



## Annual Report 2008 - 2009



National Disability Services

Annual Report 2008–09

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NDS would like to acknowledge and thank sincerely the many people who have agreed to allow photographs of themselves at work and in the community to be used in various NDS publications. We also thank our members who were instrumental in arranging for the photographs to be taken.

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## FROM THE PRESIDENT AND CHIEF EXECUTIVE

Disability service providers operate in an environment of complex regulation and reporting requirements, rising compliance costs, strong demand for services which cannot be met within existing resources, and workforce shortages. The global financial crisis over the past year imposed additional pressures on NDS's members, in particular those reliant on fundraising and income from investments. NDS performs a key role in alerting governments to these issues, seeking practical remedies and helping to equip members to deal with the challenges that confront them.

The past year has seen NDS involved in a high level of policy activity, a growing number of government-funded projects and increased information provision to members.

An indication of the intense policy activity nationally is that NDS provided written advice to a federal government or parliamentary inquiry, on average, every two weeks.

Some of these submissions responded to disability-specific developments such as the review of Disability Employment Services and the development of a National Disability Strategy. Others responded to generic policy developments affecting service providers and the people they support, for example, the national review of occupational health and safety laws, award modernisation, the Federal Taxation Review, the Pension Review and the National Compact with the Third Sector.

Although several of these major policy reviews and developments are still underway, NDS has helped drive progress in key areas including the following:

- The new National Disability Agreement (between Commonwealth, state and territory governments), finalised at the end of 2008, includes commitments to develop a National Disability Workforce Strategy, improved access to aids and equipment, population-based benchmarking and greater investment in research
- The Disability Employment Services program will be uncapped from March 2010 and an Invitation to Treat extended to all Disability Employment Network providers
- The Australian Government revised the Commonwealth Procurement Guidelines to allow agencies to purchase goods and services from



Tony Lund, President



Ken Baker, Chief Executive

Australian Disability Enterprises (ADEs) without a tender process. NDS urged state and territory governments to adopt a similar exemption and several states have now done so

- NDS's active engagement in helping shape the modern Supported Employment Services Award (which included engaging legal counsel) has reaped benefits
- The pension increases announced in the 2009 Budget included recipients of Disability Support Pension and Carer Payment
- The National Disability Insurance Scheme (NDIS), which NDS is keenly promoting, continues to gain momentum. A NDIS would entitle people with severe disability to long-term care and support. Public endorsements have come from sources as diverse as The Australian newspaper, prominent radio broadcasters, senior state officials, the ACTU Congress, the Australian Medical Association and the ALP Conference. In April 2009, NDS organised an event at the National Press Club which provided Parliamentary Secretary, Bill Shorten, with a platform to highlight the NDIS as an exciting and transformative idea worthy of serious consideration. Inevitably, the details of such a scheme (eligibility, governance, funding) will be complex. NDS believes that a feasibility study would assist government to work through these details.

The reports from Divisions on the following pages highlight NDS's significant activity and influence at state and territory levels.

### NATIONAL CONFERENCES

NDS hosted four national conferences in 2008-09. It was a demanding schedule for NDS staff but, based on members' evaluations, a very successful program of national events.

The Employment Forum in July in Brisbane attracted almost 600 people and included keynote addresses from the ACTU President and the two federal government ministers with responsibility for disability employment services. The conference also featured the inaugural Excellence Awards for Australian Disability Enterprises, presented by the Governor of Queensland (now Governor-General of Australia), Ms Quentin Bryce AC. Importantly, the awards were made by an ADE and the certificates printed by an ADE.

In September 2008 in Sydney, a combined National Accommodation and Social Participation Conference (Home and Community: Overcoming Exclusion) attracted almost 500 registrations and featured two outstanding international speakers. The conference looked at how a sense of home can be created in supported accommodation settings, debated individualised funding models and provided practical examples of social inclusion.

The annual CEO Meeting in December in Canberra attracted 230 leaders from NDS member organisations and focussed on large policy developments and the provision of management advice. Minister for Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), The Hon. Jenny Macklin MP, and Deputy Secretary, Glenys Beauchamp, provided information on the new five-year National Disability Agreement which had been settled only two days earlier.

In May 2009 in Hobart, NDS held the inaugural Workforce and OHS Conference, which attracted over 400 delegates. The conference had a strong emphasis on the provision of practical advice—to equip service providers to recruit, train and retain workers and to create safe workplaces that don't stifle service users' choices. Whether there should be minimum qualifications for disability support workers was debated, following NDS's release of a short discussion paper.

NDS assisted the Australian Disability and Development Consortium (ADDC) with its first national conference: 'Disability, Disadvantage and Development in the Pacific and Asia'. Through ADDC, NDS works with organisations in the international development and disability arenas. NDS and ADDC applauded the Australian Government's launch of a national disability and development strategy in late 2008.

## INFORMATION AND ALLIANCES

The provision of information and analysis to members remains a key function of NDS. The email



NDS President, Tony Lund speaking at the NDS 2008 Annual General Meeting

bulletin, News Update, alerts members to regulatory changes, policy consultations, funding opportunities and key reports. Members select the subject areas in which they wish to receive information. Across Australia, NDS issued 502 News Updates during 2008–09.

In June 2008, three national peak organisations representing service providers, people with disability and family carers—NDS, the Australian Federation of Disability Organisations and Carers Australia—announced the formation of the National Disability Carer Alliance. This new national alliance provides a forum for the disability sector to unite around big issues and to debate differences constructively. The alliance's vision is an Australian society that ensures equal social, economic, civic and cultural participation of people with disability, their families and carers. We know that governments are more likely to listen if the disability sector speaks with a united voice. The National Disability Carer Alliance, which complements similar coalitions in some states and territories, will assist in achieving this unity.

NDS's relationship with the Australian Blindness Forum continues as a key mechanism enabling NDS to connect with and promote issues of importance to the blindness and low-vision sector.

NDS's seat at the National Roundtable of Nonprofit Organisations allows us to join with other not-for-profit peak associations in advancing common issues. NDS was also represented on the Expert Panel established by the Australian Government to advise on a National Compact with the Third

Sector. We also sit with a small number of other organisations on the Australian Tax Office's Charities Consultative Committee, a key source of advice for the ATO on not-for-profit issues.

## NATIONAL PRESENCE

With the assistance of the Northern Territory Government NDS has been able to employ a full-time manager and a project officer, and open a new office in Darwin. NDS will play a central role in developing a quality assurance framework for disability services in the Northern Territory.

With the assistance of the Queensland Government, NDS opened an office in Townsville; the first NDS office located outside a capital city and important in enabling NDS to respond to the concerns of members in northern Queensland.

Increasingly, NDS is utilising the advantages of being a cohesive national organisation. These advantages include the capacity to transport (and adapt) successful projects across state and territory lines (rather than having to re-invent them), to utilise staff expertise across the organisation regardless of where that expertise is located and to use common systems rather than having to replicate functions in every office. The new National Disability Agreement has an emphasis on building national consistency and NDS is well positioned to influence the implementation of this policy direction.

## MEMBERS AND STAFF

NDS's membership grew during 2008-09. Members and associates total 780, compared with 744 at the end of 2007-08 and 669 three years ago. Assisting this expansion, NDS was pleased to welcome members of the disbanded Physical and Neurological Council of SA.

NDS relies extensively on members' participation in its governance structure and policy formation processes. The eight state and territory committees, which help ensure that NDS is responsive to local priorities, include more than 90 representatives. NDS's national board includes the eight state and territory chairs and an additional six directly elected members. NDS's national committees, which advise on policy, link to state-based policy sub-committees or networks. In some states, regional meetings enhance the flow of information to and from members. In all, this structure supports a robust system of governance and consultation, which strengthens NDS. We are thankful to members for their willingness to assist NDS with their skills and experience.

Across all its offices, NDS employs around 70 full-time and part-time staff to implement its strategic directions and priorities and to manage its projects. Their considerable commitment, initiative and skill are a great asset to NDS. The administrative and policy skills of staff will continue to expand to meet the increasing demands on the organisation.

## FINANCES

NDS ends the year with a healthy surplus and strong balance sheet. The growth in income largely reflects an increase in project funding from governments. This in itself suggests that governments have confidence in NDS's capacity to manage public funds efficiently and to deliver outcomes.

Projects include governance training, the development of risk assessment tools, workforce recruitment, occupational health and safety and expanding the engagement of Aboriginal people with disability services. NDS continues to administer the disability parking program in Western Australia and advised on the harmonisation of such programs nationally (a commitment in the National Disability Agreement). NDS also administers the Companion Card in Western Australia and the recruitment of Companion Card affiliates in South Australia. In 2008-09, we took on the administration of the newly launched Companion Card in NSW.

NDS NSW's growth over the past year has been particularly strong. Income increased from \$1.2 million in 2007-08 to \$3.4 million in 2008-09 and, in June 2008, the NSW Minister for Disability Services announced the establishment of a \$17 million Industry Development Fund which NDS will administer. The fund will assist the implementation of a quality framework in NSW and a reduction in red tape for service providers. Under NDS's guidance the Industry Development Fund will achieve stronger sector engagement and results than if it were administered by a government agency.

NDS is grateful for the support it receives from the Australian Government and all state and territory governments. This funding enables us to alert governments to issues before they escalate, to provide relevant information to service providers and to assist the sector to build its capacity and improve services to people with disability.



**Tony Lund**  
President



**Ken Baker**  
Chief Executive

# NDS STRATEGIC DIRECTIONS 2007 - 11

## 1. EQUIP MEMBERS TO ADAPT TO THE NEW WORLD

Disability service providers face a demanding future: a rising tide of regulations, intensifying competition; increased accountability and reporting requirements from governments. The financial pressure on organisations is increasing with the economic downturn.

To survive, or indeed thrive, in this complex world, service providers require systems to collect and manage data; skills in preparing tenders and identifying evidence of outcomes; sound internal auditing systems, and well-developed business planning and financial skills. They have to make astute judgements about the optimal structure and configuration of their organisation.

Service providers need to work out how to comply with stringent obligations regarding occupational health and safety without compromising their mission to expand the opportunities and choices available to people with disability.

The rise of individualised funding is driven by attractive values such as consumer choice and personal empowerment; but the design, implementation and management of individualised funding models – depending on which version is chosen - raise complex and contentious issues.

NDS will have a key role in informing members about this new world, equipping them with skills and strategies and assisting them to achieve sustainability – including through influencing governments to reduce red tape and boost their support for the sector.

## 2. IDENTIFY AND RESPOND TO THE UNMET NEED AND CHANGING DEMAND FOR DISABILITY SERVICES

Every jurisdiction has queues for disability services, including accommodation support, respite, community access, therapy, employment and assistive technology. The extent of unmet need reflects the low priority given to disability and the failure of previous Commonwealth State and Territory Disability Agreements.

Among the diverse factors re-shaping demand for services are:- population ageing, the growing prevalence of autism, increasing recognition of the rights of people with disability, expanding access

to information (especially via the Internet) and changing community expectations about the role of government.

NDS strongly supports the development of a national scheme which would provide universal and equitable no-fault entitlement to disability services for all Australians who require long-term support. Such a scheme would establish a safety net for all Australians.

NDS will promote the continued expansion of non-government disability services because they are generally more efficient, responsive and mission-driven than government services.

## 3. RESPOND TO WORKFORCE DEVELOPMENT, RECRUITMENT AND RETENTION ISSUES

Across the disability sector, service providers have difficulty recruiting and retaining appropriately qualified staff. Contributing to the shortage are the low public awareness of careers in disability services and the availability of more generous employment conditions among government-owned disability services.

At the same time, more complex skills are required from disability support workers as service models and philosophies evolve. Rather than just providing personal care, workers now support individuals in managing personal relationships, in creating and pursuing their own goals in the community, in learning empowerment skills, and in managing challenging behaviours.

Staff quality is the most important determinant of service quality and should thus be a matter of interest to all stakeholders.

Traditionally, investment in skills development in the cash-strapped disability sector has been low, but the demand for training and professional development to equip workers with relevant skills is growing.

The development of a National Disability Workforce Strategy, as part of the new National Disability Agreement, is an important project, with which NDS will be closely engaged.

#### **4. PROMOTE SERVICE IMPROVEMENT THROUGH ENGAGING IN RESEARCH AND DISSEMINATING RESEARCH FINDINGS**

Governments invest little in disability research. The third CSTDA committed governments to spend collectively only \$400,000 a year on research and development. NDS sought and welcomed the increase in research funding which Ministers announced in March 2008.

Good research and reliable data are needed to drive service development and improvement, and to inform budgetary planning.

NDS is not a research institute, but can partner with professional research bodies to initiate research projects that will enhance the quality of service provision and convince governments that their funding purchases cost-effective and valuable outcomes.

NDS will seek to influence the development of a national disability research agenda.

#### **5. SEEK DIVERSITY OF INCOME**

A diversity of income sources is an important foundation for NDS's independence. Income from government – particularly project income - has grown in recent years.

Some security lies in the fact that the sources of government funding for NDS are diverse, involving eight governments and many discrete projects. Nevertheless, bolstering alternative sources of income is a good risk management strategy. While continuing to value funding from governments NDS will protect its independence and flexibility by building strong income streams that are separate from government and spread across programs within government.

Potential sources of new funding include business sponsors and philanthropic trusts.

#### **6. REDUCE CROSS-PROGRAM BARRIERS THAT PREVENT SERVICES FROM RESPONDING TO THE NEEDS OF PEOPLE WITH DISABILITY**

Bureaucratic and jurisdictional boundaries are barriers for people with disability whose service needs are complex or alter as they reach a new life stage. These barriers adversely affect people ageing in group homes unable to access community aged care programs. They affect people moving from school to employment. They affect people wishing to retire from supported employment.

Commitments in the 2002-07 CSTDA to improve linkages across government programs and access to generic services delivered little. The new National Disability Agreement includes a commitment, which NDS helped secure, to make community aged care package funding available to people ageing in group homes.

As the only organisation that represents the broad spectrum of service providers at national and state levels, NDS is uniquely placed to negotiate across programs and levels of government to find solutions to cross-program barriers. Whole-of-government approaches - such as the National Disability Strategy - will provide an opportunity to reduce barriers.

#### **7. BUILD NDS'S CAPACITY, CONSISTENCY AND PROFILE**

NDS will position itself as the leading non-government voice on disability service issues – an essential source of advice for governments, MPs, media and peak bodies in allied fields. NDS will be seen as authoritative, reasonable and progressive.

To position itself effectively as a strong, influential and consistent voice for disability services, NDS must function effectively and efficiently as a national organisation. NDS will ensure that its governance arrangements, its financial processes, its exchange of information across offices and its utilisation of staff skills enable this to be achieved.





## ABOUT NDS

**National Disability Services is the peak industry body for non-government disability services. Its purpose is to promote and advance services for people with disability. Its membership includes 650 not-for-profit organisations, which collectively support people with all forms of disability. NDS's members range in size from small support groups to large multi-service organisations and are located in every state and territory across Australia.**

### STRUCTURE

NDS has a national office in Canberra and offices in every state and territory. The organisation as a whole is governed by a Board which includes the elected Chair from each state and territory, as well as representatives elected directly by members.

### ORIGINS

Formerly the Australian Council for the Rehabilitation of the Disabled (ACROD), NDS can trace its roots back for more than 60 years. In 1945, State and Territory bodies formed the Australian Advisory Council for the Physically Handicapped to assist with national co-ordination. In 1963, in response to disability service providers' realisation that they had many common interests regardless of the particular group they served, ACROD was established. In early 2007, this became National Disability Services to provide a strong inclusive and enlightened voice for disability service providers from across Australia.

### MEMBERSHIP BENEFITS

#### Information

Given the complex challenges confronting the disability sector, up-to-date information is an essential resource for service managers. NDS's members receive a flow of timely information and analysis regarding not only government policies, programs and funding contracts, but also service delivery and management issues such as governance, risk, quality assurance and fund raising. Members receive information via publications, state forums, national conferences and issues-based committees and networks.

#### Policy influence

NDS provides a robust, independent and rational voice to governments - federal, state and territory - on behalf of disability service providers. NDS bases its positions on consultation with members, supported by research and argument. Through NDS, members have an opportunity to influence government policy.

#### Networking

NDS provides members with opportunities to meet each other, exchange information and, if they wish, form mentoring relationships or business partnerships. NDS networks foster service improvement.

#### Corporate Relationships

NDS is establishing corporate relationships which offer exclusive member benefits. These are being developed to assist our members and the services which they provide.



## NDS BOARD

<b>President</b>	<b>Tony Lund</b> , Chairperson NSW Division Chief Executive, Disability Services Australia
<b>Vice-President</b>	<b>Jason McKey</b> , Elected Member (until Dec 08) Managing Director, Job Placement Ltd
<b>Vice-President</b>	<b>Lynn Quirk</b> , Elected Member (Vice-President from Dec 08) Chief Executive Officer, Redlands Bayside Disability Services Inc
	<b>Susan Healy</b> , Chairperson ACT Division Executive Director, Sharing Places
	<b>Kirsty Carter</b> , Chairperson NT Division Executive Director, Top End Association for Mental Health Inc
	<b>Peter Callaghan</b> , Chairperson QLD Division (from Sept 08) Chief Executive Officer, Community Employment Options
	<b>Glenn Rappensberg</b> , Chairperson SA Division Chief Executive, Novita Children's Services
	<b>David Coe</b> , Chairperson TAS Division Manager Corporate Services, Oak Tasmania
	<b>Anthony Putt</b> , Chairperson VIC Division (until Oct 08) Elected Member (from Oct 08) Chief Executive Officer, Central Access Limited
	<b>Richard Dent</b> , Chairperson VIC Division (from Oct 08) Chief Executive Officer, E.W. Tipping Foundation
	<b>Gordon Trewern</b> , Chairperson WA Division Chief Executive Officer, Nulsen Haven Association Inc
	<b>Andrew Richardson</b> , Elected Member (from Dec 08) Chief Executive Officer, The Wheelchair and Disabled Association of Australia
	<b>Liz Bishop</b> , Elected Member Chief Executive Officer, St John of God ACCORD
	<b>Diana Heggie</b> , Elected Member (from Dec 08) Chief Executive Officer, SCOPE (Vic) Ltd
	<b>Tim Walton</b> , Elected Member Chief Executive Officer, Australian Foundation for Disability
	<b>Bryan Woodford</b> , Elected Member (retired Sept 08) Chief Executive, Yooralla
<b>Chief Executive</b>	<b>Ken Baker</b>
<b>Company Secretary</b>	<b>Ken Baker</b> , NDS Chief Executive
<b>Auditor</b>	<b>Ascent</b>

## NDS BOARD AS AT 30 JUNE 2009



Tory Lund



Jason McKey



Lynn Quirk



Susan Healy



Kirsty Carter



Peter Callaghan



Glenn Rappenburg



David Coe



Anthony Putt



Richard Dent



Gordon Trewern



Andrew Richardson



Liz Bishop



Diana Heggie



Tim Walton



Bryan Woodford

## NDS NATIONAL COMMITTEES

NDS's national committees provide advice to the Chief Executive and through the Chief Executive to the Board.

