to engage with a new group of people, who may not be members of PWD, but are interested in making a financial contribution to the organisation.
- The Membership and Fundraising Portfolio Advisory Group (PAG) met a number of times in 2010-2011. This PAG oversees and reviews the Fundraising Plan, which aims to establish independent sources of funds for PWD.
- PWD created and enacted a Bequest Strategy, which encourages long-term members and supporters of PWD to leave a legacy to the organisation.
- PWD worked with People with Disabilities WA (PWD WA) to develop a Memorandum of Understanding to further our collaborative partnership and to formally recognise PWD WA's membership in our work at the national level.

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 November 27 2010 at the Mercure Hotel in Sydney. At the AGM, members were able to discuss views and vote on changes to our Constitution. A large number of members and guests participated in both events and enjoyed refreshments afterwards.
- Directly prior to PWD's AGM on Saturday 27 November, PWD hosted a Panel Discussion on Disability, Welfare and Employment, with television personality and PWD supporter Julie McCrossin acting as MC. Panel Members at the event were Tim Littlejohn (IBM Australia), Susan Colbert (Australian network on disability) and David Abello (University of New South Wales). Discussion was lively and included significant audience input. PWD streamed the Member Event live over the internet, so members who were

unable to attend on the night were still able to watch the event and hear from all the speakers.

- PWD organised an entry into the 2011 Mardi Gras Parade in March 2011, partnering with the Cerebral Palsy Alliance and Touching Base. The entry was a great success, raising much-needed awareness of the sexual rights of people with disability and the diversity of the disability community. The enthusiasm of participants and the colourfulness of the entry led to PWD winning the Jury Prize at the Mardi Gras Awards.
- In October 2010 PWD launched its first supporter survey, to learn more about PWD members and how PWD can better meet their needs. 186 people completed the survey, and their input was taken into account in the redevelopment of PWD's communications and membership engagement programs.
- On Friday September 10 2010 PWD hosted a Member Event at Petersham RSL, which introduced our regional staff to the membership and launched the Disability Rights Defender Program. The MC for the night was Australian radio personality Julie McCrossin, who interviewed some of PWD's regional advocates, including Valerie Brown, Tracey Moffat and Catherine Posniak. Guests were encouraged to provide feedback and ask questions of the regional advocates, which they did with thought and enthusiasm. Members also had the chance to network and enjoy refreshments. PWD streamed the Member Event live over the internet.
- The Membership, Participation and Events Portfolio Advisory Group met a number of times in 2010-2011. 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.
- Throughout 2010-2011, PWD provided in-depth 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.
- A number of PWD staff and supporters participated in the 2010 City2Surf to raise money and awareness of PWD's work, vision and aims. The participants all wore PWD t-shirts and raised over \$6000 for the organisation. Photos from the event were put online and onto PWD's Social Media sites.

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

- PWD's Social Media presence continued to steadily grow over 2010-2011, with an active and engaged group of 1,419 Facebook followers who 'liked' the PWD group page and 1,009 friends of the PWD Facebook profile. PWD also has an active and engaged group of 2,937 Twitter followers. The continuing 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.

- Over 2010-2011, eleven editions of E-Bulletin, including four special editions (see below) 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.
- PWD sent out four special edition E-Bulletins over the year, providing members with in-depth information on key issues of relevance. These included a special Federal Election Bulletin (August 2010), Shut In Bulletin (December 2010), NSW Election Bulletin (March 2011), and NDIS Bulletin (April 2011).
- PWD completed the website for the Shut In Campaign at the end of 2010, which is being regularly updated and managed by PWD on behalf of disability peak and advocacy organisations involved in the Campaign. This website features extensive resources on institutions and deinstitutionalisation, vodcasts of self-advocates speaking out about institutions, and ways in which people can get involved in the campaign. It will continue to be refined according to member and stakeholder feedback.
- PWD's Daily Media Roundup was made available to download from PWD's website in February 2011. This Roundup comprises news stories that discuss disability-related issues, as well as broader social justice issues such as homelessness, discrimination and human rights. It is a simple means for members to stay on top of issues being discussed in the media which might be relevant to disability activists and people with disability in general.
- Our ongoing relationship with, amongst others, In Control NSW and In Control Australia, the Social Policy Research Centre at 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 has continued to develop its relationships with different media organisations and journalists, and has engaged with both niche and mainstream media to gain significant coverage of our advocacy work and gain a more visible presence in the community.
- PWD sent out 27 Media Releases over 2010-2011, doubling the number of releases sent out over 2009/2010. These Media Releases presented PWD's stance on different issues in an open and public manner, and have generated significant attention from media, government ministers, and people in the disability sector
- PWD was quoted in 15 different instances in a variety of different media and a variety of different networks, including Television (ABC News 24, 6:30 with George Negus); Radio (ABC Radio National, 2UE, 2SER etc.); Print (Sydney Morning Herald, Canberra Times etc.) and Online (Ramp Up, Pro Bono News).
- PWD actively 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 and PWD Member Kim Walker featured in prominent roles in a series of Vodcasts produced by PWD as part of the Shut In Campaign, in which they tell their stories about life in an institution and why they are advocates for the closure of institutions.
- PWD took a lead role within the In Control group to organise an event on May 10-11 2011 titled Self-Directed Supports and Individualised Funding.
- PWD participated in the United Nations Non-Government Organisations (NGOs) Conference on the Millennium Development Goals (MDGs), with specific focus on 'Advancing Global Health', which was held in Melbourne from August 30 to September 1 2010. PWD raised a number of issues during the Conference in relation to the inclusion of people with disability, capacity building of Disabled Peoples Organisations (DPOs) and the importance of focusing on realising rights for people with disability as key to social and economic development.

- In September 2010 PWD launched two significant reports which shed light on violence, abuse and exploitation experience by people with disability. *Accommodating Violence* was the outcome of PWD's Disability and Domestic Violence in Licensed Boarding Houses project, which highlighted serious concerns in legislative and administrative frameworks that contribute to everyday domestic violence experience of residents of licensed boarding houses. *Rights Denied* is the culmination of intensive research conducted with the Disability Studies and Research Centre into the legal barriers experienced by people with cognitive disability who have experienced abuse, neglect and exploitation.
- PWD hosted a four day visit from the Co- Chair of the Pacific Disability Forum, Mr Sam Vilsoni from 11 to 15 October 2010. The visit provided PWD Board and staff with an opportunity to discuss and share issues and information about people with disability in Australia and the Pacific, including the signing of CRPD by the Fijian Government.
- PWD took part in the 1 in 5 Parliamentary Breakfast for Disability Inclusion in Australia's International Development Program, held on November 17 2010 at the Parliament House private dining rooms, Canberra. The event aimed to present to representatives working in disability and development with the reasons why Australia is a world leader in disability inclusive development, while also highlighting what else needs to be done to prioritise people with disability in the world's poorest countries.
- On May 11 2011 PWD participated in a roundtable, HIV, Human rights and the Law hosted by Positive Life NSW. The aim of the workshop was to identify key issues for people living with HIV and to look at how these issues relate to the UN Convention on the Rights of Persons with Disabilities (CRPD) and human rights in general.
- On April 12-13 2011, PWD participated in the two day International Symposium and Roundtable: "Everybody's Business: Stopping the abuse and neglect of people with intellectual disability", held in Brisbane, QLD.
- On April 18 2011, PWD delivered presentations and participated in the Hate Crimes Against Persons with Disability – Time for Action, a conference to promote better human rights protection for people with disability subject to hate crimes.
- PWD participated in the Second Pacific Regional Conference on Disability, Promoting Actions on the Convention on the Rights of Persons with Disabilities (CRPD) in the Pacific Region conducted from April 4–7 2011 in Auckland, New Zealand.
- On May 24 2011, PWD participated in the Pacific Regional civil society consultations as part of a series of consultations in the lead up to the Commonwealth People's Forum (CPF) that precedes the Commonwealth Heads of Government Meeting (CHOGM) to be held in October 2011 in Perth, WA.

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

- PWD developed a significant website, Facebook and Twitter presence increasing its accessibility to greater numbers of people with disability in Australia and internationally.
- We released two special E-Bulletins around the NSW State Election and the Federal Election, providing targeted information for members and supporters on accessible voting arrangements.
- The Hotline and CRRS gave presentations about their services and continued their widespread distribution of promotional materials across each State and Territory. In particular the Hotline brochure, developed specifically for the Aboriginal and Torres Strait Islander communities, was provided directly to communities in the Kimberley area of Western Australia, and around Darwin and the Gove Peninsula in the Northern Territory.
- Individual Advocacy developed an information brochure specifically targeting Aboriginal and Torres Strait Islander people with disability. This has been distributed to all regional offices in NSW and QLD. This is particularly important for our work with Aboriginal communities in many of our regional locations.
- Outreach throughout NSW and QLD continued to be a key feature of our individual advocacy support. This is a particular focus for our more remote QLD advocates who need to support people with disability in very large and remote local government areas. In particular, Mt Isa advocates are frequently visiting remote towns and Aboriginal communities in order to provide support.

