



National Disability Services

Annual Report
2010/2011

SUPPORT PROMOTE INFORM

National Disability Services Annual Report 2010–11

© National Disability Services 2011

Produced by National Disability Services
Designed by Inprint Design (08 8201 3223)
Printed by Inprint Design (08 8201 3223)
Edited by Penny Cook (02 4474 4176)

CONTACT OFFICER
MELISSA TRETOWAN

Telephone: 02 6283 3204

Fax: 02 6281 3488

Email: melissa.trethowan@nds.org.au

Website: www.nds.org.au

NDS would like to acknowledge and sincerely thank 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.



CONTENTS

5 SECTION 1: NATIONAL REPORTS

- 6** Report from the President and Chief Executive
- 10** NDS Strategic Directions 2007–2012
- 15** About NDS
- 16** NDS Board
- 18** NDS National Committees
- 19** NDS Honours
- 21** National Office Staff
- 22** State and Territory Committees
- 24** The Campaign for a National Disability Insurance Scheme

27 SECTION 2: STATE AND TERRITORY REPORTS

- 28** Australian Capital Territory
- 30** New South Wales
- 33** Northern Territory
- 36** Queensland
- 38** South Australia
- 41** Tasmania
- 44** Victoria
- 47** Western Australia

51 SECTION 3: NDS MEMBERS

63 SECTION 4: FINANCIAL REPORTS



SECTION 1:
NATIONAL REPORTS



REPORT FROM THE PRESIDENT AND CHIEF EXECUTIVE

This was a year of continuing growth and intense activity for National Disability Services (NDS). A notable development was the heightened political and public awareness of the need for major reform of the support system for people with disability, evidenced by:

- Council of Australian Governments' (COAG's) endorsement of the National Disability Strategy – an historic whole-of-government strategy focused on advancing the rights and social inclusion of people with disability
- the Prime Minister's commitment to the reform vision expressed in the Productivity Commission's report on *Disability Care and Support*, with the National Disability Insurance Scheme (NDIS) at its core
- COAG's subsequent agreement about the need for major disability reform through the establishment of the NDIS.

While these commitments will require substantial work to implement well, and key aspects are still subject to negotiation, they are very significant milestones.

In alliance with the Australian Federation of Disability Organisations (AFDO) and Carers Australia, NDS campaigned for the NDIS. We thank the many NDS members who contributed financially and in kind to the *Every Australian Counts* campaign. This campaign's reach and influence (including pledges of support from 80,000 Australians) far exceeds any previous disability campaign. The campaign has achieved much, but it has a long way to go to secure the transformation that is required. A report from the National Campaign Director is included in this Annual Report.

Policy advice

Progress towards the NDIS and the National Disability Strategy (the Strategy) placed heavy but exciting policy demands on NDS.

NDS held forums with members in every state and territory to inform our input to the Productivity Commission's Inquiry into Disability Care and Support. We then conducted a second round of consultations in response to the Commission's draft report. The Productivity Commission's Report on Disability Care and Support (delivered to the Government in July 2011) is the most significant disability report in decades – and, at 1,000 pages, the largest. In parallel, NDS developed submissions to the Productivity Commission's Inquiry into Caring for Older Australians, focusing on the important interface between the aged care and disability services systems.

These were complex areas of work, but not the only policy issues with which NDS engaged. In all, NDS made 26 national submissions to public inquiries or policy consultations during 2010–11. The range of topics indicates our growing engagement with portfolios outside disability, consistent with the Strategy's whole-of-government focus.

The range of work also indicates growth in NDS's policy capacity through the National Policy Research Unit (NPRU), established in 2010–11 with generous assistance from the NSW Government. The NPRU has enabled NDS to expand its interaction with portfolios such as Education, Health and Housing – portfolios that should respond better to the needs of people with disability. NDS's policy paper *Health and Aged Care Reforms: what they could offer people with disability* stimulated interest from several

governments. It focuses on the opportunities and risks arising from recent national health agreements.

Another key area of policy research for the NPRU is the employment of people with disability. A paper presented to the Employment Partnership Committee (consisting of senior DEEWR and FaHCSIA officials and invited employment specialists and academics) proposed a suite of initiatives which, if implemented, would improve the employment rate of people with disability. NDS presented another paper on employment participation to the 40th Australian Conference of Economists, exemplifying our efforts to take disability policy issues into forums outside the sector.

Through the NPRU, NDS has formed several research partnerships in the past year, and intends to expand them in the year ahead.