They also facilitate information exchange among NDS's Members and monitor developments within states and territories in order to identify common trends, service innovations and nationally significant issues.

The National Committees are as follows with their corresponding Chairperson.

National Committee on Accommodation, **Darren Ginnelly**

National Committee on Ageing and Disability, **Diana Heggie**

National Committee on Australian Disability Enterprises, **Robert Styling AFSM**

National Committee on Children, Young People and Their Families, **Glenn Rappensberg**

National Committee on Occupational Health and Safety, **Phil Farrow**

National Committee on Open Employment, **Kerrie Langford**

National Committee on Social Participation, **Grant Vukasinovic**

National Workforce Committee, **Marsha Sheridan**

Tax and Finance Group, **Greg Smith**



Minister for Families, Housing, Community Services and Indigenous Affairs, The Hon. Jenny Macklin speaking at the NDS 2008 CEO Meeting

# NATIONAL OFFICE STAFF

## SENIOR MANAGEMENT TEAM

**Ken Baker** Chief Executive  
**Patrick Maher** Chief Operating Officer

## EXECUTIVE SUPPORT

**Rebecca Gardner** Personal Assistant to the Chief Executive, Office Manager

## POLICY

**Philippa Angley** National Policy Manager  
**Jennifer Kitchin** Senior Policy Adviser, Employment  
**Margaret Verick** ABF Project Officer, Committee Coordinator – Children, Young People and Their Families  
**Paul Musso** Policy Adviser, Australian Disability Enterprises  
**Margaret Gadd** Asia Pacific Project Officer

## FINANCE

**Craig Rudd** Financial Controller  
**Aphrodite Ioannou** Assistant Accountant

## MEMBERSHIP

**Emerson Riley** Membership Services Officer

## CONFERENCE MANAGEMENT UNIT

**Julie Walton** National Events and Conference Manager  
**Sarah Maguire** Events Assistant



National staff, from left: Margaret Verick, Paul Musso, Patrick Maher, Jennifer Kitchin, Ken Baker (Chief Executive), Sarah Maguire, Julie Walton, Margaret Gadd, Philippa Angley and Rebecca Gardner. Absent: Aphrodite Ioannou, Emerson Riley and Craig Rudd.

# STATE/TERRITORY COMMITTEES

## AUSTRALIAN CAPITAL TERRITORY

<b>Chair</b>	Susan Healy
<b>Vice-Chair</b>	Cheryl Daw
<b>Committee Members</b>	Maureen Cane Hilary Martin Tina Siver Eric Thauvette Jacinta Cummins Kerrie Langford Paula Chemello Margaret Spalding (deceased Mar 09)
<b>ACT Manager</b>	Kate Lyttle (resigned Oct 08)  Louise Gray (commenced Feb 09)

## NEW SOUTH WALES

<b>Chair</b>	Tony Lund
<b>Deputy Chair</b>	Tim Walton
<b>Committee Members</b>	Max Bosotti Neil Preston Anne Bryce Andrew Richardson David Hogg Tim Walton Pennie Kearney Robin Way Stephen Kinkead Rob White Tony Lund Allan Young
<b>State Manager</b>	Patrick Maher

## NORTHERN TERRITORY

<b>Chair</b>	Kirsty Carter
<b>Vice Chair</b>	Vicki O'Halloran
<b>Secretary</b>	Robyn Ward
<b>Treasurer</b>	Peter Joyce
<b>Committee Members</b>	Dave Anderson Garry Halliday Greg McMahon Lindy Cameron Elizabeth Reid Claudia Manu-Preston Kim McRae Trudi Clarke Joe Smith Eileen Farrell
<b>NT Manager</b>	Fiona Hofmeyer

## QUEENSLAND

<b>Chair</b>	Peter Callaghan
<b>Vice Chair</b>	Lynn Quirk
<b>Executive</b>	Mark Henley  Judy Mayfield
<b>Committee Members</b>	Peter Callaghan Lynn Quirk Judy Mayfield Bev Watkinson Robert Evelyn Kelvin Spiller (resigned Dec 08) Joanne Jessop Kaye Deeley Angela Tillmanns David Barbagallo (from Feb 09) Pat Thompson (from Dec 08)
<b>State Manager</b>	Valmae Rose

## SOUTH AUSTRALIA

<b>Chair</b>	Glenn Rappensberg
<b>Deputy Chair</b>	Greg Box
<b>Committee Members</b>	Paul Creedon (from Jun 09) Judy Curran Andrew Daly (until Aug 08) Robert Depold Max Dyason Paul Flynn (until Jul 09) Michael Forwood Maree Hollard (until Mar 09) Susan McInerney (from Nov 08) Nick Mihalaras (from Aug 08) John Simpson Ian Terry (until Aug 08)
<b>State Manager</b>	Noelene Wadham

## TASMANIA

<b>Chair</b>	David Coe
<b>Committee Members</b>	Alex Huntir Caroline Brown Dale Luttrell Darryl Lamb Darryleen Wiggins Deborah Byrne Geraldine Harwood Grant Roberts Michael Sertori Millicent Subonj Paul Byrne Paul Mayne Peter Fox Steve Daly
<b>State Manager</b>	Margaret Reynolds

## VICTORIA

<b>Chair</b>	Richard Dent
<b>Vice Chair</b>	Liz Bishop
<b>Committee Members</b>	Daryl Starkey Valerie Lyons Shane Molloy Kevin Craig Diana Heggie Scott Sheppard Kathryn Arndt Estelle Fyffe Rohan Braddy Warwick Cavanagh Anthony Putt Mel Warner
<b>State Manager</b>	Kerry Presser

## WESTERN AUSTRALIA

<b>Chair</b>	Gordon Trewern
<b>Deputy Chair</b>	Joan McKenna-Kerr
<b>Committee Members</b>	Lee Best Gerri Clay Helen Dullard Darren Ginnelly Judy Hogben Hayley Horwood Kathy Hough Debbie Karasinski John Knowles Greg Lewis Marcus Stafford Michael Tait Tony Vis
<b>State Manager</b>	Carlo Calogero



Parliamentary Secretary for Disabilities & Children's Services the Hon. Bill Shorten MP, speaking at the NDS 2008 CEO Meeting



Glenys Beauchamp, Deputy Secretary, Department of Families, Housing, Community Services and Indigenous Affairs addressing the delegates at the NDS 2008 CEO Meeting



Governor General (Elect), Ms Quentin Bryce AC addressing delegates at the inaugural Excellence Awards for Australian Disability Enterprises at the NDS 2008 Employment Forum



The Hon. Tony Abbott MP, Shadow Minister for Families, Housing, Community Services and Indigenous Affairs giving his address at the NDS 2008 CEO Meeting



Delegates at the NDS 2008 Accommodation & Social Participation Conference listening to Senator the Hon. Ursula Stephens, Parliamentary Secretary for Social Inclusion and the Voluntary Sector





## State/Territory Reports



# ACT

## ADVICE TO STATE GOVERNMENT ON POLICY AND SERVICE DELIVERY

NDS ACT is recognised by the ACT Government as a major strategic stakeholder for consultation on disability policy and programs and meets regularly with representatives of the three major political parties in Canberra. In 2009, NDS ACT worked with government to progress such critical issues as innovative options for supported accommodation, the impact of an ageing community, community inclusion and social engagement options for people with disability, addressing workforce challenges in the ACT disability sector and the need for better data collection to identify un-met and under-met need.

Formal submissions were made to government on a range of areas. These were considered in the context of planning and policy development, with several being accepted for further strategic development in 2010.

NDS ACT worked with the ACT Government, other community representatives and Social Ventures Australia to support the establishment of Canberra's first Social Enterprise Hub which was officially launched in June 2009.

One of the major NDS ACT priorities in 2009 was the review of strategic directions for disability. NDS ACT played a lead role in this process hosting a member's forum to provide input to the final report. This review will set the framework for all ACT Government disability policy and planning for the coming four years.

## CONSULTATION AND REPRESENTATION WITH NDS MEMBERS

NDS ACT has developed strong ties with key stakeholders in government and the community to raise the profile of the disability sector. Relationships have been established with other disability groups and community peak bodies to maximise the synergies across organisations with common interests. This has facilitated the inclusion of the disability services perspective in such projects as the development of strategic plans for women, children and youth, the multicultural community and other groups within the community.

In 2009, NDS ACT ensured that the industry's voice was heard through its active participation in key community bodies and forums including:

- Social Enterprises Hub Steering Committee



Susan Healy, ACT Chair

- Community Sector Peaks Forum
- Joint Community Government Reference Group
- Strategic Governance Group
- Disability Workforce Working Group
- Community Sector Viability Working Group
- From House to Home Steering Committee
- Post-school Transitions Working Group
- Community Reference Group on Implementation of ACT Government Policy Framework.

In 2009, NDS ACT achieved a high public profile through local publications and the media, including placement of prominent articles regarding their role in promoting sector sustainability. Through effective use of appropriate publicity, NDS ACT has ensured that the perspective of its members has been brought to the attention of the ACT community.

## INFORMATION AND NETWORKING

In 2009, NDS ACT commenced its free 'Member Information Sessions', a series of professional development forums for members. The inaugural session, 'Leading through Change: Equipping Yourself for Success', provided participants with practical guidance on managing organisations during periods of change.

NDS ACT provided regular NDS News Updates throughout the year to advise members of current issues. These were supplemented with forums covering an extensive range of topics including 'Risk Management' and 'What Keeps You Awake at Night?', sessions which provided an opportunity for members to consider the issues which the sector faces in the next 5-10 years.

NDS ACT also facilitated forums to provide coordinated feedback to government on a number of policy areas and government projects, including:

- The development of Strategic Directions for 2009–14
- Portable Long Service Leave for the Community Sector
- Budget Priorities
- The Review of Special Education in the ACT School System
- Future Options for Supported Accommodation
- Post-school Transitions
- Community Inclusion.

## PROJECTS (SPECIAL PROJECT FUNDING)

'Strengthening the Sector' was the major project focus for NDS ACT in 2009. Funded by the ACT Government in recognition of NDS ACT's capacity to develop practical options for supporting the sustainability of the disability sector, the project explored governance, human resources, financial management, service delivery and business models. A highly inclusive process ensured that the issues canvassed and solutions developed were all carefully tested with a range of organisations.

Scheduled to conclude in December 2009, 'Strengthening the Sector' is expected to inform a forward agenda of sector-wide reform. The project has contributed to the sustainability of the disability services sector in the ACT through a range of practical outcomes, including:

- development of a risk management planning framework, including tools and sector-level risk assessment, which are already being utilised at the organisational level
- a governance survey undertaken, which identified issues of potential concern to the sector at the board level and, supported by extensive research in the area, informed the development of a 'Governance Better Practice Guide'
- a business model analysis exercise which was completed with the support of a working group, and sought to highlight risks and options for service delivery based on the make-up of organisational structure
- a human resources workforce pilot which was completed, featuring development and trial of tools and frameworks for human resources management in the not-for-profit sector

- a purchasing survey undertaken to identify potential for shared purchasing and panel opportunities
- a service plan tool, piloted at Sharing Places Inc., designed to assist organisations in determining their costs, understanding their service types and looking at efficiencies and effectiveness
- a funder engagement model which was provided to NDS ACT members for their use
- an outputs based funding model which was developed and will be the subject of further work.

## JOAN BERRY SCHOLARSHIP

The first Joan Berry Scholarship was awarded in 2009. A living legacy to the generosity of an NDS ACT member who left a generous bequest to the organisation, the scholarship was awarded by the ACT Chief Minister to Ms Vanessa Attridge, an employee of NDS ACT member organisation LEAD. An annual award, the scholarship program represents a practical strategy by which NDS ACT supports the disability workforce through opportunities to access funded continuing education.



From left: Susan Healy (ACT Chair) and Louise Gray (ACT Manager)

## NEW SOUTH WALES

2008–09 marks a year of significant growth for NDS NSW. Such growth is not possible without a strong foundation and proven success in both policy and projects – two key platforms from which NDS NSW has excelled over the past 12 months. Working closely with the sector, and in partnership with the NSW Minister for Disability Services and the NSW Department of Ageing, Disability and Home Care (DADHC), NDS NSW has played a pivotal role in building the capacity of disability services. The ultimate aim of supporting a strong and diverse sector is to achieve quality outcomes for people with disability and their families, both now and into the future.

### POLICY ADVICE AND INFLUENCE

NDS NSW has invested in its policy team over the past 12 months, which has led to the development of numerous policy positions and has influenced the direction of government policies and programs.

In 2008–09, NDS NSW was represented on more than 30 reference groups and working parties, providing high level advice to government. These included the Minister’s Roundtable on Accommodation and Respite Policies and the NSW Department of Community Services (DoCS) Service System Advisory Group. NDS NSW also provided advice to DADHC on an array of issues including packaged support and quality reform. In addition, NDS NSW has forged strong and ongoing relationships with a number of key advocacy groups.

The NDS NSW subcommittee structure provides a strong platform from which many policy positions and papers are developed. 2008–09 was no exception with valuable member input playing a key role in influencing policies through the NDS NSW subcommittee structure. The seven NDS NSW subcommittees mirror the national committees. In addition, NDS NSW convened a number of member forums around issues including child protection, health care and disability, and vacancy management in accommodation services.

The Annual NDS NSW State Conference theme, ‘Strength to Strength’, set the stage for the dissemination of cutting edge research and practice and provided invaluable networking opportunities for staff and management across the sector.

The nine NDS NSW quarterly regional meetings continued to be a success, with attendance rates increasing and a greater focus on content to support real and robust conversations with disability services



Tony Lund, NSW Chair

in each region. Feedback mechanisms ensure the validation of provider concerns and queries and make more visible the work of NDS NSW.

### PROJECTS

NDS NSW attracted a significant expansion of income from government during 2008–09. The majority of this additional funding is in the form of project initiatives aimed at building the capacity of the sector to thrive during a time of significant investment in disability services.

Diversity amongst those we support and those we employ is a priority for the sector, and underpins the Workforce Recruitment Project and the Aboriginal Resources and Pathways (ARP) project. To assist the sector in attracting, recruiting and retaining staff, the Workforce Recruitment Project commenced and achieved significant milestones in the past year. On the back of this success, a media campaign is soon to be launched alongside a recruitment support service specifically dedicated to the disability and community care sector. This project will play a pivotal role in building the profile of the sector within the wider public.

The Aboriginal Resources and Pathways project officially ended this financial year. Nine networks have been established in the metro south and southern regions and the ARP website was launched providing the sector with valuable data, literature and research on improving access to disability services for Aboriginal people with disability. Given the high level of interest in this project, NDS NSW anticipates its extension and expansion in 2009–10.

The participation and inclusion of people with disability in the community is the centrepiece of

much of NDS NSW's work, with the Companion Card project proving to be a highly successful mechanism by which to achieve this for people with severe, profound and lifelong disability who require support to access their community. Since its launch in March, just over 2,000 people have been issued with a Companion Card in NSW, with applications continuing to increase in volume.

Building the capacity of services from within is the focus of a number of projects that NDS NSW has carriage of, all of which are funded by the NSW Department of Ageing, Disability and Home Care. The Disability Safe project continues to successfully re-shape understanding between DADHC, WorkCover and disability services, and has provided a number of training opportunities aimed at reducing the costs of workers compensation and compliance across the sector. Cultivating best organisation practice is also represented by the Good Governance project. Based on the 'It's Your Business' manual developed by DADHC, this project aims to develop the skills and knowledge of boards and CEOs, around critical governance issues, through a variety of training and development opportunities.

In addition, NDS NSW continues to roll out state-wide training in Microsoft Excel and the Unit Costing Tool, providing a robust platform from which organisations can quantify the true costs of service delivery. This valuable resource also enables organisations to plan their cost structure in relation to a number of potentially changing variables.

## THE FUTURE LOOKS BRIGHT

Following the NSW State Budget for 2009-10, NDS

NSW has received significant funding, most notably through the Industry Development Fund. With an investment of \$17 million over three years, NDS NSW will be administering the fund in partnership with government. This signals a significant and highly visible commitment by government, and in particular DADHC, to recognise, through substantial investment, the critical role played by non-government disability services in this state.

NDS NSW proudly forms part of the national NDS NSW structure, working closely with our national, state and territory colleagues to improve the quality of services for people with disability and their families across the country. The shared expertise utilised across NDS NSW has also served to deliver greater outcomes for members.

NDS NSW relies heavily on its staff to implement strategic directions and priorities. The expertise, diligence and commitment of our staff are to be applauded. In an era of unprecedented growth in the non-government disability services sector, challenges still remain. In looking to the year ahead, NDS NSW will continue to work for a viable, equitable and sustainable service system across issues such as funded Social and Community Services (SACS) Award increases, packaged support, respite services and sector development. All this will be achieved through the continued rollout of the Stronger Together initiative along with obtaining a commitment from government for Stronger Together II to be fully funded.

NDS welcomes these challenges and looks forward to continuing to work closely with members and government.



NSW staff, from left: Paul Musso, Jean-Anne Jones, Genevieve Bartlett, Jeffrey Tonge, Kate More, John Gilroy, Kieren Purnell, Gail Day, Gordon Duff, Rhonda Crisp, Jane Johnstone, Sue Smith, Patrick Maher (State Manager), Kylie Warner, Neil Murrell, Berice King, Emily Caska, Megan Sandford & Melissa Pitfield. Absent: Anna La and Gabrielle Jones (maternity leave).