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 continued development of improved databases, and a stronger focus on encouraging people to follow through on their complaints.
- All services delivered through PWD 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. Work is planned to update the translation of the CRRS and Hotline brochures into various community languages.

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 calendar developed in the previous year was not successful in generating interest in the courses we offer. The suite of courses on offer, however, were delivered on a customised, by-request, basis and the financial result for the year was the most successful we have had for some time. This was due in large part to the continued delivery of the Disability Sexual Assault course with our partners at Family Planning NSW to ADHC staff throughout NSW.

A new CRPD introductory course was successfully developed and delivered on two occasions toward the end of the financial year. This may prove to be popular, as it contextualises issues of disability rights within the framework of the Convention on the Rights of Persons with Disabilities. Disability Awareness training also continues to be in demand.

A significant development this year was the provision of sexual assault and abuse training to resident of licensed residential centres (boarding houses), on request from the NSW Department of Health. Courses were successfully delivered in the Hunter region in the early part of 2011.

Unfortunately, due to the lack of take-up, the Training Officer position had to be curtailed at the end of October 2010. We thank Amanda Tink for the work she did in the position over the year. In June 2011 Fiona Ballantyne, the Training Manager, also tendered her resignation after being with PWD for around 4

years. Fiona's leaving is a great loss to the organisation, but she has indicated her availability to work on a contract basis into the future. With this resignation came the decision to run training courses on demand through contract workers whilst a review of is undertaken on how feasible it is to run training within an external to PWD. It is envisaged that this will take place within the 2011-2012 financial year.

The work of the Training Unit is complemented by training within the Systemic Advocacy and Capacity Building Unit 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 and Key Result Area 6).

Development of Competency-Based Qualifications

The aim at PWD is to deliver competency-based qualifications to all staff, and to this end we are well progressed in our bid to develop an advocacy training and assessment framework. A project that we successfully completed with the Victorian Disability Advocacy Resource Unit (DARU) in 2010 now has the potential to develop into a new training framework for staff working in the disability advocacy sector. This is an exciting project and will continue into the 2011-2012 year.

External Projects

As mentioned above, work was completed on an options paper for a disability advocacy curriculum for DARU, in partnership with the Disability Studies and Research Centre (DSRC). This project included consultation with people in the sector across Australia, and has led to concrete recommendations about the development and delivery of a new competency-based qualification, specifically for people in the disability advocacy sector.

A tender that was submitted by PWD and DSRC to Transport NSW in for the development of a curriculum of disability awareness training to be delivered to the various agencies of Transport NSW (ie, RailCorp, Taxis NSW etc.) was not followed-through by that department. This was offered first as a selective Expression of Interest (EOI), in which PWD and one other agency was successful, and then invited to tender to develop the curriculum to be delivered internally by the training units of each of Transport NSW's agencies.

On a sad note, in December 2010 UNSW decided to close the Disability Studies and Research Centre. PWD has written to UNSW to express its deep shock at the closure. In early 2011 PWD was approached by several universities and research centres, keen to collaborate and ensure that people with disability are central to research, and also have the opportunity to develop as researchers. In early March 2011 PWD and SPRC convened a symposium on collaborative research partnerships between organisations of and for people with disability, and research centres, which was addressed and chaired by Professor Tom Shakespeare. Internally PWD formed a Research and Development Working Group, to combine resources across program areas to look at various research proposals and opportunities. We aim to continue working collaboratively with our colleagues and partners in universities and research centres.

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

The 2010-2011 year saw PWD's individual and group advocacy work continue in both New South Wales (NSW) and Queensland as funded by the Department of Families, Housing, Community Services and Indigenous Affairs' (FaHCSIA) National Disability Advocacy Program (NDAP). The recent expansion of services into new regional areas culminated in the set-up of the Mount Isa office and the community launch of the Mount Isa service on the 24 February 2011.

Services in NSW now include the state-wide advocacy service based in Redfern and three regional offices covering:

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

In Queensland PWD offices are located 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).

Later this year the Fraser Coast service will move into new office accommodation as a result of the serious flooding of the original office close to the river in Maryborough, which saw it under water during the flood devastation in the region earlier this year. We were fortunate to be offered alternate office space by another disability agency in the area during this time which allowed the service to remain open. PWD was also successful in our appeals for financial assistance and grants to cover the cost of our lost equipment and office furniture.

In the past year the team across NSW and Queensland have provided:

- over 1300 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 1524 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 270 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
- advocacy assistance 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 2010/11 these information and training sessions were provided to over 2165 participants across NSW and Queensland.

Advocates received the following specific training to further develop their knowledge and skills: *Children and Young People and the Care and Protection System; Victims Compensation; Family Law, Children and Same Sex Couples; Consumer Protection; Journeying away From Violence; Family Law, Parenting and Children; Tenancy Priority Housing Workshop; Making Complaints using the United Nations Convention on the Rights of Persons with Disabilities; Legal Problem Solving and Referral; Domestic Violence workshop; Discrimination Law workshop*, and both the NSW and QLD teams attended an International Symposium held in Brisbane: *Stopping Abuse and Neglect of People with Intellectual Disability*.

Boarding House project

PWD is also funded by the NSW Government Family and Community 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 2010/11 PWD provided intensive individual advocacy support to over 270 residents. Group advocacy was provided to more than 750 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. 227 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 Coleman House in Portland near Lithgow, The Eldon in the Blue Mountains, Miller Lodge in Liverpool, 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

In addition to the regular work on the boarding house project the individual advocacy team and systemic advocacy have worked collaboratively for the past year regarding significant allegations of resident abuse at Grand Western Lodge LRC in Millthorpe near Orange that was brought to our attention in 2010. Our advocacy has resulted in an Ombudsman's review of ADHC monitoring of the LRC, a disability discrimination complaint lodged in the Australian Human Rights Commission and finally collaborative action with ADHC, the Office of the Public Guardian, the NSW Trustee and Guardian, the Guardianship Tribunal and the police to remove all 45 residents from the LRC to places of safety. New accommodation options and services are now being established for these individuals and therapeutic support is in place to assist them to address their experiences of institutionalisation and abuse.

IDEAS brokerage

PWD was fortunate to continue to receive advocacy brokerage funding through IDEAS from July 2010 until February 2011 to provide advocacy for the Court Support Project. With the cession of funding we continued to support existing

clients through our state-wide FaHCSIA funding although now have to limit the intake of new clients. The Court Support Project 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 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. This arrangement has now had to cease without the additional financial resources and referrals are assessed with other advocacy intake requests.

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 is still operational until at least September 2011 and 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 key systemic advocacy work and achievements.

Submissions and public hearings

- PWD made a submission and participated in consultations regarding the review of the National Disability Advocacy Program being conducted by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA).
- PWD made a submission to FaHCSIA's Discussion Paper, *Inclusion for people with disability through sustainable supported employment*.
- PWD made a submission to FaHCSIA's review of the *National Standards for Disability Services*.

- PWD made a submission and participated in consultations about the mid-term review of the NSW Government's 10 year plan for disability services in NSW, *Stronger Together* being conducted by the Department of Human Services, Ageing, Disability and Home Care (ADHC).
- PWD made a submission and participated in public hearings conducted by the NSW Legislative Council Standing Committee on Social Issues Inquiry into services provided or funded by ADHC.
- PWD members and staff provided comprehensive submissions and evidence at public hearings for the Productivity Commission's Inquiry into Disability Care and Support.
- PWD also worked collaboratively with disability peak and advocacy organisations to provide a number of joint submissions to the Productivity Commission's Inquiry into Disability Care and Support, including a human rights analysis of the Interim Report recommendations; an analysis and call for self-assessment as key to a National Disability Insurance Scheme (NDIS); and a submission calling for the non-exclusion of refugees, recently arrived immigrants and other non-citizens in an NDIS.
- We made a comprehensive submission to the public consultation on a proposed *Youth and Community Services Regulation 2010 (NSW)* conducted by ADHC.
- We made a submission to the inquiry into the *Commonwealth Commissioner for Children and Young People Bill 2010* conducted by the Senate Legal and Constitutional Committee.

Policy and program development

- As part of In Control Australia, PWD participated in the NSW campaign to ensure that the new supports promised in the NSW Government's *Stronger Together 2* policy are delivered in a way that ensures people with disability have control over their own supports.
- PWD participated in a roundtable conducted by the Disability Discrimination Legal Centre NSW on anti-vilification protection for people with disability as part of the proposed national Equality Bill.
- In April 2011 PWD took part in a symposium on abuse and neglect of people with intellectual disability hosted by Griffith University in Queensland.
- Over 2010-2011, we participated with disability peak and advocacy organisations in a number of workshops and discussions on key aspects of the implementation of a National Disability Insurance Scheme.
- PWD participated in a roundtable, *HIV, Human rights and the Law* hosted by Positive Life NSW, and which enabled the identification of key issues for people living with HIV and how these relate to the UN Convention on the Rights of Persons with Disabilities (CRPD) and human rights in general.
- In conjunction with the Human Rights Law Centre, PWD hosted an NGO workshop to look at human rights issues facing people with disability, and

how NGOs can engage with the Australian Government's consultation process for the development of a National Human Rights Action Plan.

Committee representation

- Boarding House Expert Advisory Group (BHEAG)
- NSW Police Disability Advisory Group
- NSW Transport Accessible Transport Consultative Group
- Department of Justice & Attorney General, Strengthening Victims' Rights Non-Government Implementation 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
- Australian Government NGO Forum on Human Rights
- Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) Disability Employment Services Reference Group
- Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) Disability Employment Services Evaluation Working Group
- Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) Disability Employment Services Operational Working Group
- Australian Disability and Development Consortium (ADDC)
- Human Rights Law Centre NGO Steering Committee for the National Human Rights Action Plan

Key projects

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

PWD continues to play a key role in the NGO CRPD Shadow Report Project Group. Throughout the 2010 / 2011 financial year, the Project Group prepared an initial draft report from the consultations conducted across Australia and worked on reviewing and editing each section of the report. This work is expected to continue until a report is finalised and released for endorsement in early 2012. The project group continues to receive significant pro bono support from law firm DLA Piper (formerly DLA Phillips Fox).

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

PWD finalised its Disability and Domestic Violence project with a launch of the project report *Accommodating Violence: The experience of domestic violence of people with disability living in licensed boarding houses*. The launch formed part of our key activities to commemorate 2010 International Day of People with Disability (IDPwD) and Stop Domestic Violence Day (both celebrated on 3 December).

The report was launched by Shadow Minister for Ageing and Disability Services, Andrew Constance at the Opposition Party Room at NSW Parliament House on Thursday 2 December 2010. The keynote speaker at the event was Ms Betty Green, a lobbyist with over 20 years' experience working on issues related to women's health and domestic violence.

The report reveals that the violence and neglect which exists in these settings is predominantly due to structural systemic breakdowns in legislative frameworks, policy guidelines, administrative procedures, and the inaccessibility of many domestic violence services. Such flaws create barriers and gaps in domestic violence prevention and response which leave people with disability, particularly women with disability living in licensed boarding houses subject to vulnerability and abuse.

We have now developed comprehensive information on this issue on our website, which includes an update of action against the report recommendations. We thank the NSW Office for Women for providing funding to conduct this project.

CRPD Complaints Training Project

In early 2011, PWD began working with Queensland Advocacy Incorporation to develop and deliver key modules of a professional development curriculum for disability advocates on making complaints under the CRPD.

With support and participation from the Australian Human Rights Commission, we were able to conduct a pilot seminar for disability advocates that included key aspects of the curriculum:

- Introduction to human rights and the United Nations system

- Using human rights mechanisms for advocacy
- Making CRPD complaints to the Australian Human Rights Commission
- Making CRPD complaints to the United Nations CRPD Committee

The materials from the pilot seminar will be used to develop resources and conduct a further two seminars in the next financial year.

We thank the Attorney-General's Department for providing funding through its Australian Human Rights Framework Education Grants.

Legal advocacy

Through its legal advocacy, PWD has increased awareness about disability discrimination and human rights law in a number of areas. We continue to advocate, at both State and Commonwealth levels for reform of legislative and institutional arrangements to bring them in line with the CRPD. We also continue to write submissions, supporting letters and affidavits to support the legal action being taken by individuals with disability to address discrimination.

Administrative Decisions Tribunal (ADT)

Our key legal advocacy continues to focus on the process within the NSW Administrative Decisions Tribunal (ADT) of formally seeking a review of the NSW Minister's decision to continue to operate accommodation facilities that contravene the *Disability Services Act (NSW)*.

During the year, the situation became more complex as redevelopment of the three large institutions – Peat Island, Grosvenor and the Lachlan Centre – was completed, and residents were moved into new facilities. This meant that our legal advocacy needed to shift attention to the funding of these new institutions.

PWD lodged subsequent appeals in the ADT against the NSW Minister for funding the non-conforming new institutions named Summer Hill Group Homes (Grosvenor Centre), Norton Road Specialist Living Centre (Lachlan Centre), Casuarina Grove and Wadalba Group Homes (together the Peat Island Centre).

Following an adverse decision by the ADT appeals panel regarding the jurisdiction of the ADT to hear our complaint, PWD lodged an appeal with the NSW Supreme Court of Appeal in November 2010. This matter will be heard in the NSW Supreme Court in July 2011.

In addition, the NSW Government announced plans for the redevelopment of a number of other residential facilities in NSW which raised serious concerns for PWD and other peak and advocacy groups. We made a number of visits to the redeveloped institutions and made a number of requests for information access in relation to all these redevelopments under the *Government Information (Public Access) Act 2009*.

Disability Discrimination Act

PWD lodged two complaints under the *Disability Discrimination Act* (Cwth) alleging discrimination by NSW Department of Human Services, Ageing, Disability and Home Care (ADHC):

- by not providing accessible consultation materials or accessible consultation strategies for people with cognitive impairment living in boarding houses for the formulation of the draft 2010 Youth and Community Services (YACS) regulation; and
- by not providing accessible consultation materials or accessible consultation strategies for people with cognitive impairment for the formulation of the Guardianship Regulation 2010.

The complaint relating to the YACS regulation has been conciliated, with a number of agreed outcomes to be implemented by ADHC that should improve policy and procedures to ensure people with disability are directly included in reform processes.

A conciliation date is still being arranged in relation to our second DDA complaint regarding the Guardianship Regulation 2010. This has been delayed as the jurisdiction of the Guardianship Tribunal was moved from ADHC to the Department of Attorney General and Justice shortly after we lodged our complaint.

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

- Shut In campaign: PWD worked collaboratively with the National Council on Intellectual Disability (NCID), the Victorian Advocacy League for Individuals with Disability (VALID) and Reinforce Self Advocacy to launch the national Shut In campaign and website on 3 December 2010, International Day of People with Disability.

Shut In is the national campaign to raise awareness about people with disability in institutions, to take action to close institutions and to advocate for housing and supports that enable people with disability to live in the community in the same way as everyone else.

As part of the launch, PWD also launched the first of a series of vodcasts – YouTube videos – of people with disability and supporters calling for the closure of institutions in Australia.

We also widely distributed our comprehensive Position Paper, *Accommodating Human Rights: a human rights perspective on housing, and housing and support for persons with disability*. This Paper provides an analysis of the human rights contained in Article 19 of the UN Convention on the Rights of Persons with Disabilities (CRPD).

- Self-directed supports and individualised funding: Throughout 2010-2011 PWD has played a significant role in the activities of In Control NSW and In Control Australia, in promoting the need for a service system which operates under the direction of the recipients of support. In Control NSW was involved in lobbying NSW politicians in the lead-up to the March 2011 State election, to ensure that the promises about individualising supports in *Stronger Together 2* were upheld in a manner which would result in real self-determination for people with disability. At the national level, with In Control Australia, PWD contributed greatly to the successful BiG Event in Ryde in May, and also brought out Steve Dowson from the UK to keynote the National Disability and Carer Congress in Melbourne. We continue to be involved in devising the strategic direction for In Control Australia, given the progress toward the NDIS at the national level.