## NORTHERN TERRITORY

During the past twelve months NDS NT reached a major milestone through the establishment of a staffed office in Darwin. The expansion of NDS NT was the direct result of work undertaken in the previous year by an enthusiastic committee which attracted substantially increased funding from the Department of Health and Families (DHF). NDS NT now has the capacity to make an important contribution to the Northern Territory disability sector through extensive sector development activities and more effective and responsive support to our members.

### THE QUALITY FRAMEWORK PROJECT

In 2006 DHF engaged KPMG to undertake a major review of disability services in the Northern Territory. The review recommended significant changes to the provision of disability services. One of the major recommendations was the development and implementation of an integrated service model to guide major change in the provision of disability services, both government and non-government.

Quality management is one of the key characteristics of the integrated service model. NDS NT will undertake a project to develop a framework that aligns service delivery with contemporary practice models and relevant legislation and standards. The project will engage service providers in an inclusive development process that focuses on quality service delivery, improvement of service user outcomes, effective and efficient use of resources, streamlining monitoring and reporting requirements and meeting relevant legislative standards.

The Quality Framework Project has huge potential for improving quality outcomes for clients and service providers. The project will provide opportunities for real engagement with service providers, including those in remote areas. It will also assist DHF and NDS NT to gain a greater understanding of the most appropriate and relevant quality management systems required to support service delivery where isolation and distance present unique and interesting challenges.

### NATIONAL WORKFORCE PROJECT

In 2008–09 Somerville Community Services was the Northern Territory's pilot site for NDS Queensland's National Workforce Project. Somerville investigated workforce retention, training and the more effective provision of client focused service delivery models through four projects. These projects were:



Kirsty Carter, NT Chair.

Absent: Fiona Hofmeyer (NT Manager) & Lyndell Chambers

- the use of incentives to retain staff
- restructuring positions to meet the requirements of international workforce visa restrictions
- the establishment of informal and formal partnerships with tertiary institutions to improve training outcomes
- job redesign to meet emerging service provision requirements.

The body of work undertaken by the pilot site, including achievements and challenges, will be shared through the NDS NT Committee.

### DISABILITY AWARENESS WEEK

NDS NT once again participated in the annual Disability Awareness Week in September 2008, providing an information stall at Raintree Park. These events continue to facilitate excellent networking and awareness raising opportunities for staff and members.

### REPRESENTATION TO GOVERNMENT

NDS NT has taken a proactive approach to its relationships with government through regular meetings with the Minister for Family and Community Services and senior officers on a range of matters relevant to the disability sector. NDS NT has also participated as an active member of the Disability Advisory Council.

### COMMUNITY CONSULTATIONS

NDS NT participated in the Disability Parking Scheme consultations and the FaHCSIA Family Support Program consultations. The ability for NDS NT to participate in consultations and make

representation on behalf of members and the disability sector has significantly improved with the employment of two full-time staff members.

### **LOOKING TO THE FUTURE**

NDS NT's vision is to build on the achievements of the last year and consolidate its presence across the Northern Territory during the coming year. The opening of the Northern Territory office provides a stronger presence for NDS NT and the capacity

to provide a more responsive peak body function for members and prospective members, as well as working in partnership with government on projects which improve service delivery outcomes. The work undertaken by Fiona Hofmeyer and Lyndell Chambers in the establishment of the new Darwin office was very much appreciated. The increase in resources and effort will take NDS NT to a new level in the Northern Territory.



# QUEENSLAND

## ADVICE TO STATE GOVERNMENT ON POLICY AND SERVICE DELIVERY

NDS QLD provided advice to the state government on a range of matters, including moving young people out of residential care, disability action plans across all departments, the drafting and implementation of restrictive practice amendments to the Disability Services Act (2006), government responses to disability workforce challenges, and the unintended consequences of proceeding with the current Growing Stronger reform agenda.

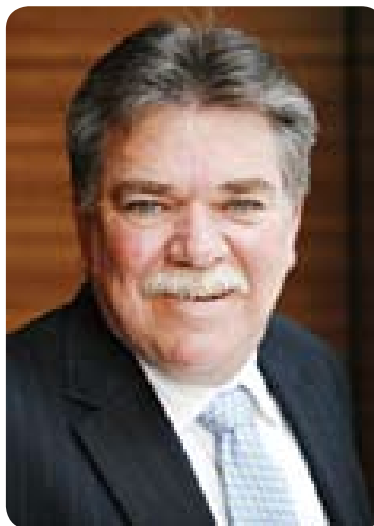
NDS provided evidence on behalf of its members at the Public Accounts Parliamentary Inquiry, based on previous input to the Public Service Performance Commission and the Office of the Auditor General, regarding inadequate funding levels, administrative inefficiencies and burdensome compliance requirements. NDS QLD continues to give advice to government on these issues, the most effective of which has been through membership on the Queensland Compact Governance Committee.

NDS QLD was also a key driver in the development of the blue skies scenario – a vision for an alternate future for people with disability, their families and supporters in Queensland. NDS QLD worked closely with key stakeholders including service providers, parent advocates, systems advocates, people with disability, and senior public servants to develop a community response to needs of people with disability in the community. The group has commenced the work of identifying and negotiating the shifts in policy and investment strategy required to realise the vision, and to engage the broader community on questions around developing inclusiveness. NDS QLD has commenced the conversation with its members about what such a vision means for service delivery responses, with acknowledgement that government policy and funding arrangements need to support such a response.

## CONSULTATION AND REPRESENTATION WITH NDS QLD MEMBERS

NDS QLD has gathered a range of data relating to workforce, cost of service delivery, and the economic contribution of the sector to local communities, primarily to inform efforts at influencing the policy environment in which services operate.

Specific consultation and lobby efforts have been conducted with regard to the restrictive practice



Peter Callaghan, QLD Chair

amendments to the Disability Services Act (2006) and the associated chemical restraint policy framework. While the legislative changes and policy framework did not ultimately reflect the needs and wishes of service providers, unintended consequences and likely risks associated with the amendments were documented and acknowledged by government, the Office of the Public Advocate and the Adult Guardian. NDS QLD is a member of the research advisory group of the Centre for Excellence in Behavioural Support (University of QLD), with contributions focusing on the need for research to be relevant to current service delivery paradigms and issues.

NDS is a member of the Community Service Futures Forum, an alliance of more than 40 statewide and peak bodies across all community service industries, and has contributed strongly to the development of a Queensland Compact and Action Plan. NDS QLD is also a founding member of the Compact Governance Committee.

## INFORMATION AND NETWORKING

NDS QLD conducted its second Communities of Practice conference in October, 2008. This was followed up by a series of hosted conversations around the question, 'What would it take to create a disability service system that meets the needs of all Queenslanders?' Two hundred and thirty people participated in the initial day of conversations with feedback presented on the NDS QLD website and in formal presentation to the NDS/DSQ (Disability Services Queensland) Partnership Forum 10 days later. A number of similar events, including two regional conversations to introduce the new Minister for Disability Services, were conducted in North and Far North Queensland early this year, with positive responses from both government and the sector.



NDS has formally supported the establishment of service provider networks and collaborations in North Queensland (through the North Queensland Managers Retreat in October), the 30 Mob (a group of 30 small service managers) and more recently, the emergence of a community of practice in Rockhampton. NDS QLD has identified and supported the development of a number of emerging leaders by linking members with mentors and funding professional development opportunities

NDS QLD has maintained a strong website presence to disseminate information on NDS QLD activities and the outcomes of these activities across the state. YouTube and interactive forums have been trialed, the most effective of which has been the NDS QLD job board.

## PROJECTS

NDS QLD has continued its support of service providers through a range of sector development, quality and state-based workforce project activities, aimed at building identity, resilience and strength of stakeholder engagement. All funded services are now quality certified and workforce is a high priority on their agendas. NDS QLD has established a local job board with free advertising of jobs available to its members, and has begun establishing a strong presence at regional career expos.

### National Workforce Project

NDS's two-year National Workforce Project, funded by the Department of Education, Employment and Workplace Relations (DEEWR) was finalised during this period. Our work this year capitalised on the work of the previous year — which focused on building an understanding of the disability workforce in the broader Australian labour market context.

Through the development and delivery of a basic awareness raising workshop, disability organisations in every state and territory had the opportunity to explore the workforce capacity challenges facing the sector and what the implications might be for their own sustainability.

This year, the project continued its work with 13 pilot sites across Australia, who had been trialling a range of strategies to address the workforce challenges that they were experiencing. Pilot sites chose to address a range of issues, including:

- high turnover
- gender and age profile mix
- challenges associated with rapid service growth.

The progress of the pilot's strategies were using the Most Significant Change evaluation methodology, which involves gathering stories of change from multiple stakeholders from the pilot project teams, at three points in time. Rounds One, Two and Three of the Most Significant Change interviews are now available for download, along with:

- the final Project report
- the Project rationale
- awareness raising tools
- our Recruitment and Retention Toolkit
- a literature review
- results from our National Workforce Survey
- an overview of the pilot sites
- pilot site project reports
- a pilot project analysis.



QLD Committee



QLD staff, from left: Jane Sampson, Len Airey, Cate Houston, Catherine Goodall, Valmae Rose (State Manager), Brenda-Anne Parfitt, Michelle Moss, Angela Richardson and Cameron Gledhill

## SOUTH AUSTRALIA

Member organisations in South Australia have looked beyond the additional challenges they have faced over the past 12 months to ensure the continued provision of everyday quality services and life opportunities for people with disability, families and carers. Their 'can do' spirit is amazing, and NDS SA has been proud to be able to assist them in their work and to advocate on their behalf.

Other input of significance has been a deliberate shift by NDS SA staff and advisory committees to a work smarter/provide solutions philosophy to underpin NDS's representation to government. This requires the development of achievable strategic initiatives that address the reality of what it is believed the non-government, not-for-profit sector will look like in the future. Under this new philosophy, NDS SA advisory committees have commenced their contributions to NDS's first planning document, a *Blueprint for Disability Services in South Australia*.

The knowledge and experience of NDS SA divisional committee members were harnessed to determine sustainability strategies for presentation to the Minister for Disability, to address the challenges facing both the non-government disability services sector and the government. These well-considered and debated initiatives included a recommendation to drop the stamp duty on motor vehicles used to provide services to people with disability. NDS SA believed this initiative would free up funds that could be allocated to additional service provision. Another initiative was to make available, on application, once-off, time-limited viability grants to non-government service providers during the economic downturn. Two meetings were secured with the Minister. However, despite these representations, it was disappointing to be informed that no stimulus strategies to assist non-government disability organisations facing difficulties would be included in the state government's 2009-10 budget.

Now in its third year, the Companion Card program has achieved many milestones with 2,355 persons with lifelong disability holding Companion Cards and 165 venues signed as affiliates. To date NDS SA has had responsibility for the marketing of the Companion Card, the current funding for which has progressively reduced and is due to cease in June 2010. A submission for further funding of this important initiative was put to the Department for Families and Communities (DFC) in February.

*'Being affiliated with the Companion Card program*



Glenn Rappensberg, SA Chair

*has enabled the Adelaide Entertainment Centre and its ticketing agent, Ticketek, to easily identify patrons with a special need in relation to purchasing tickets and gaining access for a carer to an event at the venue. This means a quicker, easier transaction for the patron and ensures they have access to seating which suits their requirements (subject to availability).'* Sally Arch, General Manager – Venue Services, Adelaide Entertainment Centre.

Workforce capacity continued to be identified as a significant concern for disability service providers in this state, and during the year NDS SA provided a number of opportunities to assist member organisations in becoming stronger, better skilled, more informed and sustainable. One such opportunity, provided with funding assistance from, and collaboration with DFC, Department of Trade and Economic Development and SA Health and Community Services Skills Board, followed the development of a scoping paper that identified what workforce development skills training and education opportunities were available and accessible to NDS SA members. The intelligence from this exercise informed the delivery of three full-day *Building Business Capability in Workforce Development* workshops for representatives from 20 disability service provider organisations. These workshops, which commenced this financial year, will be interspersed by three on-site, one-on-one consultancy visits at which each participating organisation will be assisted in determining their individual workforce development needs. A final report compiled from information obtained from the one-on-one visits will inform a needs-based Professional Development Training Calendar for 2010.

*'The Building Business Capability workshops and consultancies have provided a great opportunity*

*to take advantage of expert knowledge, tools and resources and to share new ideas with other service providers.* Sandra Montagu, Human Resource Manager, Finding Workable Solutions.

Opportunities for members to keep informed of issues and changes pertinent to the disability sector were afforded by way of regular *News Updates* and *Info-E's*, quarterly *Government/Non-Government Disability Sector Relations Forums*, a joint forum with Association of Competitive Employers on Open Employment and a workshop on Developing a *Disability Action Plan*. NDS SA was also a partner in presenting a two-day conference *Disability in SA: Shifting the Paradigms*, at which Dr Ken Baker, Chief Executive, NDS SA was keynote speaker.

The contribution of two-thirds of NDS SA member organisations to NDS advisory committees was again significant this year, and ensured that the SA Division was well informed when representing the sector to government.

NDS consulted widely with members and was able to influence two new government policies: *Direct Health Support of People with a Disability Policy* for which six implementation workshops were conducted in both metropolitan and country areas, and the draft *People with a Disability Consent to Service Policy*. The master and service agreements were also revised with considerable input from NDS.

NDS SA represented members' interests at four partnership focus group sessions hosted by DFC. Four main themes were identified: Relationships, Funding, Information and Administration. NDS SA is working with DFC to produce a report and action plan containing strategies to address the issues raised.

The participation of non-government disability organisations in the DFC quality accreditation program, *Service Excellence*, has been commendable. Six non-government disability organisations have achieved award status, 30 certificate status and a further 100 have committed to undertake the program. NDS SA has been a proud supporter and contributor to this program.

*'The Service Excellence Program was the tool that brought about positive change to Barossa Enterprises.'* Geoff Blackwood, CEO, Barossa Enterprises.

Early in 2009 NDS SA gained 27 new member organisations as a result of the cessation of the Physical and Neurological Council which transferred membership and assets to NDS. In the past, the council has had a regular presence in rural areas

through attendance at field days and expos, and, subject to continuity of funding, it is intended NDS SA will continue this rural presence and extend the involvement to its wider membership.

What has been particularly exciting during 2008–09 has been the relocation of the NDS SA Division to its own suite of offices. With support from NDS National Office and other state divisions, and a successful Community Benefit Grant for IT equipment, NDS SA now has its own identity and professional presence.



SA staff, from left: Noelene Wadham (State Manager) and Channelle Donaldson

## TASMANIA

Following a comprehensive review of disability services by KPMG, the Tasmanian Government accepted the need for recommended sweeping reforms and established the Reform Implementation Unit.

NDS TAS has received \$100,000 from the Department of Health and Human Services (DHHS) to work in partnership with the Reform Implementation Unit to assist communication with the disability sector and prepare a report on new options for Community Access Services.

During the past 12 months there has been continuing consultation about the development of an appropriate model for referral services to Specialist Disability Service Providers when the new regional Gateway Model includes disability in 2010. NDS TAS is represented on the three committees responsible for developing the Gateway Model, a Common Assessment Framework and Unit Pricing.

In addition we have worked closely with the Disability, Child Youth and Family Services staff as new regional arrangements were introduced, so we met on a regular basis to review progress, discuss issues of mutual concern and develop appropriate solutions. NDS TAS has coordinated member briefings and maintained communication throughout this period.

NDS TAS played a pivotal role in the development of the Disability Services Industry Wages Agreement 2009 significantly improving the wages of disability support workers working for non-government services. NDS, with the Health and Community Services Union, coordinated the agreement with a majority of members and it was upheld by the Tasmanian Industrial Commission in November 2008. NDS TAS was then required to engage in a lengthy process to convince the state government to fund the essential increase and the Minister for Human Services announced supplementary funding at the NDS National Workforce Conference in May 2009.

During this year there have been major changes within the Department of Health and Human Services so NDS TAS members have participated in a large number of forums including:

- implementation of the KPMG Review Recommendations, relating to the establishment of 'Future Communities'
- partnership workshops
- quality and safety review



David Coe, TAS Chair

- integrated finance and performance indicators
- unit pricing.

### DURING 2008–09 NDS TASMANIA:

- prepared a submission on the Abuse of Children in State Care which was well received by the House of Assembly and prompted a tri-partisan debate and agreement to review the Disability Services Act and commit to the International Convention on the Rights of People with Disabilities
- prepared the 2009–10 Budget Priority Submission highlighting the need for a new Disability Industry Wages Agreement and the allocation of Commonwealth State/Territory Disability Agreement (CSTDA) resources
- prepared a submission on the Community Equipment Scheme for the Joint Parliamentary Committee on Community Services investigating the availability of assistive technology in Tasmania
- hosted a social function for 60 people to mark International Day for People with Disabilities which was attended by the Human Services Minister, Lin Thorp, who committed to working to address critical need in the provision of disability services in Tasmania
- circulated its Budget Priority Submission to all state members and arranged personal meetings to focus on the urgency of wage increases. This was a major priority as the Tasmanian Government flagged reduced levels of funding in the 2009–10 budget due to the global economic crisis
- hosted the launch of its Annual Awards for Leadership and Innovation presented by Federal Parliamentary Secretary for Disability and Children's Services, The Hon. Bill Shorten MP

- released its 2009–10 Disability Budget Impact Statement identifying considering progress in the DHHS reform process
- prepared a submission to the Health Minister in advance of amendments to the Poisons Act to highlight the professional role of disability workers in the administration of medication
- hosted the Seniors Parliament during Seniors Week in October. The event was held in the Tasmanian Legislative Council where the President, Sue Smith, welcomed the participants. Recommendations focusing primarily on ageing in place and transport were sent to local state and federal government representatives
- updated its Resource Directory and distributed it to key Tasmanian government agencies and community organisations
- prepared a response to the Review of Peak Bodies in Tasmania identifying the key role NDS TAS plays in representing disability service providers.

## TASMANIAN PROJECTS

### Community Access Project

NDS is researching best practice in Community Access Services to inform recommendations to the Reform Implementation Unit. This project has involved interviews with service providers and clients to gain an understanding of the need for a variety of flexible options to be introduced in Tasmania. A report will be available for public comment in November 2009 and will be finalised with recommendations to the department in February 2010.