- PWD coordinated a number of activities to engage people with disability in the Productivity Commission Inquiry into Disability Care and Support:
 - in July 2010, we partnered with the Australian Human Rights Commission (AHRC) and the Australian Federation of Disability Organisations (AFDO) to conduct disability representative and advocacy workshops to develop a joint position statement to assist the sector in formulating submissions to the Inquiry.
 - we prepared our PWD submission and took a leading role in coordinating and preparing the submission made by In Control Australia, of which PWD is a member.
 - we met with key NSW and federal MPs on our views about the key features of a National Disability Insurance Scheme.
 - we appeared at the public hearings conducted by the Productivity Commission, and assisted members to prepare submissions and appear at the public hearings.
 - In March 2011, we partnered with AFDO and Disability Advocacy Network Australia (DANA) to convene a meeting of disability representative and advocacy organisations to discuss the implications arising from the Interim Report released by the Productivity Commission. This meeting was supported by the AHRC.
 - we prepared our PWD submission in response to the Interim Report and collaborated with a number of organisations (such as the National Ethnic Disability Alliance (NEDA) and In Control) on specific issues arising from the Interim Report, including human rights analysis of recommendations.
 - we prepared a special E-Bulletin edition on the Interim Report and its implications for people with disability. This Ebulletin was distributed to members and widely throughout the disability sector in Australia and internationally.
 - we officially endorsed the Campaign for a National Disability Insurance Scheme, Every Australian Counts and is encouraging PWD members and others to also sign up to the campaign
 - we participated on the NSW Campaign Committee of Every Australian Counts
- PWD prepared its 2010 Federal Election Platform outlining five key issues for reform. The Platform was distributed to major political parties and MPs and followed by meetings with key candidates. We also released a number of media releases highlighting our key issues in the lead up to the election on 21 August 2010.
- PWD prepared a 2011 NSW State Election Platform outlining six key issues for reform. This was distributed to major political parties and MPs and followed by meetings with key candidates. We also released a number of media releases highlighting our key issues in the lead up to the election on 26 March 2011.

- We continue to provide secretariat support for the Australian Network for Universal Housing Design (ANUHD) and participate in network meetings. During this 2010-2011 we developed and signed a Memorandum of Understanding that formalises our secretariat and policy support role for ANUHD.
- PWD worked collaboratively with National Ethnic Disability Alliance, Australian Federation of Disability Organisations, Canberra Multicultural Community Forum, Federation of Ethnic Community Councils and the Settlement Council of Australia to meet with the Minister for Immigration and Citizenship Chris Bowen in mid-November 2010 to discuss the report and recommendations of the Joint Standing Committee on Migration Inquiry into migration with disability.
- PWD continued its participation on the Child Rights Taskforce to prepare for the NGO Shadow Report for the UN Convention on the rights of the Child. In collaboration with Children with Disability Australia, we prepared a submission for the Taskforce on issues affecting children with disability in Australia.
- PWD continued its participation on 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 (see more info in international mechanisms), and presented at key briefings of foreign diplomats based in Australia. We provided critical information on the issue of sterilisation to the NGO delegation during its lobbying at the United Nations, which resulted in many countries making strong recommendations for the Australian Government to address non-therapeutic sterilisation.
- We continued to seek and meet regularly with key government ministers, parliamentary secretaries, portfolio spokespeople and other parliamentarians in relation to disability rights issues.
- 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, In Control NSW and In Control Australia 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 (see Key Result Area 2).
- We issued numerous media releases and received significant media coverage on key issues of concern (see Key Result Area 2).
- We worked with the Australian Federation of Disability Organisations to develop a Memorandum of Understanding to further our collaborative working relationship.

- We continued to participate in major cross-sector forums representing the interests of people with disability and their associates (see Key Result Area 4).
- We took part in an ACOSS delegation to Parliament House in Canberra in June 2011, to directly lobby members about the proposed changes to DSP, and the impact this will have upon people living with disability.
- PWD continues to engage with the Australian Forum of Human Rights Organisations (AFHRO) ensuring that disability rights issues are on the agenda of all human rights organisations.
- 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.

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 continues its partnership with the Aboriginal Disability Network (ADN) by working collaboratively on developing submissions and providing policy advice and responding to individual advocacy issues raised with the ADN.

At the end of 2010 the ADN finally obtained funding from the NSW Government to resource its peak role within the State. This welcome development has enabled the ADN to become fully independent from the administrative and corporate support of PWD, and to relocate to their own premises.

While PWD no longer needs to focus on capacity building of the ADN, we are committed to our strong partnership. We congratulate the ADN on their significant achievements during 2010-2011.

Pacific Disability Forum (PDF)

PWD continues to play an active role as a member of the Pacific Disability Forum (PDF). During 2010-2011, PWD participated on a number of key committees.

The Pacific DPO Fund Committee assesses applications from Pacific Island countries for projects managed by Disabled People's Organisations in those countries. The PDF Women's Committee focuses on policy development and actions that are in line with the PDF Strategic Plan.

PWD also participated in the Second Pacific Regional Conference on Disability, *Promoting Actions on the Convention on the Rights of Persons with Disabilities (CRPD) in the Pacific Region* conducted from 4–7 April 2011 in Auckland, New Zealand. The Conference consisted of a number of events starting with a one day forum for women with disability. PWD presented during the two day

general conference that followed the women's forum and participated in the Pacific Disability Forum (PDF) members' meeting on the last day.

The Conference brought together PDF members from numerous Pacific Island countries as well as Australia and New Zealand, along with representatives from Disabled Peoples International (Asia-Pacific Region), Pacific Islands Forum Secretariat, Australia Human Rights Commission, the Australian Agency for International Development and the New Zealand Aid Program.

Australian Council for International Development (ACFID) Code of Conduct

As a signatory to the ACFID Code of Conduct, PWD submitted its first Annual Report under the Code in November 2010.

We also participated in consultations about changes to the Code, strongly arguing for the mainstreaming of 'disability' into the requirements of the Code. The new revised Code was endorsed at the ACFID Council meeting in October 2010 and includes reference to addressing the needs of people with disability.

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. The Code logo is displayed on our website.

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

In October 2010, PWD completed its commitment to supporting the roll out of governance and human rights training on 'building the capacity and knowledge of DPO's and government representatives to progress disability issues in the Pacific'. This project was a partnership project between the Pacific Disability Forum (PDF) and the Australian Human Rights Commission (AHRC).

PWD provided 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 2010-2011 financial year final trainings were delivered to Papua New Guinea, Tonga and Nauru. Seven other countries – Vanuatu, Solomon Islands, Kiribati, Samoa, Cook Islands, Tuvalu and Fiji – received training in the previous financial year.

PWD thanks the PDF and AHRC for providing us with the opportunity to participate in the successful delivery of this project 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 and individuals from the Asia Pacific region.

During the financial year we hosted a number of visits from staff and the Executive of the Pacific Disability Forum.

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 South Korea.

PWD worked with the Australian Federation of Disability Organisations (AFDO) and CBM-Nossal Partnership to deliver a three day training program, 'Disability Inclusive Development Engagement Workshop' to Australian Disabled People's Organisations (DPOs). The workshop introduced Australian DPOs to disability inclusive development principles and practice and provided practical approaches to assisting colleague DPOs in developing countries.

Australian Disability and Development Consortium (ADDC)

PWD continues to be actively engaged with the work of the ADDC through our membership of the Executive Committee and our contributions to the organisational development, strategic planning and advocacy work of ADDC.

During the year, the ADDC partnered with the Australian National University to hold its second international conference, *Implementing disability-inclusive development in the Pacific and Asia: Reviewing progress, planning the future*. Held in Darwin, the conference brought together policy makers, development practitioners, donors and representatives from DPOs in the Asia Pacific region. PWD facilitated key components of conference sessions as well as presented on key topic areas.

PWD was also a key organisation that conducted the ADDC Parliamentary Breakfast, *1 in 5 Parliamentary Breakfast for Disability Inclusion in Australia's International Development Program*. This event provided a high profile for disability inclusive development among national MPs, with the Minister for Foreign Affairs, the Hon. Kevin Rudd MP being a key guest speaker.

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.

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

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

The main highlight of the year, as it has been for the past four years, is the significant increase in the number of matters received and dealt with in this area, with similar levels of resourcing as has been available since 2006. The CRRS and Hotline combined dealt with a total of 2097 matters (1683 in CRRS and 444 in Hotline), which represented a 32% increase in CRRS matters from the previous year, and 6% increase in Hotline matters over the same period.

The year 2010-2011 also represented the second year of the contract with FaHCSIA, and a significant result during the year was the willingness of the contract body to extend the term of the contract for a further year, to June 2012, before going to tender. This contract term has seen much more rigorous reporting requirements against set Key Performance Indicators, and in 2010-2011 the quality of this reporting data was greatly improved by the development of fixed data cubes, which are submitted monthly for both CRRS and Hotline results.

The Hotline and CRRS deliver two distinct and separate services. They utilise the same freecall number, 1800 880 052, and our Resolution and Referral Officers handle calls from clients of both services. 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, who also has responsibility for maintaining and improving our publicity materials, and updating our websites. 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. On a day-to-day basis operations were overseen by Damien Anderson, Director and Manager of Resolution and Investigation.

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. The upgrades to the database are not yet complete, but will be by early in the 2011-2012 financial year.

Significant upgrades were made to the CRRS website in 2010-2011, to add to those done on the Hotline website the previous year. In addition, some modernisation took place to the badging of CRRS, and the posters that are provided to all outlets across Australia, promoting the service were redesigned to provide a fresh and contemporary image which is more in tune with the changing profile of CRRs service users.

Hotline and CRRS staff provided promotional presentations to people with disability and service providers, about both of our services most states and territories in 2010-2011. This year included trips to Victoria, South Australia, the ACT, regional NSW, Queensland, the Kimberley region of Western Australia, and to the Northern Territory. Some preparatory work has been done to ensure there is a much more robust Hotline presence in the Northern Territory, in particular within Aboriginal communities in Darwin. A project will be undertaken more fully in the 2011-2012 financial year. Staff also represented the CRRS and Hotline at numerous community events and disability sector conferences across the country.

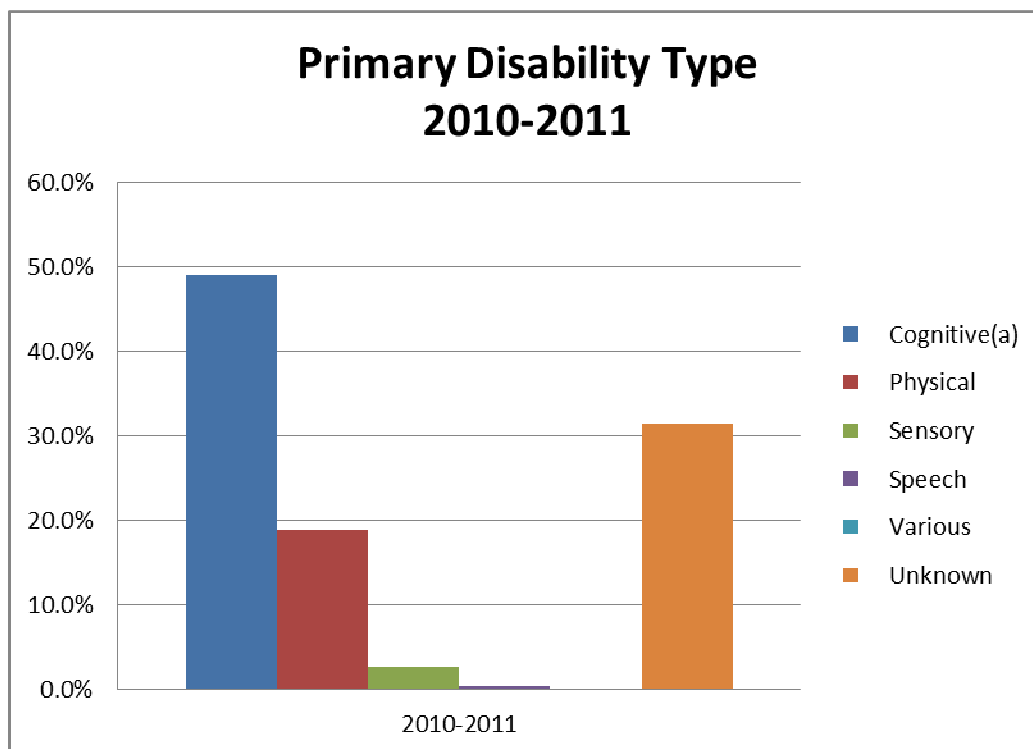
Hotline achievements 2009-10

- The Hotline dealt with a total 444 Target matters, a small increase of 6% per cent on the previous year (n = 421).
- The Hotline received a total of 128 reports of matters in government run or government funded disability services (referred to as "Target-Services" matters) and continued to work with state investigation agencies on the effective referral and investigation of these matters. This figure was almost 10 per cent down on the previous year's figures of 141 Matters.

- There was a corresponding increase in Matters referred to the Hotline, where allegations of abuse and neglect occurred outside a government run or funded service, known as “Target – Other” matters. The Hotline provided assistance in 316 of these Matters, and increase of 13 per cent over the previous year’s figures (n = 280). These issues are dealt with by referring them to the relevant complaint handling body such as an ombudsman, child protection agency, health complaints commission etc.
- The Hotline continues to receive numbers of Non-Target matters, where the subject either did not have a disability or they were not subjected to abuse and neglect. The numbers of these are now counted within the Non-Target matters for CRRS. The Hotline staff always provide some level of assistance to these callers, and provide information and referral to support services such as advocacy and counselling services, or a more relevant complaints body. Whilst abuse and neglect were not found to be the reason for these calls, the calls were nonetheless mainly made by or on behalf of people with disability, and involved some sort of complaint, often against a funded disability service.
- Protocols for how complaints against funded disability services are handled in each jurisdiction have been signed off in Tasmania and Queensland and are awaiting sign-off in South Australia, Western Australia and the Northern Territory.

Systemic abuse was the most frequently reported type of abuse and neglect in 2009/2010 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. There were 330 incidents of abuse and neglect recorded in relation to females who were the subjects of hotline reports and 328 incidents reported in relation to male subjects.

The following chart details the disability type with which subjects of Target matters identify. Subjects often identify as having more than one disability. This year, 41% of all subjects disclosed cognitive disability. Physical disability was disclosed in about 19% of target matters.



CRRS achievements

Highlights

- The CRRS received 5261 new matters in 2010-2011, of which 1653 were Target matters, and 3608 were Non-Target matters.
- Website and publicity material were upgraded.
- A review of policies and procedures was initiated.
- PWD was invited to participate on the DES Reference Group and the DES Operational Working Group

Matter statistics

The CRRS has received 5261 matters over the 12-month period, an increase of around 27% from the previous year. The number of both Target and Non-Target matters has increased substantially, with Target matters increasing by 32% and Non-Target matters increasing by 25%. 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 1654 Target matters there was a total of 2883 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:

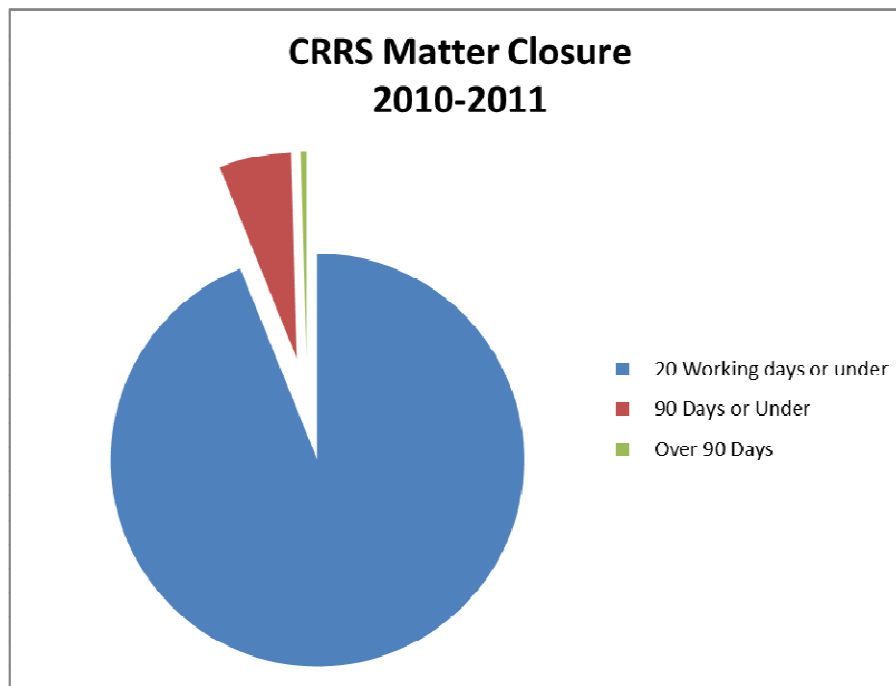
- Provide general information and support.
- Provide information to a person for them to direct the resolution of the complaint.
- Facilitate the internal resolution of a complaint.
- Refer to advocacy to assist with the complaints process.
- Hold a conciliation.
- Investigate the complaint.
- Refer 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

CRRS is required to close 80% of matters within 20 working days. In 2010-2011 93.3% of matters were closed within this timeframe, with 5.6 per cent closed within 90 days, and the remaining 0.5 per cent taking more than 90 days. This is a significant improvement on previous years, exceeds our requirement is testament to the diligence of CRRS staff.