### Workforce Initiatives

The Annual NDS/ASSID 'Celebrating Support Workers' Conference attracted 180 delegates and the two-day program was well received by all who attended. It was opened by Parliamentary Secretary Lisa Singh and involved a range of speakers representative of the disability sector. The Inaugural Alex Tubb 'Young Worker Award' was presented to Kellie Silver and she spent a week's work experience visiting a range of Victorian service providers.

A network of registered training organisations linked to Skills Tasmania and the Workforce Development Unit within DHHS was developed to assist with the coordination and planning of new training options. This has encouraged networking via a Skills Tasmania funded website which hosts information about upcoming events, training and online discussion.

NDS TAS piloted a five-day Schools Work Experience Program to give nine Grade 10 students the

opportunity to consider the disability sector as a future career path. Students were given an overview of NDS Tasmania, the work of members and were introduced to Auslan. The students visited several services and were then assigned a service for two days of work experience. A majority of these students have committed to specific training or voluntary work in the disability sector as a direct outcome of their work experience. The Education Department complimented NDS TAS on the program and invited us to continue coordinating this work experience program.

### Disability Framework for Action

Through the Premier's Disability Advisory Council the state manager has been working with other members to assess the way in which government departments implement their Disability Action Plans. This work is central to the goals of the KPMG reform process which aims to expand the options of people living with disability by being able to access both generic and specialist services on a needs basis.

This has involved the NDS TAS office in discussions with a number of state government departments about the access and inclusion policies, including transport, housing education, employment, sport and recreation. NDS TAS prepared a submission to the Tasmanian Social Inclusion Unit urging a greater focus on policy that addresses the social exclusion of people with disability.

NDS TAS is represented on the Equal Access Advisory Committee of the Hobart City Council and the Equity Committee of Skills Tasmania.



TAS staff, from left: Jennifer White, Margaret Reynolds (State Manager), Lyndell George

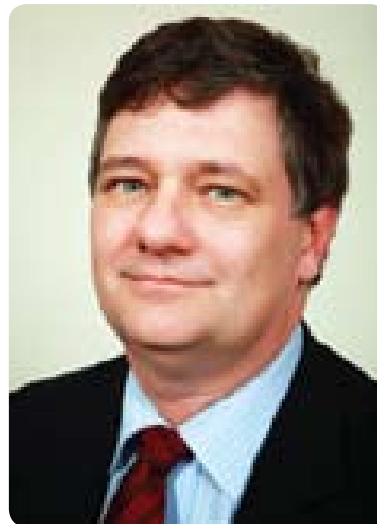
# VICTORIA

## ADVICE ON GOVERNMENT POLICY AND SERVICE DEVELOPMENT

NDS VIC has strengthened its reputation as a credible, strong voice for the sector during its second year as the single peak body for Victorian disability services. Advice has been provided through regular meetings with senior government officials in the Department of Human Services (DHS), the Department of Planning and Community Development, Victorian Managed Insurance Authority and WorkSafe, the Minister for Community Services and ministerial advisors.

### Major outcomes of this work are as follows:

- Six monthly meetings of the Disability Services Division Executive and NDS VIC state committee to plan and review areas of joint work, with a focus on sector sustainability, planning, quality and research
- Agreement to 3.14% annual indexation and a \$2 million sector capacity grant for 2009–12. The community sector working group, of which NDS VIC was part, commissioned research to analyse relevant indexation measures and efficiency gains and NDS VIC participated in a Parliamentary Advocacy Day (40 parliamentarians participated)
- Review of the cost of out of home disability supports. This work found a shortfall in funding for supported accommodation and day services. Following a disappointing state budget outcome, DHS agreed that further work would be undertaken in this area
- Strong representation in community sector and government discussions regarding a proposed portable long service leave scheme, which will apply to all not-for-profit community services. NDS VIC has recommended other strategies as being more effective and opposed the shape and structure of the proposed scheme due to its impact on service providers' financial viability
- Strong representation to refine the model and guidelines for Individualised Support Packages and identify and address transition issues for the sector.
- Successful advocacy for sector capacity building project funding in relation to risk management, strategic, business and financial planning, workforce planning, implementation of quality systems and governance
- Strong contribution to the development of the Victorian Workforce Planning and Development Strategy.



Richard Dent, VIC Chair

## 2008–09 BUDGET SUBMISSION

NDS VIC's priority was 'Sustaining Service Quality and Choice', and sought increased unit prices, 4.2% price indexation and Workforce Strategy funding. NDS VIC also sought new accommodation support packages, upgrading and extending of housing stock and early childhood intervention places.

While the budget outcome did not address the fundamental issue of unit prices, funding was granted for price indexation, Workforce Strategy, early childhood intervention, Individual Support Packages and capital funding for supported accommodation for young adults with high support needs.

## SUBMISSIONS

NDS VIC has written submissions in relation to the Portable Long Service Scheme, Inquiry into Supported Accommodation for People with a Disability and Mental Health Issues (NDS VIC and as a member of the Coalition for Disability Rights), Individualised Support Package Guidelines, Community Visitors Protocol, Sector Reorientation Communication Strategy, Vulnerable Youth Framework and the Redevelopment of the Aids and Equipment program. NDS VIC also presented at a hearing for the Inquiry into Supported Accommodation.

## OTHER KEY DECISION MAKERS

NDS VIC met with senior officials from the offices of the Treasurer and Premier, as well as key government departments to discuss NDS' state budget submission, and has an ongoing relationship with these offices.

NDS also worked with the Disability Services Commissioner (to improve complaints management), Senior Practitioner Research Reference Group, Senior Practitioner Statewide Partnerships (to review and provide advice regarding restrictive interventions) and the Office for the Public Advocate regarding the Community Visitor Protocol. NDS VIC has maintained regular liaison with the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) regarding Australian Disability Enterprises, and has strengthened liaison with the Department of Education and Early Childhood Development.

## CONSULTATION AND REPRESENTATION WITH MEMBERS

NDS participated in external working groups and forums on the following topics:

- With DHS: Industry Advisory Group and associated working groups – Workforce, Governance and Management, Employment of People with a Disability and Research and Quality Framework
- With DHS: Price Reviews, Human Services Partnership Implementation Committee, Palliative Care, Aids and Equipment Redevelopment, Colanda Future Needs, Research, Support Worker Awards and Scholarships and Study Tour Awards
- With broader government: Disability Services Board, Senior Practitioner Statewide Partnerships, Community Sector Regulatory Reform and WorkSafe OHS Project.

## SUBCOMMITTEES AND WORKING GROUPS

Ten subcommittees met regularly, including Accommodation and Community Support, Disability Employment Networks, Australian Disability Enterprises, Children Young People and Families, Social Participation, Workforce Planning and Development, Ageing and Disability and Occupational Health and Safety. Subcommittees contributed strongly to NDS VIC projects and advice to government.

Member forums were held every 2–3 months for employment services, accommodation, and occupational health and safety, and two forums were held about the reorientation of day services.

NDS held two rounds of regional meetings to hear about local issues and trends and consult about specific topics including the Aids and Equipment Scheme Redevelopment.

## 1. INFORMATION AND NETWORKING

NDS VIC has continued to work with the broader community sector with a focus on:

- Training: Social Science Industry Advisory Group, Community Services and Health Industry Training Board
- Community sector: Peaks/Statewide Networks Forum, Price Indexation
- Coalition for Disability Rights: Carers Victoria, Victorian Disability Advocacy Network and Association for Children with a Disability
- Industrial relations: the Victorian Hospitals Industry Association regarding development of Enterprise Bargaining Agreements.

## PROJECTS

Project funding grew from \$60,000 in 2007–08 to \$691,300 to be expended in 2008–09, with funders including DHS, Victorian Managed Insurance



VIC State Committee



VIC staff, back row from left: Sarah Fordyce, Carol Grant, Catherine Doherty, Georgia Taylor. Front row from left: Erin Davidson, Kerry Presser (State Manager), Sue O'Neill. Absent: Helen Bryant and Wendy O'Neill.

Authority, WorkSafe and the Helen McPherson Smith Trust.

### **GOOD GOVERNANCE PROJECT**

This project commenced in 2007 and has developed resources and training for boards in relation to the Disability Act and the Quality Framework. There has been high take up of training with 99% requests from small organisations. By June 2009, 89 workshops had been delivered. Further funding has been received to develop a further three modules and deliver up to 100 additional training sessions.

### **QUALITY PROJECT**

The project established and supported nine networks (104 organisations) to facilitate implementation of the Quality Framework and prepare for independent monitoring. A conference in February 2009 showcased learnings and a second round of networks has been funded for 2009–10.

### **OCCUPATIONAL HEALTH AND SAFETY PROJECT**

This three year project, funded by WorkSafe, has focused on addressing systemic issues as well as providing opportunities for practical networking and support. Progress includes a commitment from DHS and WorkSafe to work collaboratively to address OHS issues, establishment of regional networks, collaboration with registered training organisations to tailor OHS courses, and exploration of legal issues regarding consent to enter residential homes.

### **RISK MANAGEMENT PROJECT**

This project is co-funded by DHS and the Victorian Managed Insurance Authority, and will support disability services to apply strategic and operational risk management analysis and control processes. The risk management and control framework has been piloted across five sites and funding for the next stage of the project has been provided to deliver additional templates, tools and training.

### **AGEING AND DISABILITY RESEARCH**

Research funded by the Helen McPherson Smith Trust identified formal and informal barriers that arise from policy, practice, procedures, staff skills and attitudes. Report recommendations focus on short to longer term practice and policy solutions that will support people with disability to 'age in place'.





# WESTERN AUSTRALIA

## ADVICE TO STATE GOVERNMENT ON POLICY AND SERVICE DELIVERY

### Budget submission

NDS WA prepared its budget submission prior to the announcement of a state election. The timing of its release ensured that the submission was considered by both major parties in formulating their disability policy election commitments.

Several of the NDS WA budget strategies were incorporated into the disability election policy of the Liberal Party which won government. Accordingly, the new government is fulfilling these election commitments.

### Housing research project

There are significant government reforms to the community housing regulation system and the WA disability service providers have expressed concerns about the implications for the sector. NDS WA has conveyed the concerns to the relevant government departments and identified the need for disability service providers to consider where they should be positioned to ensure future housing needs are satisfied.

As a result the Disability Services Commission (DSC) has funded NDS WA to engage a consultant to identify and evaluate options for establishing an interface between the specialist disability services sector and the Department of Health (DOH), to ensure timely access to appropriate housing for people with disability into the future.

### Quality Management Framework (QMF)

Given that the QMF was piloted with the Alternatives to Employment (ATE) service providers, NDS WA played an active and valuable role in feeding back to DSC on the development of the framework.

NDS had input and influence over the establishment of the new ATE Continuous Improvement Group (DSC), insisting on strong sector input into membership of the group. Feedback was also provided on the Self Assessment Tool developed by KPMG.

## CONSULTATION AND REPRESENTATION WITH MEMBERS

### Review of the Disability Services Act

NDS WA followed the review of the Disability Services Act and, based on consultation with its members, made a submission to the review committee. In brief,



Gordon Trewern, WA Chair

the submission stated NDS's strong support for the continued existence of the DSC as a body dedicated specifically to working on behalf of and for people with disability.

### Disability Future Directions 2025

NDS made a submission on the development of the Disability Future Directions plan during DSC's Stage 1 environmental scan. The submission provided NDS's vision for the lives of people with disability, their families and carers, in 15 to 20 years time, and highlighted three key factors that will most affect them: impact of demographics of ageing population, economy and advances in technology.

Two NDS WA representatives were involved in DSC's Disability Future Directions 2025 Committee to guide the plan's development.

### Decision making forum

NDS WA has examined a range of complex areas concerning determining a person's capacity to consent and consenting to medical treatment and within this context, the interaction between people with disability, their families, and their service providers.

NDS convened a decision making forum that provided an opportunity for service providers to gain a better understanding of their position in relation to making decisions for people with decision making disabilities, and to raise specific scenarios for discussion, information and advice.

NDS is planning to use the information provided at the forum, in conjunction with other research, to develop a guide/toolkit for service providers.

## Committees

NDS WA committees structure form an important forum for ensuring WA members are informed, consulted and engaged on a wide range of disability issues and developments.

NDS continues to support standing subcommittees that focus on Accommodation, Australian Disability Enterprises, Children and Youth, Disability and Ageing, Disability Employment Network, Social Participation, Human Resources and Financial Advisory and Regional Services. However NDS WA is also responsive to emerging issues and has established time-limited working parties to look at issues such as support worker wages, governance and health governance.

## INFORMATION AND NETWORKING

### Disability Support Worker Awards

The inaugural gala dinner for the Disability Support Workers Awards 2009, hosted by NDS WA in partnership with DSC, was an outstanding success. The evening was at capacity with over 470 participants drawn from a wide cross-section of Western Australian disability service providers. The awards recognised the outstanding achievements and contributions made by disability support workers.

## Research partnerships

Good research and reliable data can drive service development and improvement, and inform budgetary planning. NDS WA has partnered with professional research bodies to initiate research projects that will enhance the quality of service provision and demonstrate to government that the funding they provide results in valuable outcomes. NDS WA has been involved in the following two research projects over the past year:

### Personalised Residential Supports (PRS)

A joint initiative with Curtin University, Developmental Disability Council and family representatives to describe and prioritise elements of the PRS model. The project provided information about the nature, purposes, and outcomes of personalised residential supports from the perspectives of key stakeholder groups.

### Individual Needs Planning

The project was a joint initiative with Curtin University and Nulsen Haven Association, to investigate planning around the individual needs of people with disability and to identify good practice. The focus was on the approaches used by formal providers of accommodation services in Western Australia.



WA staff, front row from left: Rod Garlett, Debbie Alvarado, Helen Granville, Carlo Calogero (State Manager), Monique Williamson, Lesley Pereira, Matthew Mostyn. Back row from left: Su-Hsien Lee, Mary Butterworth, Sonya Horsman, David Rogers, Frances Thomas, Liz McGilligan, Anne Thornton. Absent: Melissa D'Amico.

## State conferences

NDS WA planned and coordinated the following two state conferences during 2008:

### Living in the West

This conference was based on the theme 'Finding the Balance – sustaining service quality under increasing pressures' and attracted over 200 attendees.

### Working in the West

This conference was held in partnership with the Australian College of Educators (ACE). Over 200 delegates attended and considered the maintenance of values in an increasingly bureaucratised employment system.

## Resources

NDS WA produced the following two resources for disability service providers:

### Pandemic Preparedness Resource

This is a resource to assist disability service providers to prepare for and respond to a pandemic or similar event. 'Pandemic Preparedness for Western Australian Disability Services' includes a checklist for organisations to use to assess their current practice and identify areas for service improvement.

### Resource Manual on Prevention and Management of Sexual Abuse

An information resource, 'Guidelines for the Prevention and Management of Sexual Abuse in Disability Services in Western Australia', which has been developed to provide clear guidelines to promote safety, prevent sexual assault and improve response strategies to incidents of sexual assault.

## PROJECTS

### Disability Sector Training Liaison Project

This project provided a critical conduit for all stakeholders and a number of strategies have been implemented to develop an effective and sustainable training system for disability support workers.

There has been broad consultation with both service providers and training providers to gather feedback on the training needs and other identified issues for support worker training.

As a result, the project has initiated:

- the formation of the Disability Training Coordinators Network and the Disability Sector Training Network
- the expansion the IDEASWA website

- training linkages between other disability service providers.

## Professional development

In collaboration with DSC, NDS WA has co-funded a professional development initiative. In the first six months of operation the initiative has successfully delivered a wide range of workshops and events including:

- Projects showcase
- Optimal individual service design
- Effectively managing complaints
- Family centred practice
- Motivating jobseekers
- Decision making capacity forum
- The Not for Profit Board.

These events reflect the needs identified in earlier research and more recent feedback from NDS WA members. To date, some 410 people have attended events and most events have been fully booked.

## Aboriginal Project

This project promotes the development of disability services that are culturally responsive to Aboriginal people, and strategies that increase the employment of the Aboriginal people in the sector.

The project has included several cultural awareness forums, individual capacity building advice to organisations, support to develop a Reconciliation Action Plan and the development of a Cultural Awareness Resource for service providers.

## Community services

A major function of NDS WA is provided through direct services to people with a disability through the ACROD Parking Program and the Companion Card. Each year over 34,000 people with a disability receive information and support through these community services.

In the past year over 13,000 telephone calls were received and the branch distributed over 40,000 newsletters and other correspondence to support access to the community for people with a disability, their family, carers and friends.

## NATIONAL DISABILITY SERVICES WA

### Companion Card

The program is in its fourth year of operation and has continued focus on:

- increasing the number of affiliated venue and event options
- developing partnership projects with other agencies
- maintaining the important relationship between card holders and affiliates
- identifying and exploring new and exciting opportunities for card holders.

There has been an 8% increase in card holders with card numbers currently sitting at 4,252, and the number of affiliates has increased to over 310.

The focus on local government affiliation has been a priority in 2009 and currently 28% of local government authorities (LGAs) are affiliates.

### **ACROD Parking Program**

NDS WA, through the ACROD Parking Program, manages this large-scale, high profile program supporting better access to the community for people with a mobility disability.

NDS WA has implemented changes in the ACROD Parking Program to support the demand on the program by various stakeholders including permit holders, government authorities, private businesses, media and the general community. This has resulted in the implementation of significant database improvements and the employment of key staff for the program's advancement.

There is a high level of community interest in the ACROD Parking Program and therefore an important aspect of the program is the management of public and media enquiries. Each month, approximately two media enquiries and over 120 telephone calls are received.

The Federal Government has embarked on a scheme to nationally harmonise disability parking. Under FaHCSIA, a national working party with representatives from all jurisdictions including NDS, has participated to develop common eligibility criteria, concessions and permit designs.