How matters have been addressed

The majority of complaints received by the CRRS were resolved by providing callers with the assistance they needed to deal with the complaint themselves. Of all calls 16.1 per cent were able to handle their own complaints after receiving information and support. Some other callers required more assistance, for example, guiding them through a complaints process, and 30.2 per cent of callers were able to resolve their complaints this way (self-directed local resolution). There was a slight increase this year in the number of people requiring a CRRS-directed resolution (32.1 per cent as against 29 per cent in the previous year). Only 0.5 per cent of matters went through to formal investigation. A further 9.2 per cent of matters were withdrawn or complainants became uncontactable.

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 a range disability options that are relevant to them. Most complaints have come from people with a physical disability (41% up from 33% last year), and psychiatric disability (36% up from 31% last year) and a wider range of disability types was represented overall. This figure clearly reflects the profile of complainants who use Disability Employment Services and FaHCSIA funded services.

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.

This financial year, we have focused a great deal of our work on influencing the following reform agendas:

- National Disability Insurance Scheme (NDIS): PWD has taken a lead role in representing the views of people with disability to government, coordinating the disability peak and advocacy sector, conducting forums and workshops and developing comprehensive positions on key aspects of a potential NDIS (see also Key Result Area 4: Advocacy and Key Result Area 5: Providing sector representation and coordination for more detailed information on our activities).
- National Human Rights Framework: PWD has actively engaged with other human rights organisations in the processes that underpin this Framework. This includes participating in the annual NGO Forum on Human Rights; representing the views of people with disability in forums concerning the harmonisation of national anti-discrimination laws and working with the Human Rights Law Centre (HLRC) to conduct an NGO workshop on the proposed National Human Rights Action Plan for Australian and NSW disability representative and advocacy organisations.
- NGO Shadow Report on the Convention on the Rights of Persons with Disabilities (CRPD): PWD continues to take a lead role in bringing leading disability representative, advocacy, legal and research organisations together to develop the NGO CRPD Shadow Report (see also Key Result Area 4: Advocacy for more detailed information on our activities).

Influencing regional mechanisms

PWD contributed significantly to the following regional forums during 2010-2011.

- Pacific Disability Forum (PDF): PWD plays an active role in supporting the PDF and its activities in the Pacific (see Key Result Area 6: Building capacity with partners). We participated on the DPO Funds Committee and the PDF Women's Committee as well as assisted in the human rights training on 'building the capacity and knowledge of DPO's and government representatives to progress disability issues in the Pacific'. This latter training had a direct impact on policy reforms and CRPD implementation within the various Pacific Island countries where the training took place.

We also participated in the Second Pacific Regional Conference on Disability, *Promoting Actions on the Convention on the Rights of Persons with Disabilities (CRPD) in the Pacific Region* conducted from 4–7 April 2011 in Auckland, New Zealand. We provided presentations during the conference, participated in meetings for Disabled People's International (DPI) Asia Pacific as well as the PDF Council meeting where key changes to the PDF are discussed and decided.

- Commonwealth People's Forum (CPF) Pacific Regional consultations: PWD participated in the Pacific Regional civil society consultations as part of a series of consultations in the lead up to the Commonwealth People's Forum (CPF). The CPF will take place in Perth, Australia in the 2011/12 financial year and immediately precedes the Commonwealth Heads of Government Meeting (CHOGM). Our participation aimed to ensure that people with disability in the Pacific, including in Australia were identified and part of the issues to be drafted into a Civil Society statement that will be presented to the Commonwealth Heads of Government for consideration during their meeting in Perth.

Influencing international mechanisms

- Millennium Development Goals (MDGs): PWD participated in the United Nations (UN) Non-Government Organisations (NGOs) Conference on the Millennium Development Goals (MDGs), with specific focus on *Advancing Global Health*. The Conference was coordinated by the UN's Department of Public Information and brought together NGOs to discuss how the UN agreed poverty eradication goals, or the MDGs were achieving enhanced health and well-being outcomes for people.

The Aboriginal Disability Network participate as part of the PWD delegation, and along with members of the Pacific Disability Forum, we actively engaged in discussions to ensure that issues and concerns for people with disability were identified and included in outcome documents.

- PWD took part in the Pacific Rim International Conference on Disabilities and Diversity in April 2011. The theme of the Conference was *Humanity: Advancing Inclusion, Equality and Diversity*. PWD delivered a paper on the prospects of the NDIS for paradigm shift in disability service provision in

Australia, and also participated in a panel on the application of CRPD in our countries at the two-day International Workshop immediately prior to the Conference.

- UN CRPD Committee and Article 12, Equal Recognition before the law: PWD provided a comprehensive position paper on CRPD Article 12 to the UN CRPD Committee for its consideration. This followed an invitation by the CRPD Committee for papers on the practical and theoretical measures for the implementation of Article 12 to assist with its working group discussions in this area. PWD's position paper, *Everyone, Everywhere – Recognition of Persons with Disabilities as Persons before the Law* provides a comprehensive legal analysis of CRPD Article 12 as well as areas for practical action to achieve rights in this area.
- The Universal Periodic Review (UPR): PWD worked with other human rights organisations to form an NGO Working Group to prepare the NGO Report for the UN Human Rights Council (HRC) Review of Australia under all its international human rights obligations. PWD participated in drafting key sections on people with disability for the report and participated on the NGO delegation that provided briefings to foreign diplomats based in Canberra (Key Result Area 5: Providing sector representation and coordination for more detailed information on our activities).

Over the course of the review conducted by the Human Rights Council at the United Nations in Geneva, a number of countries requested further information about the forced sterilisation of children and women with disability in Australia from the NGO delegation. PWD facilitated the distribution of this information to various country representatives through the NGO delegation. It was significant that the recommendations from the Human Rights Council in relation to people with disability focused most directly on the need for Australia to address non-therapeutic sterilisation.

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 2010-2011.

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

- Jan Daisley was elected uncontested as President for a second term.
- Four members were elected as Directors to the Board at the AGM on 27 November 2010. No election was required as the number of valid nominations received was less than the number of vacancies.
- Craig Wallace was co-opted in February 2011 to fill the vacant Director position.
- At its first meeting the Board elected the following as office bearers: Robert Zoa Manga as Vice-President, Joe Mannix as Treasurer and Peter Cassar as Secretary.
- The Board met on 6 occasions throughout the year and the Executive on 10 occasions.

Ensure that our Board is representative of our membership and constituency

- Mary-Ann Bath, President of PWD WA, remained on the Board as a Director for the second year of her first term.
- Willie Prince was elected to the Board in November 2010 after first serving as a co-opted member, providing representation 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 revised and implemented across each unit. 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 an active employer of people with disability and people from CALD and ATSI backgrounds.
- PWD has maintained its membership of the Australian Network on Disability (formerly the Australian Employers' Network on Disability).
- A Reasonable Adjustments Policy and Procedure has been implemented and each business unit has a specific allocation within its budget for reasonable accommodation expenses.

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 continues to place a great deal of strain on the capacity of our Corporate Services Unit (CSU) and the organisation's infrastructure.
- Although staff allocation within the unit has remained fixed this increase in demand has been adequately met through an increase in staff productivity.
- 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 implemented a successful upgrade of both computer software and hardware.

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. Regular monthly OH&S site inspections occur in all PWD offices.
- 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 operational plans for the financial year 2011-12.
- The PWD Strategic Plan 2007-2010 has been extended and continues to drive the activities within each area and a draft plan for 2012-2015 is in development.

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

- Preliminary work continues on developing a quality assurance system within the organisation and all policies and procedures have been, or are scheduled for, systematic review. Document templates have been revised and operational manuals are currently being developed for a number of areas.

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 regional offices in Queensland the organisation continues to be 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 capacity of the Finance unit has been improved with the position of Accounts Assistant being extended to 0.4 FTE.
- 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.
- After two years of deficit the organisation has returned to surplus this financial year.

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 number of policies and procedural documents. 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 Policy Development framework and new policy and procedure templates that comply with quality standards have been developed.

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

- During this financial year we launched our new Volunteer recruitment drive and were pleasantly surprised at the level of response - we had 14 people reply to our initial EOI. They were given a group orientation to PWD and asked to complete a short questionnaire to match skill-sets and experience with the needs of the organisation.
- Of this initial group 5 were identified as suitable candidates and volunteer agreements with each were developed and executed.
- As a result, we have increased the level of support available to the organisation by 15 hours a week and managed to complete a number of small projects based on research and administrative work.
- A small satisfaction survey will be given to our volunteers during the latter part of 2011 for quality assurance and continuous improvement purposes.

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).

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

- Work was completed on an options paper for a disability advocacy curriculum for DARU in partnership with the Disability Studies and Research Centre (DSRC).
- We have continued to engage with researchers from a number of universities and research centres wanting to collaborate to ensure people the disability are central to research and have the opportunity to develop as researchers themselves.
- In March 2011 PWD and SPRC convened a symposium on collaborative research partnerships between organisations of and for people with disabilities.
- We have established an internal Research and Development Working Group to assess various research opportunities.

Treasurer's Report

As Treasurer of People with Disability Australia I am very pleased to present my Report to the members for the 2010-2011 financial year.

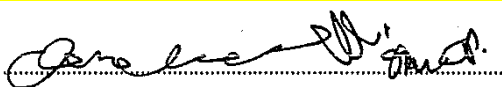
This financial year has delivered a welcome surplus of \$15,226, which was a result significantly ahead of budget expectations. This has been achieved by the careful management of resources across the organisation, with all operational areas subject to government grants acquitting fully against their income and other areas curbing expenditure to make sure the result is positive.

PWD is a growing organisation, with a staff of 43 spread across NSW and Queensland. All staff and Managers have worked hard during the year to make sure that costs are minimized to bring our budget into surplus, whilst making a significant and valued contribution to the people with disability in the community. The elected Board of Directors as well has provided good oversight of the organisation's financial management, and has understood and supported the constraint that has had to be implemented following two consecutive years of deficits.

PWD remains largely dependent upon government grants for its operations and other activities. Our thanks go to the Australian and NSW governments for their continued funding. We are very mindful, however, of the need to increase the amount of independent funds to ensure that we are guaranteed longevity in our activities. To this end the Membership and Fundraising Portfolio Advisory Group and the Communications and Membership Development Manager have identified a number of opportunities for fundraising and sourcing independent funds. For regular financial oversight the Finance Advisory Group, which meets monthly, has provided consistent advice to the Board, and has monitored the financial situation throughout the year. Thanks go to the directors on that group, together with appointed members, David Abello, Mark Orr, Tim Hart and Hazel Freed.

Finally, I would like to thank all the staff of PWD, their Managers, and in particular the Leadership Team, the Corporate Services Manager and the Finance Manager, for the support they have provided me during my term as Treasurer. The work that has been done to improve the financial reports over the past year has made it easier for myself and the Board to understand them and has helped us to remain accountable to our funding bodies and to the general membership as a whole.

We have been very pleased with the services of the Auditor we have engaged and I recommend that LBW & Partners be appointed as auditors for the 2011-2012 financial year.



Joe Mannix OAM JP
Treasurer, Public Officer

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People with Disability Australia Incorporated

ABN 98 879 981 198

Financial Statements

For the Year Ended 30 June 2011

People with Disability Australia Incorporated

ABN 98 879 981 198

For the Year Ended 30 June 2011

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People with Disability Australia Incorporated

ABN 98 879 981 198

Committee's Report

30 June 2011

Your committee members submit the financial report of the association for the financial year ended 30 June 2011.

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
Names	Appointed/Resigned
Jan Daisley	President from April 2010
Hazel Freed	Vice-President from July 2010 until November 2010
Tim Hart	Treasurer until November 2010
Peter Cassar	Secretary 2010-2011
Robert Manga	Vice-President from February 2011
Joanna Novo	Director from July 2010
Samantha French	Director until November 2010
Joe Mannix	Director (resigned 6 June 2011)
Mary-Anne Bath	Treasurer from November 2010
Willie Prince	Director from July 2010
Sheila King	Director
Irene McMinn	Co-opted from September 2010
Craig Wallace	Director from November 2010
	Director from November 2010
	Co-opted from February 2011

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 surplus of \$15,226 for the financial year.

People with Disability Australia Incorporated

ABN 98 879 981 198

Committee's Report

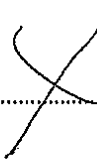
30 June 2010

3. Other Items

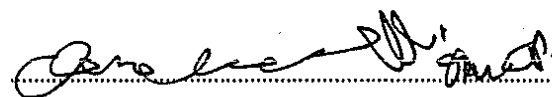
After Balance Date Events

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)



Joe Mannix (Treasurer, Public Officer)

Dated this 17th day of September 2011

People with Disability Australia Incorporated

ABN 98 879 981 198

Statement of Comprehensive Income

For the Year Ended 30 June 2011

	Note	2011 \$	2010 \$
Revenue	2	4,093,644	3,858,316
Advertising and promotion		(48,410)	(129,521)
Accommodation and travel costs		(183,481)	(185,365)
Computer costs		(106,901)	(90,526)
Conference and seminars		(14,079)	(7,587)
Consulting and professional charges		(41,003)	(44,600)
Depreciation, amortisation and impairments		(61,334)	(49,265)
Electricity		(35,880)	(31,487)
Employee benefits expense		(2,759,635)	(2,491,715)
Insurance		(38,018)	(34,726)
Interest paid		-	(2,664)
Motor vehicle expenses		(134,695)	(68,995)
Printing and stationary		(34,931)	(89,287)
Rental expense on operating lease		(308,599)	(304,715)
Telephone and fax		(124,486)	(132,678)
Other expenses		(186,966)	(232,250)
Surplus/(Deficit) before income tax		15,226	(37,065)
Income tax expense	1(f)	-	-
Surplus/(Deficit) for the year		15,226	(37,065)
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		15,226	(37,065)

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 2011

	Note	2011 \$	2010 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	407,311	310,648
Trade and other receivables	5	62,871	238,773
Financial assets	6	714,408	672,755
Other assets	7	3,415	716
TOTAL CURRENT ASSETS		1,188,005	1,222,892
NON-CURRENT ASSETS			
Property, plant and equipment	8	141,278	168,122
TOTAL NON-CURRENT ASSETS		141,278	168,122
TOTAL ASSETS		1,329,283	1,391,014
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	480,095	580,001
Borrowings	10	-	7,367
Other Liabilities	12	73,941	129,567
TOTAL CURRENT LIABILITIES		554,036	716,935
NON-CURRENT LIABILITIES			
Long-term provisions	11	459,258	373,314
TOTAL NON-CURRENT LIABILITIES		459,258	373,314
TOTAL LIABILITIES		1,013,294	1,090,249
NET ASSETS		315,989	300,765
EQUITY			
Retained earnings		315,989	300,765
TOTAL EQUITY		315,989	300,765

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 2011

2011

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2010	300,765	300,765
Surplus for the year	15,226	15,226
Balance at 30 June 2011	315,991	315,991

2010

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

People with Disability Australia Incorporated

ABN 98 879 981 198

Statement of Cash Flows

For the Year Ended 30 June 2011

	Note	2011 \$	2010 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers and grants		4,564,640	3,713,990
Payments to suppliers and employees		(4,425,357)	(3,783,960)
Interest received		54,635	37,317
Net cash provided by (used in) operating activities	13	193,918	(32,653)
CASH FLOWS FROM INVESTING ACTIVITIES			
Acquisition of plant and equipment		(48,233)	(120,362)
Increase in held to maturity financial assets		(41,653)	(32,211)
Net cash provided by (used in) investing activities		(89,886)	(152,573)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of borrowings		(7,369)	(6,681)
Net cash provided by (used in) financing activities		(7,369)	(6,681)
Net increase (decrease) in cash held		96,663	(191,907)
Cash and cash equivalents at beginning of financial year		310,648	502,555
Cash and cash equivalents at end of financial year	4	407,311	310,648

The accompanying notes form part of the financial statements

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2011

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. People with Disability is incorporated as an association in New South Wales under the *Associations Incorporations Act 2009*.

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 %

(d) 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.

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2011

1 Statement of Significant Accounting Policies continued

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.

(e) 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.

(f) 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*.

(g) 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.

(h) 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 have been measured at the amounts expected to be paid when the liability is settled.

(i) Leases

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

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

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

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

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2010

1 Statement of Significant Accounting Policies continued

(j) 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).

(k) 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.

(l) 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.