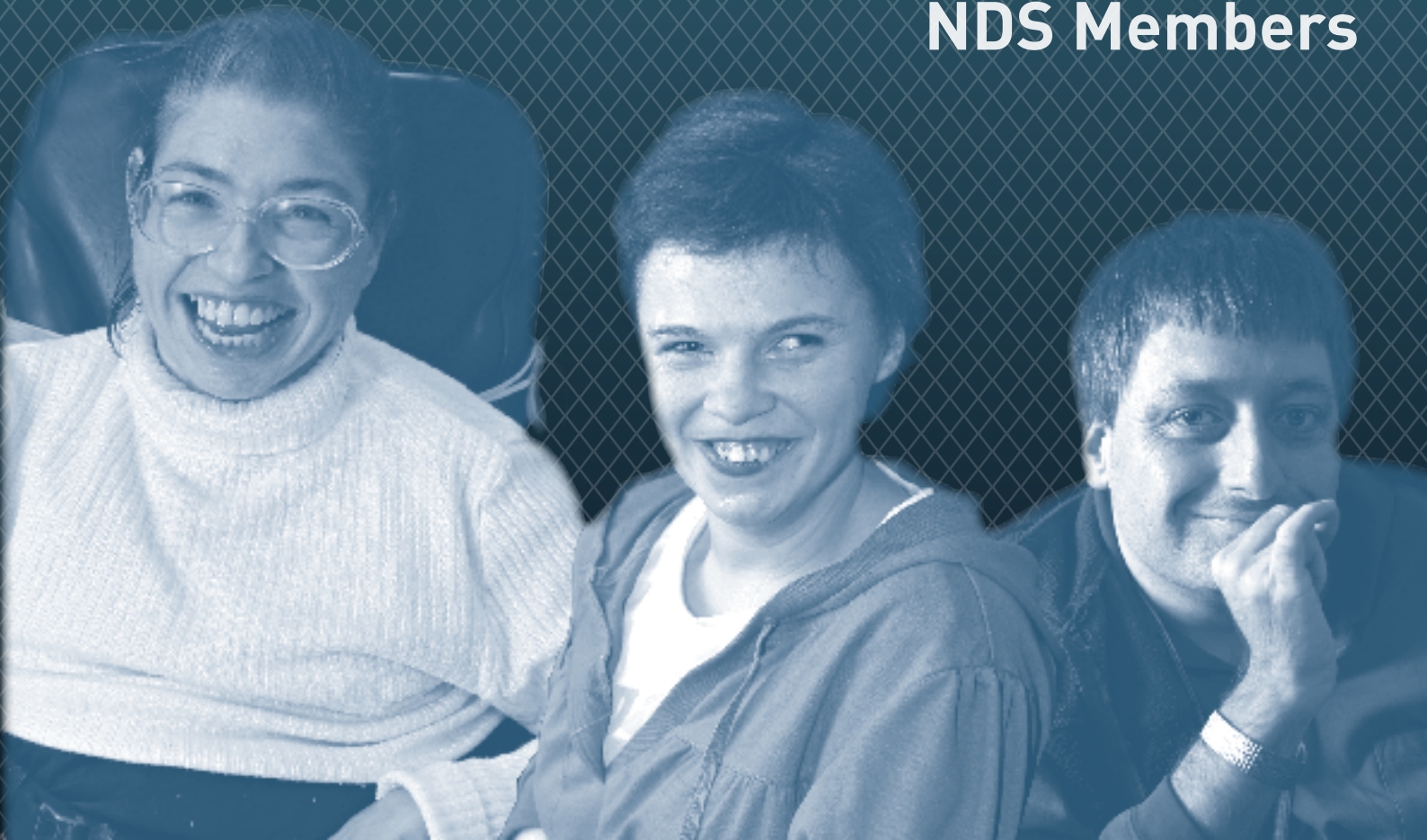
NDS WA was contracted by FaHCSIA to establish and manage a national call centre operation and over 1,800 calls were received.

There are currently over 64,000 ACROD permit holders and during 2008–09 more than 9,000 new permit applications and 32,000 permit renewals were processed.





## NDS Members



## NDS MEMBERS

As at 30 June, there were 653 Organisational Members, 8 Life Members, 35 Organisational Associates and 84 Individual Associates.

### LIFE MEMBERS

Mr John Button  
Miss Jean Garside OBE  
Mrs Edith Hall AM  
Mr Ted Petersen AM  
Ms Felicity Purdy  
Prof Harry S Y Fang CBE  
Mr Michael Sumner  
Miss Joan Tuxen MBE

### ORGANISATIONAL MEMBERS

A.Q.A. Victoria Limited  
Ability Care Ltd  
Ability Options  
Ability Solutions Inc  
Ability Works Australia Ltd  
Able Australia Services  
Able Australia Services (Tasmania)  
Aborigines and Islanders Alcohol Relief Service Ltd  
AC Foundation Limited  
Access Industries for the Disabled Ltd  
Access Mildura Inc  
Access Recreation Inc  
ACES INC  
ACSO Specialist Services  
Activ Foundation Inc  
Active Property Services Management  
Advance Employment Inc  
Advance Personnel (Canberra) Inc  
Advocacy South West Inc  
Aged & Community Services Australia  
ALARA Association Inc  
Alkira Centre - Box Hill Inc

Alzheimer's Australia SA Inc  
Amandus: Lutheran Disability Services  
Amicus Group Inc  
Anglicare NT  
Anglicare Tasmania Inc  
Anglicare Victoria  
annecto: the people network  
Anowah Community Living Inc  
Araluen Centre  
Ararat & District Disabled Persons' Assoc Inc  
Arthritis Foundation of SA  
Arts Access Australia  
Arts Access SA Inc  
Arts Access Society Inc  
ASHCARE Incorporated  
Association for Children with a Disability Incorporated  
Association for Children with Disability (Tas) Inc  
Association for the Blind of Western Australia (Inc)  
ASTERIA Services Inc  
Aurora Disability Services  
Australian & New Zealand Association of Neurologists  
Australian Advisory Board on Autism Spectrum Disorders  
Australian Blindness Forum  
Australian Communication Exchange Ltd  
Australian Foundation for Disability (AFFORD)  
Australian Huntington's Disease Association  
Australian Parent Advocacy Inc  
Autism Association of Western Australia (Inc)  
Autism Behavioural Intervention of NSW Limited  
Autism Queensland  
Autism Spectrum Australia (Aspect)  
Autism Tasmania Inc  
Aware Industries Ltd  
Back to Back Theatre Inc  
Ballarat Regional Industries Inc  
Ballina District Community Services Association  
Baptist Community Services

The Baptist Union of Qld - Fassifern  
 Community Centre  
 Baptistcare  
 Baralaba Community Aged Care Association Inc  
 Barkuma Inc  
 Barossa Enterprises  
 Bathurst Independent Living Skills Inc  
 Bedford Industries Inc  
 Behha Enterprises Incorporated  
 Belconnen Community Service  
 Bendigo Access Employment Inc  
 BEST Community Development  
 BEST Employment Ltd  
 Better Hearing Australia (Sydney) Inc  
 Biala Peer Support  
 Bindi Inc  
 Bizlink Incorporated  
 Blairlogie Living & Learning Inc  
 Blind Welfare Association of SA Inc  
 Blue Mountains Disability Services Ltd  
 Blueline Laundry Inc  
 Bowen Flexi Care Inc  
 Brain Injury Association of NSW Inc  
 Brain Injury Association of Tasmania Inc  
 Brighton & Districts Helping Hand Assoc for  
 Intellectually Disabled  
 Brightwater Care Group  
 Brite Services  
 Broadmeadows Disability Services  
 Brotherhood of St Laurence  
 Brunswick Industries Association Inc  
 Bundaberg Skills Centre Inc T/A IMPACT Make  
 Your Mark  
 Burdekin Community Association Inc  
 Burdekin Flexible Support Service Inc  
 Burke and Beyond Further Education  
 Canberra Blind Society Incorporated  
 Capabilities Employment Service Inc  
 Capricornia Respite Care Association Inc (KALKIAH)  
 Care Connect Limited  
 Care Options Incorporated  
 Career Contact Inc  
 Carers NT Inc  
 CareSouth  
 CareWest Inc  
 Caringa Enterprises Inc  
 Carinya Society  
 Carpentaria Disability Services Inc  
 casa Central Australia Inc  
 Casino Neighbourhood Centre  
 CASPA (North Coast Children's Home Inc)  
 Cassowary Coast Employment Group Inc  
 Castle Personnel Services Inc  
 CatholicCare  
 CAUS (Communication Rights Australia)  
 Centacare  
 Centacare (Catholic Diocese of Rockhampton)  
 Centacare Disability Services  
 Central Access Limited  
 Central Bayside Community Health Service Inc  
 Central Coast Disability Network Inc  
 The Centre for Cerebral Palsy  
 Centre for Developmental Disability Services  
 Cerebral Palsy League of Queensland  
 Cerebral Palsy Tasmania  
 Cessnock Hostel Ltd  
 Challenge Disability Services  
 Challenge Southern Highlands Inc  
 Challenge Tweed Incorporated t/as Synergy Group  
 Charles Darwin University  
 Charters Towers Neighbourhood Centre Inc  
 Chatswood Supported Living Services  
 CHESS - Coffs Harbour Employment Support Service  
 Chinese Parents Association - Children with  
 Disabilities Inc  
 Choice Solutions Inc  
 Christie Centre Inc  
 City of Ballarat - Kohinoor Community Centre  
 Civic Disability Services Limited

CNS Precision Assembly  
 Coastal Accommodation Support Service Inc (CASSI)  
 Coastal Residential Service Inc  
 Cobram Gateway Services Inc  
 Coffs Harbour Challenge Inc  
 Coffs Harbour Support Services Inc  
 Colac Otway Disability Accommodation Inc  
 Communities @ Work  
 Community Accommodation and Respite Agency Inc (CARA)  
 Community Business Bureau Inc  
 Community Connections Australia  
 Community Connections Inc  
 Community Employment Options Inc  
 Community Lifestyles Inc  
 Community Living & Respite Services  
 Community Options Brokerage Service Incorporated  
 Community Options Inc  
 Community Programs Association T/A LEAD  
 Community Resource Unit Inc  
 Community Vision Inc  
 The Compass Institute Inc  
 CONNECT GV  
 Continuing Education Centre  
 Cooina Hill Association Inc  
 Cooina Terang Inc  
 Cooma Challenge Limited  
 Cootharinga Society of North Queensland  
 Cora Barclay Centre  
 Cosmos Recreation Services  
 CP Australia  
 CRAM Foundation  
 CREATE (Geelong) Inc  
 Crosslinks Incorporated  
 Cumberland Industries Ltd  
 Cystic Fibrosis New South Wales  
 DAISI (Disability and Aged Information Service Inc)  
 Dame Pattie Menzies Centre Inc  
 Deaf Children Australia  
 Devonfield Enterprises  
 Direct Employment Services Ltd  
 Directions Family Support Association  
 Disability Advocacy Network Inc  
 Disability Alliance Inc  
 DisAbility and Rehabilitation Professionals' Association  
 Disability Attendant Support Service Inc (DASSI)  
 Disability in the Arts, Disadvantage in the Arts, Australia (WA) Inc (DADAA)  
 Disability Information Advocacy Service (DIAS)  
 Disability Professionals Victoria (DPV)  
 Disability Services Australia Limited  
 The Disability Trust  
 Disabled Motorists Association  
 Distinctive Options  
 Down Syndrome Association of Victoria Inc  
 The Down Syndrome Association of WA (Inc)  
 Dundaloo Foundation Ltd  
 Dunrossil Challenge Foundation Ltd  
 E.W. Tipping Foundation  
 East Kimberley Family Support Association Inc  
 Eastern Access Community Health Inc  
 Eastern Respite & Recreation  
 Eastwork Employment Inc  
 Edar (Eastern Disability Access Resource)  
 EDGE Employment Solutions  
 Elba Incorporated  
 Elouera Association Inc  
 Emerald Community Participation Service  
 Emmanuel  
 EmployABILITY  
 Enable Southwest  
 Encompass Community Services Inc  
 Endeavour Foundation  
 Endeavour Industries Gbn Inc  
 Endeavour Industries Ltd  
 Enhanced Care Association Inc  
 Epic Employment Service Inc  
 Epilepsy Association of SA & NT Inc



Epilepsy Association of the ACT Inc  
 Epilepsy Australia Ltd  
 Epilepsy Foundation of Victoria Inc  
 Epilepsy Queensland Inc  
 Eskleigh Foundation Inc  
 Essential Personnel  
 Essential Personnel Association Inc  
 Eureka Community Service Inc  
 Fairbridge WA Inc: Fair Program  
 Fairhaven FutureCare Ltd  
 Fairholme Disability Support Group Inc  
 Finding Workable Solutions Inc  
 Fisher Road School for Special Purpose P & C Association  
 The Flagstaff Group Limited  
 Flintwood Disability Services Inc  
 Focus ACT Incorporated  
 Focus Individualised Support Services  
 Forrest Personnel Incorporated  
 The Forsight Foundation for the Deaf/Blind  
 Fraser Coast Family Networks Inc  
 FSG Australia  
 The Gateway Centre Inc  
 Gateways Support Services  
 GDP Industries  
 Gellibrand Residential Services  
 George Gray Centre Incorporated  
 Geraldton Personnel Inc  
 Gladstone & District Respite Care Association Inc  
 Gladstone Community Linking Agency (Inc)  
 Glen Industries  
 Glenray Industries Ltd  
 Gold Coast Recreation & Sport Inc  
 Golden City Support Services Inc  
 Goldfields Individual & Family Support Assoc Inc  
 Good Samaritan Industries  
 Goulburn Options Incorporated  
 Granite Belt Support Services Inc  
 Great Southern Personnel  
 Greenacres Disability Services  
 Grimwood Pty Ltd  
 Guide Dogs Association of SA and NT Inc  
 Gungahlin Regional Community Service Inc  
 Gunnedah Workshop Enterprises Ltd  
 Handihome Incorporated  
 Hands On SA  
 Hartley Lifecare Incorporated  
 Hastings District Respite Care Inc  
 HeadEast Eastern Sydney Acquired Brain Injury Community Access Service Inc  
 Headstart Community Access Programme Inc  
 Headway Adult Development Program Inc  
 Headway Gold Coast Inc  
 Headway rebuilding lives  
 Headwest (Brain Injury Assoc of WA Inc)  
 Heart Support - Australia ACT Branch  
 Hedland Personnel Inc  
 HELP Enterprises  
 Heritage Industries Inc  
 Hhelp Darling Downs Inc  
 Highlands Support Services Inc T/A Finding Futures  
 Hills Community Options Inc  
 Hills Community Support Group  
 Hinchinbrook Employment Services Association Incorporated  
 Hinterland Community Care Inc  
 Home Help Service ACT Inc  
 Home Support Association Inc  
 Hotham Personnel Inc  
 The Housing Connection (NSW) Inc  
 Housing Resource and Support Service Inc (HR&SS)  
 HPA Incorporated  
 I.D.E.A.L. Placements Association Inc  
 i.d.entity.wa  
 I-GAIN Quality Learning Inc  
 IMPACT Support Services  
 Inala  
 Inclusion Melbourne  
 Independence Australia

Independent Living Centre of Western Australia (Inc)  
 Independent Living Centre Tasmania  
 Independent Living Centres Australia Inc  
 The Infants' Home Child & Family Services  
 Ingham Parents Support Group Inc  
 Integrated Family and Youth Service Inc  
 integratedliving Australia  
 Interact Australia  
 Interaction Disability Services Limited  
 Interchange Central Gippsland Inc  
 Interchange Inc  
 Interchange Loddon Mallee Region Inc  
 Interchange Respite Care NSW Inc  
 Interchange Victoria Respite Care Association Inc  
 Interchange Western Region Assoc Inc  
 Intercoastal Pty Ltd  
 Intework Inc  
 Inverell Accommodation Services Inc  
 Ipswich and Toowoomba Employment Service  
 Ivanhoe Diamond Valley Centre Inc  
 Jewish Care  
 Jewish Care (Victoria) Inc  
 Job Futures Ltd  
 Job Placement Ltd  
 JobCo Employment Services  
 Jobsupport Inc  
 Julia Farr Association  
 The Junction Works Inc  
 Kalparrin Inc  
 Karden Disability Support Foundation  
 Karingal  
 Karkana Support Services Inc  
 Kempsey Workpool Inc  
 Keppel Community Care Assoc Inc  
 Kids are Kids Therapy & Education Centre Inc  
 Kimberley Personnel Inc  
 Kingfisher Adult Learning Programs Inc  
 Kirinari Community Services Inc  
 Knoxbrooke Incorporated  
 Koomarri  
 Kura Yerlo Council Inc  
 Kurrajong Waratah  
 Kyeema Support Services Inc  
 Lambing Flat Enterprises Ltd  
 Landsdale Family Support Association Inc  
 Langford Support Services  
 L'Arche Brisbane Inc  
 L'Arche Genesaret Inc  
 L'Arche Sydney Inc  
 Lasercraft Australia Ltd  
 Latrobe Valley Enterprises  
 Launceston Community Legal Centre  
 LeapFrog Ability  
 Life Without Barriers  
 Life Without Barriers (WA)  
 Lifestyle Solutions (Aust) Ltd  
 Link In Association Sunshine Coast Inc  
 Lorna Hodgkinson Sunshine Home  
 Lower Great Southern Community Living Association  
 Lower Great Southern Family Support Assoc  
 Macarthur Accommodation System  
 Macarthur Disability Services Ltd  
 Maccro Mansfield Adult Autistic Services Ltd  
 MACH 1 Australia Incorporated  
 MacKillop Family Services  
 Macleay Kalipso Inc  
 Macleay Options Inc  
 MADEC  
 Mai-Wel Limited  
 Mambourin Enterprises Inc  
 Mamre Association Inc  
 Marillac  
 Marriott Support Services  
 Marymead Child & Family Centre  
 Mawarra Centre  
 McCall Gardens Community Limited  
 McCallum Disability Services  
 ME/CFS Society (SA) Inc

Melba Support Services Inc  
 Melbourne Citymission Inc  
 Mental Health Association of Central Australia Inc  
 Mental Health Co-ordinating Council  
 Mercy Centre Lavington Ltd  
 Mercy Centre, Holy Cross  
 Merrimu Services Inc  
 Micah Projects  
 Midwest Community Living Association Inc  
 Midwest Family Support Association  
 Milparinka ATU  
 Minda Inc  
 Minimbah Challenge Inc  
 Ministerial Advisory Council on Disability  
 Miroma  
 Moe Life Skills Community Centre Inc  
 MOIRA  
 Montagu Community Living Inc  
 MontroseAccess  
 Motor Neurone Disease Assoc of NSW Inc  
 Motor Neurone Disease Association of Victoria Inc  
 Motor Neurone Disease Australia  
 Mount Isa Skills Association Inc  
 MS Australia  
 MS Society of SA Inc  
 Mulleraterong Centre Inc  
 Multicap  
 Murdoch Community Services Inc  
 Murray Human Services Inc  
 Murray Valley Centre Inc  
 Muscular Dystrophy Association Inc  
 Muscular Dystrophy Association Inc (SA)  
 Muscular Dystrophy Association of NSW Inc  
 My Place Foundation  
 Nadrasca Ltd  
 Nambucca Valley Phoenix  
 Narcolepsy Overwhelming Sleep Disorder of SA Inc  
 National Brain Injury Foundation Inc  
 The National Employment and Psychological Services Centre Inc  
 Neil Sachse Foundation  
 The Neurofibromatosis Association of SA Inc  
 New Era Independent Living Centre Inc  
 New Haven Farm Home Ltd  
 New Horizons Enterprises Ltd  
 Newcastle and Hunter Community Access Inc  
 Nexus Incorporated  
 NICAN Incorporated  
 Nillumbik Community Health Service  
 Ningana Enterprises Inc  
 Noah's Ark Resource Centre  
 Noah's Ark Toy Library & Resource Centre (Inc)  
 North East Training & Employment Inc  
 North Queensland Competitive Employment Service  
 North West Disability Services Inc  
 North West Residential Support Services  
 Northaven Limited  
 Northcott Disability Services  
 Northern Disability Services Inc  
 Northern Residential Support Group Inc  
 Northern Support Services for People with Disabilities  
 Northside Community Service  
 Nova Employment Inc  
 Novita Children's Services Inc.  
 Noweyung Ltd  
 NPY Women's Council  
 NSW Consumer Support & Training Project  
 Nulsen Haven Association (Inc)  
 Numurkah Occupational Vocational Adult Services (NOVAS)  
 Oak Tasmania  
 Oakdale Services Tasmania  
 Oakleigh Centre for Intellectually Disabled Citizens Inc.  
 On Track Community Programs  
 The Onemda Association Inc  
 On-Focus Inc

ON-Q Human Resources Ltd  
 Open Minds  
 Optia Inc  
 OPTIONS VICTORIA INC.  
 Orana Incorporated  
 Oriel Services Limited  
 Outer East Employment Service  
 Outlook (Vic) Inc.  
 Ovens & King Community Health Service Inc  
 Oz Child  
 Palliative Care Victoria Inc  
 Paradise Community Care Inc  
 Paraplegic and Quadriplegic Association of NSW Inc  
 Paraplegic and Quadriplegic Association of SA Inc  
 ParaQuad Association of Tasmania Inc  
 Parents of Hearing Impaired SA Incorporated  
 Parkinson's SA  
 The Parkside Foundation Pty Ltd  
 Pathways Rehabilitation & Support Services Inc  
 Peace Lutheran Church Gatton Inc Anuha Services  
 Peckys Ltd  
 Peel Community Living Inc  
 Peel Valley Training Enterprise Inc  
 Peninsula Access Support & Training (P.A.S.T.)  
 People Learn Productions Inc  
 PEP Community Services  
 The Personnel Group Ltd  
 Perth Home Care Services  
 Peter Harcourt Disability Services Ltd  
 Phoenix Society Inc  
 Pilbara & Kimberley Care Inc  
 Pinarc Support Services Inc  
 Pioneer Employment Service  
 Plenty Valley Community Health  
 Polio Awareness SA Inc  
 Polio SA Inc  
 Pony Riding for the Disabled  
 Post-Polio Network (NSW) Inc  
 Prahran Mission  
 Product Action Incorporated  
 Project Employment  
 Psychiatric Rehabilitation Association  
 Qualtime Association Inc  
 Queensland Lifestyle Services Inc  
 Queensland Narrating Service  
 Queensland Parents for People with a Disability Inc  
 R.E.D. Inc (Realising Every Dream)  
 Recreation and Sport Network  
 Redlands Bayside Disability Services Incorporated  
 Regional Information and Advocacy Council Inc  
 Richmond Interagency  
 Riding for the Disabled Association SA Inc  
 Rights In Action Incorporated  
 RISC Association Inc  
 Riverlink Interchange Inc.  
 Rocky Bay Inc  
 Royal Institute for Deaf & Blind Children  
 Royal Society for the Blind of South Australia Inc  
 RPH Australia Cooperative Ltd  
 Ruah Workright  
 Rural Lifestyle Options Association Inc  
 SA Group Enterprises Inc  
 Samaritans Foundation  
 SANE Australia  
 SBH Queensland Inc  
 SCOPE (Vic) Ltd  
 scosa  
 SelfHelp Workshop Inc T/A SelfHelp Workplace  
 Senses Foundation Inc  
 SETON VILLA  
 Seventh-Day Adventist Aged Care (WA) Ltd  
 Sexual Health and Family Planning Association  
 ACT Inc  
 SHARE Bayside Inc  
 Share Care Incorporated  
 Sharing Places  
 Shepparton Access  
 Sisters of St Joseph Ain Karim Ltd

Skills Innovative Training Enterprise Inc  
 SkillsPlus Limited  
 The Society for Multiple Disabled People of Tasmania Inc (MULTICAP)  
 Somerville Community Services Inc  
 South Metropolitan Personnel  
 South Pacific Educators in Vision Impairment (SPEVI)  
 South West Gippsland (Moonya) ATSS Inc  
 Southern Sydney Therapy Centre  
 The Spastic Centre of NSW  
 Spectrum Employment Service Assoc Inc  
 Spina Bifida & Hydrocephalus Association of South Australia Inc  
 Spina Bifida Association of WA Inc  
 Spina Bifida Foundation of Victoria Inc  
 Spinal Cord Injuries Australia  
 Spinal Injuries Association  
 SPIRAL Inc  
 St Giles Society Inc  
 St John of God ACCORD  
 St Laurence Community Services  
 St Luke's Anglicare  
 St Michael's Association Inc  
 St Vincent de Paul Aged Care & Community Services Ltd  
 St Vincent De Paul Queensland  
 St Vincent Industries  
 Stanthorpe Specialist Employment Service  
 Star Tasmania Inc  
 Statewide Autistic Services Inc  
 Stawell Intertwine Services  
 Step Out Community Access Service Inc  
 Stepping Stone Clubhouse Inc  
 Stepping Stones Lifestyle Options Inc  
 Steps Disability Qld Inc  
 STRIVE Warren Blackwood Inc  
 Stroke SA Inc  
 Summer Foundation Ltd  
 Sunnyfield  
 Sunnyhaven Ltd  
 Sunraysia Residential Services Inc  
 Sunshine Coast Children's Therapy Centre Inc  
 Sunshine Coast Family Network Assoc Inc  
 Supported Housing Incorporated  
 Supported Housing Ltd  
 Sussex Street Community Law Service  
 Sylvanvale Foundation  
 Tableland Community Link Assoc Inc  
 Talkback Association for Aphasia Inc  
 Tandem Respite Incorporated  
 Tas Housing Incorporated  
 TASCARE Society for Children  
 Tasmanian Acquired Brain Injury Services Inc  
 Tasmanian Deaf Society  
 Tastex Knitwear Inc.  
 Technical Aid to the Disabled (ACT) Inc  
 Technical Aid to the Disabled NSW  
 Technical Aid to the Disabled Queensland Inc  
 Therapy Focus Inc  
 Thorndale Foundation Ltd  
 Tomaree Neighbourhood Centre  
 Top End Association for Mental Health Inc (TEAM Health)  
 Total Recreation NT Inc  
 Town and Country Community Options Inc.  
 Townsend House Inc  
 Transition & Integration Services  
 Tulgeen Group  
 Twin Rivers  
 Twin Towers Employment Enterprises Ltd  
 UnitingCare - Hunter, Central Coast & New England Region  
 UnitingCare Community Options  
 UnitingCare Lithgow  
 UnitingCare Queensland  
 UnitingCare Supported Living  
 UnitingCare Wesley Port Pirie  
 UnitingCare West  
 Upper Great Southern Family Support Association Inc

Valley Industries Ltd  
Valmar Support Services Ltd  
Valued Independent People  
Vantage Inc  
VATMI Industries  
Victorian Coalition ABI Service Providers Inc (VCASP)  
Victorian Deaf Society  
Villa Maria Society  
Vincent Industries Inc  
Vision Australia  
W.A.T.C.H.  
WA Blue Sky Inc  
WA Disabled Sports Association  
Wagga Wagga Community Access Support Service Inc  
WALCA Association Inc  
Wallara Australia Ltd  
Wangarang Industries Ltd  
Wareemba Community Living (WCL) Inc  
Warrah  
Warrina Services  
Waverley Helpmates Inc  
Waverley Industries Ltd  
WCIG  
We Can Association Inc  
Wesley Mission Disability Services  
Wesley Mission Melbourne  
West Kimberley Family Support Assoc  
West Wimmera Health Service  
Westcare Inc  
Western Australian Deaf Society Inc  
Western District Supported Employment Service Inc  
Western Education Support & Training NETwork Inc  
Westhaven Association Ltd  
Westside Community Services Limited  
Wheatbelt Individual & Family Support Assoc  
The Wheelchair and Disabled Association of Australia  
Whitehorse City Council  
Whitsunday Flexible Respite Care Inc

Whittlesea District Branch of the Helping Hand Association  
Willing & Able Foundation Limited  
Wimmera Uniting Care  
Windarrang Central Highlands Association for People with Disabilities Inc  
Windermere Child and Family Services Inc  
Windgap Foundation  
Woden Community Service Inc  
Woodbine Inc  
Woodstock Support Inc  
Woodville Community Services Inc  
The Wool Factory Inc  
Woorinyan Inc  
Work Connection Limited  
Work Solutions  
Work Venture (Qld) Ltd  
Workability Employment Strategies  
Worklink Employment Support Group Inc  
Workpower (Inc)  
Workscope Inc  
Work-Ways  
WRESACARE INC  
Xavier Children's Support Network  
Yallambee Deniliquin Ltd  
Yarrabin Outreach Inc  
YFS Community Connections  
Yooralla

## **ORGANISATIONAL ASSOCIATES**

Ann O'Brien Consulting  
Anti-Discrimination Commission Queensland  
Blackall - Tambo Regional Council Community Services  
Bridge the Gap Training and Assessment  
Brooker Consulting Pty Ltd  
City of Boroondara  
City of Cockburn  
Clarence Valley Council Community Support Service  
Department of Parliamentary Services

Dymphna Laurie Consulting  
E-QUAL (Enhancing Quality)  
field  
The Garden Court Centre  
Health and Disability Auditing Australia  
Holroyd City Council - Disability Services  
International Standards Certification Pty Ltd  
JPS & Associates Pty Ltd  
La Trobe Lifeskills, Recreation & Work Inc  
Macarthur Community Options  
MAX Software Solutions  
Medical Employment Decision Systems  
Mudgee Recycling  
ONCALL Personnel & Management Services Pty Ltd  
Pittwater Council  
Port Macquarie - Hastings Council  
Quality of Life and Social Justice Flagship  
Real Community Services  
St George & Sutherland Community College  
State Library of NSW  
Supported Housing Development Group Pty Ltd  
Territory Care and Support Services  
Tweed Shire Community Options  
VERSO Consulting Pty Ltd  
West Nurse Service Pty Ltd  
Workforce Auckland Inc

## **INDIVIDUAL ASSOCIATES**

Mr Frank Barila  
Mr Chris Bebb  
Ms Suzanne Becker  
Mrs Rhonda Benson  
Dr Christine Bigby  
Mrs Michelle Boles  
Mr Steven Bristow  
Mrs Jan Brown  
Ms Ricky Buchanan  
Mrs Joy Cairns OAM  
Mrs Amanda Calwell-Smith

Miss Michele Castagna OAM  
Mrs Kristine Chipps  
Mr Arnold Cielens  
Ms Alanna Clohesy  
Ms Margaret Cooper OAM  
Ms Glenyce Curteis  
The Hon Richard Dalla-Riva MLC  
Mrs Francesca Davenport  
Mr Eddy De Gabriele  
Mr Patrick Eadington  
Ms Sheridan Forster  
Mrs Ruth Fotheringham  
Mr Michael Fox AM  
Ms Anita Geach-Bennell  
Mr Paul Gilby  
Ms Fay Grafen  
Professor Joe Graffam  
Mr John Groves  
Professor Ian Hay  
Miss Anne-Lucy Healy  
Mr Paul Heath  
Mr Richard Hill  
Ms Debra Hindle  
Ms Judith Hollingsworth  
Ms Elizabeth Jones  
Mr Phil Keir  
Ms Jenny Kent  
Mr Terry LeMay  
Ms Helen Makeham  
Professor Jenó Marosszeky  
Mr Eric Martin  
Mr Wesley McCulloch  
Mrs Alison McFarlane  
Ms Darlene McLennan  
Mrs Sharon McMeekin  
Mr Alan Meagher  
Miss Christine Mechilina  
Mrs Elizabeth Mellor  
Mr William Moore

Ms Claire Moore  
Mr Phillip Morath  
Mr John Morkham  
Mr Max Murray  
Ms Sarah Niblock  
Mr Brian O'Hart  
Mr Therese O'Malley  
Mr Casper Ozinga  
Mr Noel Page  
Ms Sam Paior  
Mr David Pearce  
Mrs Laurel Prince  
Ms Maxine Rawson-Rodriguez  
Mr Mark Relf  
Mrs Norma Rigby  
Ms Carey Sebbens  
Ms Val Simpson  
Mrs Thea Summerville  
Ms Davina Taylor  
Mrs Benny Thomas  
Mr Ian Thompson  
Mr Tony Tregale  
Mr Lester Tropman  
Ms Susan Warth  
Ms Erika Webb  
Mr Geoff Welchman  
Mrs Patricia Wetton  
Ms Robin Wilkinson  
Mr Andrew Williams  
Dr Stephen Winn  
Mr Bryan Woodford  
Ms Mary Wooldridge  
Mr Michael Wooley  
Ms Barbara Worley AM





## Financial Reports



**NATIONAL DISABILITY SERVICES LIMITED**

**ACN 008 445 485**

# **ANNUAL FINANCIAL REPORT**

**FOR THE YEAR ENDED 30 JUNE 2009**

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## NATIONAL DISABILITY SERVICES LTD - ACN 008 445 485

### DIRECTORS' REPORT TO THE MEMBERS FOR THE YEAR ENDED 30 JUNE 2009

The directors submit herewith the financial report of the company for the year ended 30 June 2009 together with the auditors' report thereon.

#### Directors

The names and experience of directors in office at any time during or since the end of the year are:

Anthony Lund Chief Executive Disability Services Australia	President Chairperson, NSW Division
Jason McKey Managing Director Job Placement Ltd	Vice-President (till Dec 08) Elected Member
Lynn Quirk Chief Executive Officer Redlands Bayside Disability Services Inc	Vice-President (from Dec 08) Elected Member
Susan Healy Executive Director Sharing Places	Chairperson, ACT Division
Kirsty Carter Executive Officer Top End Association for Mental Health Inc	Chairperson, NT Division
Peter Callaghan Chief Executive Officer Community Employment Options	Chairperson, QLD Division (from Sept 08)
Glenn Rappensberg Chief Executive Novita Children's Services	Chairperson, SA Division
David Coe Manager Corporate Services Oak Tasmania	Chairperson, TAS Division
Anthony Putt Chief Executive Officer Central Access Limited	Chairperson, VIC Division (till Oct 08) Elected Member (from Oct 08)
Richard Dent Chief Executive Officer E.W. Tipping Foundation	Chairperson, VIC Division (from Oct 08)
Gordon Trewern Chief Executive Officer Nulsen Haven Association Inc	Chairperson, WA Division

## NATIONAL DISABILITY SERVICES LTD - ACN 008 445 485

Andrew Richardson Elected Member (from Dec 08)  
Chief Executive Officer  
The Wheelchair and Disabled Association of Australia

Liz Bishop Elected Member  
Chief Executive Officer  
St John of God ACCORD

Diana Heggie Elected Member  
Chief Executive Officer  
SCOPE (Vic) Ltd

Tim Walton Elected Member  
Chief Executive Officer  
Austrian Foundation for Disability

Bryan Woodford Elected Member (retired Sept 08)  
Chief Executive  
Yooralla

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

### Directors' meetings

Meetings attended by each person who was a director throughout the year.

	Possible	Actual
Anthony Lund	4	4
Jason McKey	2	2
Lynn Quirk	4	4
Susan Healy	4	4
Kirsty Carter	4	4
Peter Callaghan	3	2
Glenn Rappensberg	4	4
David Coe	4	4
Anthony Putt	4	4
Richard Dent	3	3
Gordon Trewern	4	3
Andrew Richardson	3	3
Liz Bishop	4	3
Diana Heggie	3	3
Tim Walton	4	4
Bryan Woodford	1	1

In accordance with the company's constitution, two directors will retire at the annual general meeting, to be held on 30 November 2009. All are eligible to offer themselves for re-election.

## **DIRECTORS' REPORT (continued)**

### **Directors' Interests and Benefits**

Since the end of the previous financial year no director of the company has received or become entitled to receive any benefit by reason of a contract made by the company with the director or with a firm of which the director is a member, or with a company in which the director has a substantial financial interest, other than those related party transactions disclosed in the financial report.

### **Dividends**

The company is limited by guarantee and is prohibited by its objects from distributing its surplus to the members. Accordingly no dividend has been paid or declared since the start of the financial year by the company.

### **Principal Activities**

The principal activities of the company remained unchanged during the year and involved acting as the national co-ordinating body for organisations and associations working in the disability field in Australia as well as performing various sector projects.

### **Result of Operations**

During the year the company's activities resulted in a surplus of \$613,767 (2008: \$443,612).

### **Events Subsequent to Balance Date**

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the directors of the company, to affect substantially the operations of the company, the results of those operations or the state of affairs of the company in subsequent financial years.