(m) New Accounting Standards for Application in Future Periods

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

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2011

2 Revenue

	2011 \$	2010 \$
Operating activities		
- Gain on disposal of assets	13,758	-
- Consultancy fees	95,318	66,300
- Donations	24,237	250
- In-house training	16,968	16,984
- Interest income	54,635	37,317
- Membership fees	2,449	1,946
- Grants funding	3,727,225	3,618,669
- Other revenue	74,818	50,121
- Rental income	84,236	66,729
Total Revenue	<u>4,093,644</u>	<u>3,858,316</u>

3 Auditors' Remuneration

	2011 \$	2010 \$
Remuneration of the auditor of the association for:		
- Auditing or reviewing the financial report	<u>15,600</u>	<u>14,550</u>

4 Cash and Cash Equivalents

	2011 \$	2010 \$
Cash on hand	1,400	1,300
Cash at bank	<u>405,911</u>	<u>309,348</u>
	<u>407,311</u>	<u>310,648</u>

Reconciliation of Cash

	2011 \$	2010 \$
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>407,311</u>	<u>310,648</u>
	<u>407,311</u>	<u>310,648</u>

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2011

5 Trade and Other Receivables

	2011 \$	2010 \$
CURRENT		
Trade receivables	42,083	205,359
Provision for impairment of receivables	(12,152)	(1,392)
	<u>29,931</u>	<u>203,967</u>
Accrued interest	11,064	11,511
Other receivables	21,876	23,295
	<u>62,871</u>	<u>238,773</u>

(a) Ageing Analysis

	2011 \$	2010 \$
Less than 30 days	9,286	185,303
30 days to 60 days	2,740	2,860
60 days to 90 days	1,890	2,890
90 days to 120 days	16,015	12,914
Impaired	12,152	1,392
Total	<u>42,083</u>	<u>205,359</u>

6 Financial Assets

	2011 \$	2010 \$
Term deposits	714,408	672,755
	<u>714,408</u>	<u>672,755</u>

7 Other Assets

	2011 \$	2010 \$
CURRENT		
Prepayments	3,415	716
	<u>3,415</u>	<u>716</u>

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2011

8 Property, Plant and Equipment

	2011 \$	2010 \$
PLANT AND EQUIPMENT		
Furniture, fixture and fittings		
At cost	427,100	427,100
Accumulated depreciation	(420,987)	(417,968)
Total furniture, fixture and fittings	6,113	9,132
Motor vehicles		
At cost	113,854	81,138
Capitalised leased assets	-	39,559
Accumulated depreciation	(29,094)	(28,267)
Total motor vehicles	84,760	92,430
Computer equipment		
At cost	360,760	345,244
Accumulated depreciation	(310,355)	(278,684)
Total computer equipment	50,405	66,560
Total property, plant and equipment	141,278	168,122

(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	9,132	92,430	66,560	168,122
Additions	-	32,716	15,516	48,232
Disposals	-	(13,742)	-	(13,742)
Depreciation expense	(3,019)	(26,644)	(31,671)	(61,334)
Carrying amount at the end of year	6,113	84,760	50,405	141,278
Prior 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	9,132	92,430	66,560	168,122

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2011

9 Trade and Other Payables

	2011 \$	2010 \$
CURRENT		
Unsecured liabilities		
Trade payables	20,322	133,057
GST payable	70,694	61,762
Accrued employee entitlements	257,776	274,250
Sundry payables and accrued expenses	131,303	110,932
	<u>480,095</u>	<u>580,001</u>

10 Borrowings

	2011 \$	2010 \$
CURRENT		
Secured liabilities		
Finance lease obligation	-	7,367
	<u>-</u>	<u>7,367</u>

11 Provisions

	Redundancy \$	Long service leave \$	Total \$
Opening balance at 1 July 2010	317,450	55,864	373,314
Additional provisions	87,459	20,859	108,318
Amounts used	(18,001)	(4,373)	(22,374)
Balance at 30 June 2011	<u>386,908</u>	<u>72,350</u>	<u>459,258</u>

Analysis of Total Provisions

	2011 \$	2010 \$
Non-current	459,258	373,314
	<u>459,258</u>	<u>373,314</u>

12 Other Liabilities

	2011 \$	2010 \$
Deferred revenue	73,941	129,567
	<u>73,941</u>	<u>129,567</u>

People with Disability Australia Incorporated

ABN 98 879 981 198

Notes to the Financial Statements

For the Year Ended 30 June 2011

13 Cash Flow Information

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

	2011	2010
	\$	\$
Net income/loss for the period	15,226	(37,065)
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit		
- Depreciation	61,334	49,265
- Net gain/(loss) on disposal of investments	13,743	-
Changes in assets and liabilities		
- (Increase)/decrease in trade and other receivables	175,902	11,813
- (Increase)/decrease in prepayments	(2,699)	(611)
- Increase/(decrease) in trade payables and accruals	(99,908)	(13,528)
- Increase/(decrease) in deferred income	(55,626)	(118,822)
- Increase/(decrease) in provisions	85,946	76,295
	<u>193,918</u>	<u>(32,653)</u>

14 Leasing Commitments

(a) Operating lease commitments

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

	2011	2010
	\$	\$
Payable - minimum lease payments:		
- no later than 1 year	68,975	302,430
- between 1 year and 5 years	10,510	46,890
	<u>79,485</u>	<u>349,320</u>

15 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

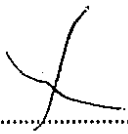
Statement by the Members of the Committee

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 14:

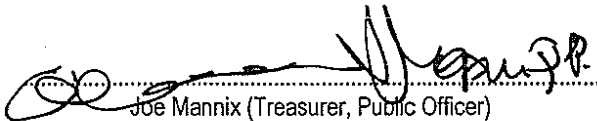
1. Presents a true and fair view of the financial position of People with Disability Australia Incorporated as at 30 June 2011 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that People with Disability Australia Incorporated 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

Jan Daisley (President)



Joe Mannix (Treasurer, Public Officer)

Dated this 17th day of September 2011

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 2011, the statement of comprehensive income, statement of changes in equity, statement of cash flows for the year then ended, 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 2011 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).

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the committee members' financial reporting responsibilities under the *Associations Incorporation Act 2009* (New South Wales). As a result, the financial report may not be suitable for another purpose.

LBW & Partners

Chartered Accountants



Rupaninga Dharmasiri
Partner

Level 3, 845 Pacific Highway
CHATSWOOD NSW 2067

Dated 17th September 2011

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, Joe Mannix 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 2011.
- (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)

.....
Joe Mannix (Treasurer, Public Officer)

Dated 2011

People with Disability Australia Incorporated

ABN 98 879 981 198

For the Year Ended 30 June 2011

Compilation Report

We have compiled the accompanying special purpose financial statements of People with Disability Australia Incorporated, which comprise the Profit and Loss Account for the year ended 30 June 2011. 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 committee of management 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 2067

Dated *17th September* 2011

People with Disability Australia Incorporated

ABN 98 879 981 198

For the Year Ended 30 June 2011

Profit and Loss Account

	2011 \$	2010 \$
Income		
Gain on disposal of assets	13,758	-
Consultancy fees	95,318	66,300
Donations	24,237	250
Grants funding	3,727,225	3,618,669
In-house training	16,968	16,984
Interest income	54,635	37,317
Membership fees	2,449	1,946
Other revenue	74,818	50,121
Rental income	84,236	66,729
Total income	4,093,644	3,858,316
Less: Expenses		
Accommodation and travel	183,481	185,365
Advertising and promotion	48,410	129,521
Auditors remuneration	15,600	14,550
Bad debts	10,760	-
Bank charges	3,254	1,937
Books and references	-	316
Cleaning	21,348	23,779
Client expenses	1,004	322
Computer costs	106,901	90,526
Conference and seminars	14,079	7,587
Consulting and professional charges	41,003	44,600
Depreciation, amortisation and impairments	61,334	49,265
Donations	1,509	-
Electricity	35,880	31,487
Equipment - small	3,691	19,047
Forum costs	161	660
Insurance	38,018	34,726
Interest paid	-	2,664
Interpreting and translation costs	13,272	4,713
Lease rentals on operating lease	13,095	12,120
Meeting expenses	12,057	19,327
Motor vehicles expenses	134,695	68,995
Other employee costs	4,257	-
Postage	14,892	16,377
Printing and stationary	34,931	89,287
Project - ATSI	8,226	22,383
Provision for annual leave	(216)	63,634

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

	2011	2010
	\$	\$
Provision for Long service leave	22,797	15,372
Provision for redundancy	87,460	60,923
Rental expense on operating lease	308,599	304,715
Repairs and maintenance	8,640	44,115
Salary and wages	2,423,551	2,148,211
Security costs	4,303	5,713
Staff amenities	6,266	9,020
Staff training	25,514	29,176
Subscriptions	11,464	10,324
Sundry expenses	20,400	12,717
Superannuation contributions	196,272	174,399
Supervision costs	-	3,000
Telephone and fax	124,486	132,678
Volunteer costs	-	134
Waste disposal	15,018	-
Workshop expenses	2,006	11,696
Total Expenses	(4,078,418)	(3,895,381)
Surplus/(Deficit) for the year	15,226	(37,065)

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

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