### **State of Affairs**

In the opinion of the directors there were no significant changes in the state of affairs of the company that occurred during the financial year under review not otherwise disclosed in this report or the accounts.

**DIRECTORS' REPORT (continued)**

**Review of Operations**

A detailed review of operations has been included in the reports by the Chief Executive and the President in the Annual Report for National Disability Services Limited. Therefore the information has not been included under Class Order 98/2395.

**Future Developments**

A review of future developments has been included in the reports by the Chief Executive and the President in the Annual Report for National Disability Services Limited. Therefore the information has not been included under Class Order 98/2395.

**Indemnifying Officers or Auditor:**

The company has not, during or since the financial year, in respect of any person who is or has been an officer or auditor of the company or a related body corporate:



- . indemnified or made any relevant agreement for indemnifying against a liability incurred as an officer,
- . paid or agreed to pay a premium in respect of a contract insuring against a liability incurred as an officer

During the financial year the company contracted Directors' and Officers' Liability insurance on behalf of all directors and officers of the company. The directors have not included details of the nature of the liabilities covered or the amount of the premium paid in respect of the insurance contract, as such disclosure is prohibited under the terms of the contract.

**Auditor's Independence Declaration:**

A copy of the auditor's independence declaration as required under section 307c of the Corporations Act 2001 is set out after the independent audit report.

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

Dated at SYDNEY this 6th day of NOVEMBER 2009

## INDEPENDENT AUDIT REPORT

To the Members  
National Disability Services Limited  
(ACN: 008 445 485)

### Scope

#### *The financial report and directors' responsibility*

The financial report comprises the statement by the balance sheet, income statement, cash flow statement, statement of changes in equity, accompanying notes to the financial statements and the directors' declaration for National Disability Services Limited (the Company), for the year ended 30 June 2009.

The directors of the Company are responsible for the preparation and true and fair presentation of the financial report in accordance with the *Corporations Act 2001*. This 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.

#### *Audit approach*

We conducted an independent audit in order to express an opinion to the members of the Company. Our audit was conducted in accordance with Australian Auditing Standards in order to obtain reasonable assurance whether the financial report is free from material misstatement. The nature of an audit is influenced by factors such as the use of professional judgement, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the *Corporations Act 2001*, including compliance with Accounting Standards and other mandatory financial reporting requirements in Australia, a view which is consistent with our understanding of the Company's financial position, and of its performance as represented by the results of its operations and cash flows.

We formed our opinion on the basis of these procedures, which included:

- Examining, on a test basis, information to provide evidence supporting amounts and disclosures in the financial report; and
- Assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the directors.

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

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

### Independence

In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements and the *Corporations Act 2001*.

## Audit Opinion

In our opinion, the financial report of National Disability Services Limited is in accordance with:

- a) the *Corporations Act 2001*, including:
  - (i) giving a true and fair view of the company's financial position as at 30 June 2009 and of its performance for the year ended on that date, and
  - (ii) complying with Australian Accounting and the *Corporations Regulations 2001*
- b) other mandatory financial reporting requirements in Australia.

ASCENT AUDIT PTY LTD  
Authorised Audit Company



Eric Hummer  
Director

Dated: 6 November 2009

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## AUDITOR'S INDEPENDENCE DECLARATION UNDER SECTION 307C OF THE *CORPORATIONS ACT 2001*

To the Directors  
National Disability Services Limited  
(ACN: 008 445 485)

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2009 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Corporations Act 2001* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit of the Division.

ASCENT AUDIT PTY LTD  
Authorised Audit Company



Eric Hummer  
Director

Dated: 6 November 2009




**NATIONAL DISABILITY SERVICES LTD - ACN 008 445 485**

**DIRECTORS' DECLARATION**

The directors of the company declare that:

1. The financial statements and notes are in accordance with the Corporations Act 2001:
  - (a) comply with Accounting Standards and the Corporations Regulations 2001; and
  - (b) give a true and fair view of the financial position as at 30 June 2009 and of the performance for the year ended on that date of the company.
2. In the directors' opinion there are reasonable grounds to believe that the company will be able to

This declaration is made in accordance with a resolution of the Board of Directors.

*J. Walton*   
.....

Dated at *SYDNEY* this *6th* day of *NOVEMBER* 2009

**BALANCE SHEET**

AS AT 30 June 2009	NOTE	2009 \$	2008 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	30,959,093	11,069,718
Receivables	5	748,325	123,038
Other	6	231,662	368,829
<b>TOTAL CURRENT ASSETS</b>		<u>31,939,080</u>	<u>11,561,584</u>
<b>NON CURRENT ASSETS</b>			
Property, plant and equipment	7	1,753,267	1,681,976
<b>TOTAL NON CURRENT ASSETS</b>		<u>1,753,267</u>	<u>1,681,976</u>
<b>TOTAL ASSETS</b>		<u>33,692,347</u>	<u>13,243,560</u>
<b>CURRENT LIABILITIES</b>			
Payables	8	2,654,437	1,078,592
Interest bearing liabilities	9	71,543	45,698
Provisions	10	33,352	237,631
Unearned revenue	11	26,385,573	8,015,047
<b>TOTAL CURRENT LIABILITIES</b>		<u>29,144,906</u>	<u>9,376,968</u>
<b>NON CURRENT LIABILITIES</b>			
Interest bearing liabilities	9	44,889	15,739
Provisions	10	101,058	63,126
<b>TOTAL NON CURRENT LIABILITIES</b>		<u>145,947</u>	<u>78,865</u>
<b>TOTAL LIABILITIES</b>		<u>29,290,853</u>	<u>9,455,833</u>
<b>NET ASSETS</b>		<u>4,401,494</u>	<u>3,787,727</u>
<b>EQUITY</b>			
Reserves	13	862,856	962,856
Retained surplus		3,538,638	2,824,871
<b>TOTAL EQUITY</b>		<u>4,401,494</u>	<u>3,787,727</u>

The accompanying notes form part of these financial statements.

**INCOME STATEMENT**  
**FOR THE YEAR ENDED 30 June 2009**

	Note	2009	2008
		\$	\$
Revenue from ordinary activities	2	10,468,825	6,925,803
Staffing costs		(4,214,310)	(3,112,852)
Occupancy costs		(450,776)	(378,771)
Other administrative costs		(3,744,502)	(1,785,002)
Project costs		(1,119,343)	(928,424)
Region costs		(40,327)	(26,400)
Depreciation and amortisation		(293,271)	(243,997)
Loss on disposal of assets	3	12,536	(2,068)
Borrowing costs	3	(5,065)	(4,678)
Surplus / (Deficit) for the year		<u>613,767</u>	<u>443,612</u>

The accompanying notes form part of these financial statements.

**CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 30 June 2009**

	Note	<u>2009</u> \$	<u>2008</u> \$
<b><u>Operating activities</u></b>			
Receipts from members and customers		30,019,875	13,435,016
Payments to suppliers and employees		(10,464,402)	(7,614,734)
Interest received		652,025	285,051
Borrowing costs		(5,066)	(4,677)
<b>Net cash provided by (used in) operating activities</b>	<b>18(b)</b>	<u><b>20,202,432</b></u>	<u><b>6,100,656</b></u>
<b><u>Investing activities</u></b>			
Proceeds from property, plant and equipment		145,527	166,402
Purchases of property, plant and equipment		(466,055)	(509,724)
Subsidies received for capital items		-	72,659
<b>Net cash provided by (used in) investing activities</b>		<u><b>(320,528)</b></u>	<u><b>(536,630)</b></u>
<b><u>Financing activities</u></b>			
Proceeds from borrowings		16,485	35,453
Repayment of finance lease principal		(9,012)	(9,244)
Repayment of borrowings		-	-
<b>Net cash provided by (used in) financing activities</b>		<u><b>7,473</b></u>	<u><b>26,209</b></u>
<b>Net movement in cash and cash equivalents</b>		<b>19,889,377</b>	<b>5,856,202</b>
<b>Cash and cash equivalents at beginning of year</b>		<b>11,069,718</b>	<b>5,213,516</b>
<b>Cash and cash equivalents at end of year</b>	<b>18(a)</b>	<u><b>30,959,095</b></u>	<u><b>11,069,718</b></u>

The accompanying notes form part of these financial statements.

**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 June 2009**

	Reserves (detailed in Note 15)	Retained Surplus	Total
Balance at 1 July 2007	791,791	2,551,259	3,343,049
Net surplus / (deficit) for the year	-	443,612	443,612
Movements in reserves	(171,066)	(170,000)	1,066
Balance at 1 July 2008	962,856	2,824,871	3,787,727
Net surplus / (deficit) for the year	-	613,767	613,767
Movements in reserves	(100,000)	100,000	-
Balance at 30 June 2009	862,856	3,538,638	4,401,494

The accompanying notes form part of these financial statements.

**NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009**

**Note 1: Statement of Significant Accounting Policies**

The financial report covers National Disability Services Limited. National Disability Services Limited is a company limited by guarantee, incorporated and domiciled in Australia.

**Basis of Preparation**

This financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, Australian Accounting Interpretations, other authoritative pronouncements of the Australian Accounting Standards Board and the *Corporations Act 2001*.

The financial report of the Company complies with Australian Accounting Standards which include Australian equivalents to International Financial Reporting Standards (AIFRS). A statement of compliance with International Financial Reporting Standards cannot be made due to the Company applying the not-for-profit sector specific requirements contained in the AIFRS.

Any new Accounting Standards that have been issued but are not yet effective at balance date have not been applied in the preparation of this financial report. The possible impacts of the initial application of these Accounting Standards have not been assessed.

The following is a summary of the significant accounting policies adopted by the company in the preparation of this financial report. The accounting policies have been consistently applied, unless otherwise stated.

The accounting policies set out below have been consistently applied to all years presented.

The financial report has been prepared on an accruals basis and is based on historical costs modified by the revaluation of selected non-current assets, financial assets and financial liabilities for which the fair value basis of accounting has been applied.

**(a) Income Tax**

National Disability Services Limited is exempt from income tax under the provisions of the *Income Tax Assessment Act*.

**(b) Property, Plant and Equipment**

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

The carrying amount of property, plant and equipment is reviewed annually by the Company to ensure it is not in excess of the remaining service potential of these assets.

Property, plant and equipment purchases with a cost of less than \$1,000 are expensed in the period of purchase.

NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009

Note 1: Statement of Significant Accounting Policies (continued)

(b) Property, Plant and Equipment (continued)

All classes of property, plant and equipment are depreciated using the straight line method. Depreciation is charged at the following rates:

<u>Class of fixed assets</u>	<u>Rates</u>
Furniture, plant and equipment	10-33%
Motor vehicles	20%
Leased machines and equipment	20%
Leasehold/freehold buildings	2.5%

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

(c) Financial Instruments

Recognition

Financial instruments are initially measured at cost on trade date, which includes transaction costs, when the related contractual rights or obligations exist. Subsequent to initial recognition these instruments are measured as set out below.

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are stated at amortised cost using the effective interest rate method.

Held-to-maturity investments

These investments have fixed maturities, and it is the company's intention to hold these investments to maturity. Any held-to-maturity investments held by the company are stated at amortised cost using the effective interest rate method.

Available-for-sale financial assets

Available-for-sale financial assets are reflected at fair value. Unrealised gains and losses arising from changes in fair value are taken directly to equity.

Financial liabilities

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

(d) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand and deposits held at call with banks or financial institutions.

(e) Employee Benefits

Provision is made for the Company's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. Contributions are made by the company to employees' superannuation funds and are charged as expenses when incurred.

NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009

Note 1: Statement of Significant Accounting Policies (continued)

(f) Leases

Leases of fixed assets where substantially all of the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the Company are classified as finance leases. Finance leases are capitalised recording an asset and a liability equal to 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. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

(g) Comparative figures

Where necessary, comparative figures have been adjusted to conform to changes in presentation in this financial report.

(h) Revenue recognition

Membership subscriptions are recognised as revenue when due.

Operational grants are recognised as revenue progressively over the period of the grant. Operational grants received in respect of future financial years are recognised as income received in advance (liabilities, unearned revenue).

Project grants are recognised as revenue to the extent that the monies have been applied in accordance with the conditions of the grant. Project grants received prior to the year end but unexpended as at that date are recognised as unexpended project grants (liabilities, unearned revenue).

Conference and seminar income is recognised as revenue on completion of the event. Income received prior to the holding of the event is recognised as income received in advance (liabilities, unearned income).

Publications sales are recognised upon delivery of goods to the customer.

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

Interest income is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

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

Donations and other contributions is recognised at the time funds are received. Income received prior to the event is recognised as income received in advance (liabilities, unearned income).



NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009

Note 1: Statement of Significant Accounting Policies (continued)

(i) Impairment

At each reporting date, the Company reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. As a not-for-profit entity, value in use for the company, according to AASB 136 Impairment of Assets, is depreciated replacement cost. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

(j) Critical accounting estimates and judgements.

The directors evaluate estimates and judgements incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Company.

*Key estimates - Impairment*

The Company assesses impairment at each reporting date by evaluating conditions specific to the Company that may lead to impairment of assets. Should an impairment indicator exist, the determination of the recoverable amount of the asset may require incorporation of a number of key estimates. No impairment indicators were present at 30 June 2009.

	2009	2008
	\$	\$
<b>Note 2: Revenue</b>		
<i>Operating activities:</i>		
Government grants	2,231,140	1,796,645
Other grants	209,081	77,659
Membership Subscriptions	1,379,054	1,233,378
Conference and other seminar fees	1,132,880	745,327
Consultancy fees	-	192,787
Publication sales	48,792	8,039
Project income	3,904,553	1,051,092
Rentals	70,580	63,610
Interest	661,436	291,338
Profit on disposal of property, plant and equipment	15,365	15,716
Other	731,127	649,410
Donations	4,010	
<b>Total Revenue</b>	<u>10,468,825</u>	<u>6,925,803</u>

## NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009

	2009 \$	2008 \$
<b>Note 3: Surplus / (Deficit) for the Year</b>		
<i>(a) Expenses</i>		
Operating lease rentals - office premises	535,503	215,848
Employee benefits expense : defined contribution superannuation plan assets:	374,418	259,650
-buildings	26,670	26,670
-furniture, plant and equipment	145,917	108,618
- renovations	33,604	51,511
-leased machines and equipment	11,349	8,985
-motor vehicles	75,729	68,415
Total depreciation & amortisation	<u>293,269</u>	<u>245,997</u>
Borrowing costs	4,507	4,678
Loss (Gain) on disposal of property plant and equipment	5,157	4,257
Bad and doubtful debts expense	30,546	1,387
<i>(b) Significant Revenue and Expenses</i>		
Conference and seminar activities:		
-revenue	1,078,053	743,967
-expenditure	<u>(847,830)</u>	<u>(578,408)</u>
Contribution to operating profit	<u>230,223</u>	<u>167,561</u>
<b>Note 4: Cash and cash equivalents</b>		
Cash on hand and at bank	22,550,409	2,496,551
Short term deposits	<u>8,408,683</u>	<u>8,573,167</u>
	<u>30,959,092</u>	<u>11,069,718</u>
<b>Note 5: Receivables</b>		
<b>CURRENT</b>		
Trade debtors	770,034	144,747
Allowance for impairment of receivables	(21,709)	(21,709)
	<u>748,325</u>	<u>123,038</u>

*(i) Allowance for impairment of receivables:*

Current trade debtors are generally on 30 day terms. These receivables are assessed for recoverability and an allowance for impairment is recognised when there is objective evidence that an individual trade debtor is not recoverable. These amounts have been included in other expense items.

Movement in the allowance for impairment of receivables is as follows:

Opening balance	(21,709)	(21,709)
Allowance charged as expense for the year	-	-
Amounts written off	-	-
Closing balance	<u>(21,709)</u>	<u>(21,709)</u>

All amounts in trade debtors which are post due have been included in the allowance for impairment. All other trade debtors are expected to be received when due.

NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009

	2009 \$	2008 \$
<b>Note 6: Other current assets</b>		
Accrued income	74,745	28,436
Prepayments	142,377	333,707
Deposits	14,543	6,686
	<u>231,665</u>	<u>368,829</u>
<b>Note 7: Property, plant and equipment</b>		
Buildings on freehold land – at cost	601,243	601,243
Buildings on leasehold land – at cost	465,531	465,531
Renovations – at cost	356,119	344,356
Accumulated depreciation	<u>(459,548)</u>	<u>(399,368)</u>
	<u>963,345</u>	<u>1,011,762</u>
Furniture, plant and equipment – at cost	1,179,423	935,972
Accumulated depreciation	<u>(725,285)</u>	<u>(606,501)</u>
	<u>454,138</u>	<u>329,471</u>
Motor vehicles – at cost	348,081	374,062
Accumulated depreciation	<u>(70,061)</u>	<u>(62,403)</u>
	<u>270,020</u>	<u>311,580</u>
Leased machines and equipment – at cost	92,693	56,807
Accumulated depreciation	<u>(26,930)</u>	<u>(27,644)</u>
	<u>65,763</u>	<u>29,163</u>
	<u>-</u>	<u>-</u>
<b>Total Property, Plant and Equipment</b>	<u><b>1,753,267</b></u>	<u><b>1,681,976</b></u>

(a) Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year	2009 Land, buildings and renovations \$	2009 Furniture, plant and equipment \$	2009 Motor vehicles \$	2009 Leased machines and equipment \$
Opening Balance	1,005,306	329,471	311,580	29,163
Additions	18,314	271,282	162,262	52,151
Recoverable amount write downs	-	-	19,721	-
Disposals	-	(696)	(147,813)	(4,203)
Depreciation and amortisation expense	(60,274)	(145,917)	(75,730)	(11,349)
Closing Balance	<u>963,346</u>	<u>454,139</u>	<u>270,020</u>	<u>65,762</u>

## NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009

	2009	2008
	\$	\$
<b>Note 8: Payables</b>		
<b>CURRENT</b>		
<i>Unsecured liabilities:</i>		
Creditors and accrued expenses	476,723	376,816
GST payable	1,885,910	673,412
Employee benefits payable	34,457	28,364
Provision for annual leave	257,345	202,327
	<u>2,654,434</u>	<u>1,280,920</u>
<b>Note 9: Interest bearing liabilities</b>		
<b>CURRENT</b>		
Lease liability	18,314	10,245
Credit card	53,229	35,453
	<u>71,543</u>	<u>45,698</u>
<b>NON-CURRENT</b>		
Lease liability	44,889	15,739
	<u>44,889</u>	<u>15,739</u>
<b>Note 10: Provisions</b>		
<b>CURRENT</b>		
Provision for long service leave	22,882	35,303
Companion Card Refunds	10,470	
	<u>33,352</u>	<u>35,303</u>
<b>NON-CURRENT</b>		
Provision for long service leave	101,058	63,126
	<u>101,058</u>	<u>63,126</u>
<b>Note 11: Unearned revenue</b>		
<b>CURRENT</b>		
Membership fees in advance	526,045	491,079
Income in advance - Grants	25,715,629	7,364,927
Income in advance - Other	143,901	159,041
	<u>26,385,575</u>	<u>8,015,047</u>
<b>Note 12: Employee information</b>		
The aggregate employee benefit liability recognised and included in the financial report is as follows:		
Payables (Note 8)	291,002	173,407
Provisions (Note 10)	123,939	300,756
Aggregate employee benefit liability	<u>415,741</u>	<u>474,163</u>
Number of employees at year end	<u>68</u>	<u>50</u>

## NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009

	2009	2008
	\$	\$
<b>Note 13: Reserves</b>		
Capital Reserve	515,000	515,000
Contingency Reserve	33,036	33,036
Communications Reserve	50,000	50,000
Hilarie Moore Reserve	100,000	100,000
Management system reserve	12,000	12,000
Overseas Aid Policy Officer Reserve	50,810	50,810
OH & S Project Reserve	-	-
Relocation Reserve	-	-
General Reserve	32,010	32,010
WA - Workforce Planning Reserve	0	100,000
WA - Professional Development Reserve	50,000	50,000
WA - Staff Awards Reserve	20,000	20,000
	<u>862,856</u>	<u>962,856</u>

## (a) Capital Reserve

*Nature and purpose of reserve*

The Capital reserve is used to record the cost of property, plant and equipment expended out of government grants.

*Movements in reserve*

Opening balance	515,000	515,000
Transfers from retained surplus	-	-
Transfers to retained surplus	-	-
Closing balance	<u>515,000</u>	<u>515,000</u>

## (b) Contingency Reserve

*Nature and purpose of reserve*

The Contingency reserve is formed from unallocated membership subscriptions and is used to record transactions associated with monies set aside for special activities and acquisitions.

*Movements in reserve*

Opening balance	33,036	33,036
Transfers from retained surplus	-	-
Transfers to retained surplus	-	-
Closing balance	<u>33,036</u>	<u>33,036</u>

NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009

	2009	2008
	\$	\$
<b>Note 13: Reserves (continued)</b>		
<b>(c) Communications Reserve</b>		
<i>Nature and purpose of reserve</i>		
The Communications reserve has been established to upgrade information technology, publications and other forms of communication.		
<i>Movements in reserve</i>		
Opening balance	50,000	50,000
Transfers from retained surplus	-	-
Transfers to retained surplus	-	-
Closing balance	<u>50,000</u>	<u>50,000</u>
<b>(d) Hilarie Moore Reserve</b>		
<i>Nature and purpose of reserve</i>		
The Hilarie Moore reserve represents an amount donated by Hilarie Moore, a life member. The interest accumulated from the investment of the donation is to be used to support projects in the pacific region or as directed by the Board.		
<i>Movements in reserve</i>		
Opening balance	100,000	100,000
Transfers from retained surplus	-	-
Transfers to retained surplus	-	-
Closing balance	<u>100,000</u>	<u>100,000</u>
<b>(e) Management system reserves</b>		
<i>Nature and purpose of reserve</i>		
The management systems reserve has been established to record transactions related to Governance and Professional Development. There was no movement in the reserve in the current year.		
<i>Movements in reserve</i>		
Opening balance	12,000	12,000
Transfers from retained surplus	-	-
Transfers to retained surplus	-	-
Closing balance	<u>12,000</u>	<u>12,000</u>

NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009

	2009	2008
	\$	\$
<b>Note 13: Reserves (continued)</b>		
<b>(f) Overseas Aid Policy Officer reserve</b>		
<i>Nature and purpose of reserve</i>		
The Overseas Aid Policy Officer reserve is an amount set aside for the purpose of funding the activities of a policy officer to promote overseas aid projects for a period of 12 months.		
<i>Movements in reserve</i>		
Opening balance	50,810	50,810
Transfers from retained surplus	-	-
Transfers to retained surplus	-	-
Closing balance	<u>50,810</u>	<u>50,810</u>
<b>(g) OH&amp;S Project Reserve</b>		
<i>Nature &amp; purpose of reserve</i>		
The OH&S Project Reserve represents the amount that has been allocated for extension of the OH&S Project into 2006-07		
<i>Movements in reserve</i>		
Opening balance	-	50,000
Transfers from retained surplus	-	-
Transfers to retained surplus	-	(50,000)
Closing balance	<u>-</u>	<u>-</u>
<b>(h) Relocation reserve</b>		
<i>Nature &amp; purpose of reserve</i>		
The relocation reserve represents the estimated costs associated with relocation of the NSW Company to the Sydney CBD during 2006-07.		
<i>Movements in reserve</i>		
Opening balance	-	50,000
Transfers from retained surplus	-	-
Transfers to retained surplus	-	(50,000)
Closing balance	<u>-</u>	<u>-</u>

NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009

	2009 \$	2008 \$
<b>Note 13: Reserves (continued)</b>		
<b>(i) General Reserve</b>		
<i>Nature and purpose of reserve</i>		
The Capital reserve is used to allocate funds for future capital projects.		
<i>Movements in reserve</i>		
Opening balance	32,010	30,944
Transfers from retained surplus	-	-
Transfers to retained surplus	-	1,066
Closing balance	<u>32,010</u>	<u>32,010</u>
<b>(ii) Workforce Planning</b>		
<i>Nature and purpose of reserve</i>		
The Workforce Planning reserve is formed from unallocated funds with monies set aside to be utilised for a workforce planning strategy in 2008/2009		
<i>Movements in reserve</i>		
Opening balance	100,000	-
Transfers from retained surplus	-	100,000
Transfers to retained surplus	(100,000)	-
Closing balance	<u>0</u>	<u>100,000</u>
<b>(iii) Professional Development Reserve</b>		
<i>Nature and purpose of reserve</i>		
The Professional Development reserve is formed from unallocated funds with monies set aside for professional development for WA staff.		
<i>Movements in reserve</i>		
Opening balance	50,000	-
Transfers from retained surplus	-	50,000
Transfers to retained surplus	-	-
Closing balance	<u>50,000</u>	<u>-</u>
<b>(iv) Staff Awards Reserve</b>		
<i>Nature and purpose of reserve</i>		
The Staff Awards reserve is formed from unallocated funds with monies set aside for staff awards for WA staff.		
<i>Movements in reserve</i>		
Opening balance	20,000	-
Transfers from retained surplus	-	20,000
Transfers to retained surplus	-	-
Closing balance	<u>20,000</u>	<u>20,000</u>



**NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009**

**Note 14: Company details**

The Company operates within the disability field within Australia.

The company is a public company limited by guarantee. The registered office and principal place of business of the company is ACROD House, 33 Thesiger Court, Deakin ACT.

The principal place of business is:

National Office  
ACROD House  
33 Thesiger Court  
DEAKIN ACT 2600

NDS SA Division  
Ground Level, Building 4  
32-46 Sir Donald Bradman Drive  
MILE END SA 5031

NDS ACT Division  
ACROD House  
33 Thesiger Court  
DEAKIN ACT 2600

NDS TAS Division  
2 / 221 Macquarie Street  
HOBART TAS 7000

NDS NSW Division  
Level 4  
60 Pitt Street  
SYDNEY NSW 2000

NDS VIC Division  
10 / 369 Royal Parade  
PARKVILLE VIC 3052

NDS NT Division  
Level 1, Suite 5, 43 Cavenagh Street,  
DARWIN, NT, 0801

NDS WA Division  
Unit 1, 59 Walters Drive  
OSBORNE PARK WA 6017

NDS QLD Division  
Suite 9, Level 4  
Lutwyche City Shopping Centre  
543 Lutwyche Road  
Lutwyche, QLD 4030

NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009

**Note 15: Economic dependency**

The Company receives significant financial support from the Commonwealth Department of Families, Community Services and Indigenous Affairs.

The ACT Division receives significant financial support from the ACT Government, Department of Disability, Housing and Community Services.

The NSW Division receives significant financial support from the NSW State Government Department of Ageing, Disability and Home Care.

The Northern Territory Division receives significant financial support from the Northern Territory Department of Health & Families

The Queensland Division receives significant financial support from the State Department of Disability Services Queensland.

The South Australian Division receives significant financial support from the South Australia Department for Families and Communities.

The Tasmania Division receives significant financial support from the Tasmanian Department of Health & Human Services.

The Victorian Division receives significant financial support from the Victorian Department of Human Services.

The Western Australian Division receives significant financial support from the Western Australian State Government.

	<u>2009</u>	<u>2008</u>
	\$	\$
<b>Note 16: Auditors' remuneration</b>		
Remuneration of the auditors for:		
- auditing of the financial report of NDS limited and the Divi:	68,364	45,260
- other services	-	13,914
	<u>68,364</u>	<u>59,174</u>

## NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009

	2009	2008
	\$	\$
<b>Note 17: Capital and leasing commitments</b>		
(a) Finance lease commitments		
Payable:		
- not later than 1 year	21,190	12,695
- later than 1 year but not later than 5 years	<u>47,597</u>	<u>17,886</u>
Minimum lease payments	68,587	30,581
Less future finance charges	<u>(8,854)</u>	<u>(4,997)</u>
<b>Total lease liability</b>	<b><u>61,933</u></b>	<b><u>25,904</u></b>

National Office has one finance lease for a Konica photocopier which expires in November 2011.

NSW lease for Xerox photocopier lease expires in May 2009. This lease was terminated in February 2009 at zero cost.

Two new leases with Fuji Xerox were entered into for Photocopiers - the leases commenced 13 February 2009 for 48 months

The NT Division has one finance lease with Fuji Xerox for a photocopier which expires in February 2011

## (b) Operating lease commitments

Payable		
- not later than 1 year	421,646	250,518
- later than 1 year but not later than 5 years	<u>846,328</u>	<u>556,266</u>
	<u>1,267,974</u>	<u>806,784</u>

NSW Division has entered into a 5 year lease for rental of office premises and car spaces at the address shown in Note 14 above (expires April 2012 with an option to extend for three years until April 2015).

The NSW Division has entered into a 20 month sublease of Level 10 60 Pitt Street with Apex Consulting - beginning January 2009 expiring 29 September 2010

The NT Division has entered into a 3 year lease for rental of office premises shown in Note 14 above (expires 29 February 2012 with an option to extend for three years until February 2015).

The Queensland Division leases office space at the address shown in Note 14 above (expires in June 2010).

The South Australian Division has entered into a 5 year lease for rental of office premises at the new address of: Ground Level, Building 4 (identified as Underpass Office), 32-46 Sir Donald Bradman Drive, Mile End SA 5031. The lease commenced 1st September 2008 and expires 1 September 2013 with an option to extend for five years until April 2018).

The Tasmanian Division has a rental lease with Look Developments Pty Ltd to provide office accommodation and parking re 1/221 Macquarie Street Hobart. The lease expires on 1 December 2011.

The Division entered into a second a rental lease with Look Developments Pty Ltd to provide office accommodation at the address shown in Note 14 above. The lease expires on 1 December 2012.

The Victorian Division has entered into a 20 month sub-lease for rental of office premises and car spaces at the address shown in Note 14 above (expires 27 February 2009). At the expiry of this lease, the Division entered into a 5 year lease with Investa Funds Management Limited for the same office premises and cars spaces. The lease expires 28 February 2014

## NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009

	2009	2008
	\$	\$
<b>Note 17: Capital and leasing commitments (continued)</b>		
Receivable:		
- not later than 1 year	7,500	30,000
- later than 1 year but not later than 5 years	-	7,500
	<u>7,500</u>	<u>37,500</u>

The Company has a rental lease with Focus ACT Incorporated to provide office accommodation. The lease expires on 2 October 2009.

## (c) Capital expenditure commitments

Payable:		
- not later than 1 year	4,382	4,382
- later than 1 year but not later than 5 years	8,764	13,146
	<u>13,146</u>	<u>17,528</u>

The Company has an agreement for 'Programmed Maintenance Services' for the maintenance of the building. This agreement expires in November 2012.

**Note 18: Cash flow information***(a) Reconciliation of cash*

Cash at the end of the financial year as shown in the statement of cash flows is represented by the following items:

Cash assets	<u>30,959,093</u>	<u>11,069,718</u>
	30,959,093	11,069,718

*(b) Reconciliation of net cash relating to operating activities to net surplus*

Net surplus	613,767	441,516
Non-cash flows in operating surplus:		
Gain/Loss on disposal of plant and equipment	(12,582)	(7,774)
Depreciation and amortisation	293,272	244,053
Changes in assets and liabilities:		
Receivables	(964,699)	29,640
Other current assets	98,864	-218,342
Payables	1,735,425	513,799
Unearned revenue	18,363,530	5,061,361
Provisions	74,855	36,402
Net cash relating to operating activities	<u>20,202,432</u>	<u>6,100,656</u>

*(c) Unused credit facilities*

The Company has two American Express credit cards which are standard charge cards with no credit limit.

The company has a NAB Business Card facility of \$100,000 which is secured by a National Company Term Deposit. There are currently 22 Business Credit Cards held by NDS staff. The unused balance of the NAB Business Credit Card facility is \$14,000 and is held by the company as a whole.

**NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009**

**Note 19: Subsequent Events**

The financial report of the Company was authorised for issue on the date that the Directors' Report was signed by the directors.

	2009	2008
	\$	\$
<b>Note 20: Key Management Personnel Compensation</b>		
Short term benefits	920,194	754,214
Total Compensation	<u>920,194</u>	<u>754,214</u>

**Note 21: Related Parties**

*Related party transactions*

Transactions between related parties are on normal terms and conditions no more favourable than those available to other persons unless otherwise stated.

During the year a company controlled by Gordon Trewern, chairman of NDS Western Australia and NDS national board member, provided the following financial services for \$15,075 (2008: \$14,654)

The financial services provided include day to day accounting and payroll services, preparation of monthly and annual reports as well as financial acquittals and IAS / BAS compliance. On an as required basis, provision of strategic advice and other financial support.

**NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 June 2009**

**Note 22: Financial Risk Management**

**(a) Financial Risk Management**

*Financial Risk Management Policies*

The Company's principal financial instruments comprise cash at bank, receivables and accounts payable. These financial instruments arise from the operations of the Company. The Company does not have any derivative instruments at 30 June 2009. It is, and has been throughout the period under review, the Company's policy that no trading in financial instruments shall be undertaken.

*Financial Risk Exposures and Management*

The main risks arising from the Company's financial instruments are interest rate risk, liquidity risk, and credit risk. The policies for managing each of these risks are summarised below.

*Interest rate risk*

The Company's exposure to market risk for changes in interest rates relates primarily to the Company's holdings of cash and cash equivalents. The Company's policy is to manage its interest income is through regularly reviewing the interest rate being received on cash and cash equivalents and comparing this return to the market.

*Liquidity risk*

The Company has no external funding or facilities in place. The Company manages its liquidity to ensure that it has sufficient cash and cash equivalent holdings to meet all short, medium and long term requirements.

*Credit risk*

The Company does not provide credit. With respect to credit risk arising from the other financial assets of the Company which comprise cash and cash equivalents, the Company's exposure to credit risk arises from default of the counter party, with a maximum exposure equal to the carrying amount of these instruments. The Company does not have any material credit risk exposure to any single receivable or group of receivables under financial instruments entered into by the Company. The Company manages credit risk by maintaining cash deposits with established financial

**(b) Net fair values**

The net fair value of financial assets and liabilities approximates the values shown in the balance sheet and the notes thereto.

NATIONAL DISABILITY SERVICES LTD - ACN 008 445 486

NOTES TO AND FORMING PART OF THE REPORT FOR THE YEAR ENDED 30 JUNE 2009

Note 22: Financial Risk Management (continued)  
(c) Financial Instrument Composition and Maturity Analysis

	Weighted average effective interest rate		Variable interest rate		Fixed interest rate, maturing within 1 year		Fixed interest rate, maturing 1 to 5 years		Non-interest bearing		Total	
	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008
	%	%	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
<b>Financial assets:</b>												
Cash at bank	5.24	7.21	21,443,317	2,176,493	8,258,208	8,318,170	61,585	52,525	1,175,884	522,530	30,958,093	11,069,718
Receivables	n/a	n/a	-	-	-	-	-	-	748,325	123,038	748,325	123,038
Other financial assets	n/a	n/a	-	-	-	-	-	-	85,543	35,122	85,543	35,122
<b>Total financial assets</b>			<u>21,443,317</u>	<u>2,176,493</u>	<u>8,258,208</u>	<u>8,318,170</u>	<u>61,585</u>	<u>52,525</u>	<u>2,009,752</u>	<u>680,689</u>	<u>31,792,961</u>	<u>11,227,877</u>
<b>Financial liabilities:</b>												
Payables	n/a	n/a	-	-	-	-	-	-	2,654,435	1,280,920	2,654,435	1,280,920
Interest bearing liabilities	14.29	10.45	53,229	55,453	18,314	10,245	44,889	15,739	-	-	116,432	61,437
<b>Total financial liabilities</b>			<u>53,229</u>	<u>55,453</u>	<u>18,314</u>	<u>10,245</u>	<u>44,889</u>	<u>15,739</u>	<u>2,654,435</u>	<u>1,280,920</u>	<u>2,770,867</u>	<u>1,342,357</u>

Payables are expected to be paid as follows:

	2009	2008
	\$	\$
Within 3 months	2,397,090	1,078,593
3 months to 6 months	257,345	202,327
	<u>2,654,435</u>	<u>1,280,920</u>

**NATIONAL DISABILITY SERVICES**

**33 Thesiger Court Deakin ACT 2600**

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