NDS was represented on the State/Commonwealth Steering Committee for Research and Development and participated in the National Roundtable to develop a research agenda under the National Disability Agreement.

Other key areas of national policy focus included:

- the Equal Remuneration Case before Fair Work Australia. While not a registered industrial body, NDS has a strong interest in supporting higher wages for disability workers to assist the sector's capacity to attract and retain staff, and ensuring that governments fund these wage increases
- the development, with the Australian Government, of a 10-year Vision for Supported Employment and the review of funding of Australian Disability Enterprises (ADEs)
- reforms to the Disability Support Pension (DSP), including the revision of the Disability Impairment Tables
- improving the Disability Employment Services Program and opposing the Government's decision to subject 80 per cent of non-remote Employment Support Services to an open tender process

- improving support for children with disability in schools
- the national harmonisation of occupational health and safety laws.

Sector capacity building

Equipping the sector for the far-reaching changes ahead, particularly in the context of the NDIS, is a priority for NDS. The accelerating trend towards self-directed approaches in service planning and funding presents challenges to organisations. To assist members to meet these challenges, NDS is developing a range of resources. As an example, early in 2011 we launched *Progress for Providers*, developed in partnership with Helen Sanderson Associates. This tool has been distributed to the sector to assist organisations in preparing for *personalisation*.

Increasingly, the challenges facing service providers are similar across jurisdictions. There is, thus, enormous opportunity for NDS, in partnership with governments, to utilise the expanding array of tools and resources more widely. The commitment to increased national consistency in the National Disability Agreement and beyond that (for example, in OHS regulations) underlines this opportunity.

National conferences

NDS hosted three national conferences in 2010–11. *The Employment Forum*, held in Melbourne in September 2010 provided information on policy and practice relating to the provision of both open and supported employment services.

The annual *CEO Meeting* held in December 2010 in Canberra focused on large policy developments and management advice. Professor Ron McCallum AO, Chair of the UN Committee on the Rights of Persons with Disabilities and Professor of Industrial Law at the University of Sydney, delivered an impressive Kenneth Jenkins Oration.

The third conference – *the National Disability and Carer Congress* – held in Melbourne in May 2011 and co-hosted with the AFDO and Carers Australia, was an unprecedented event in that it brought together 1,000 service providers, people with disability and carers in support of the NDIS. Speakers included the 2011 Australian of the Year, Simon McKeon; UK expert on self-direction, Steve Dowson; Productivity Commissioner, Patricia Scott; and Assistant Treasurer, Bill Shorten.

Information

Around Australia, NDS issued 416 *News Updates*, alerting members to regulatory changes, policy consultations, professional development forums, funding opportunities and key reports. NDS's re-designed website, launched in early 2010, is performing well (12,000 hits a month), with a Google ranking of 7 out of 10 – marking it as 'a site of importance'.

NDS continued to participate in the National Disability and Carer Alliance with AFDO and Carers Australia to promote issues of common interest, particularly the NDIS.

NDS developed a new partnership with the Australian Federation of Deaf Societies which, combined with its long-standing and valued relationship with the Australian Blindness Forum, enabled the employment of a part-time Sensory Disability Policy Officer.

The National Roundtable of Non-profit Organisations, of which NDS is a founding member, focused on the raft of reforms planned for the not-for-profit sector, including the establishment of the Australian Charities and Not-for-Profit Commission. NDS hosted a meeting of the Roundtable on the Australian Government's controversial proposal to deny tax concessions to the 'unrelated commercial activities' of charities. NDS's Chief Executive was appointed to the newly-formed national Not-For-Profit Sector Reform Council. NDS is also a member of the Australian Tax Office's (ATO) Charities Consultative Committee, a key source of advice for the ATO on not-for-profit issues.

Members and staff

NDS ended the financial year with 809 members and associates and a growth in income from membership fees. 2011–12 will see the creation of a new national position focused on recruiting new members and value-adding for existing members.

NDS relies extensively on members' participation in its governance structure and policy formation processes. The eight state and territory committees perform a crucial role in ensuring that NDS is responsive to local priorities. NDS's national Board includes the eight state and territory chairs and an additional six directly-elected members. 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 almost 100 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.

Finances and governance

NDS ended the year with a healthy surplus, with the NSW Division the main contributor to this surplus. The company has a strong cash position, although most of the cash held is unexpended project income.

The capacity of NDS's divisions remains very disparate. A re-structure of the organisation early in 2010–11 is helping enable more direct support from NDS National for smaller divisions, while recognising the importance of a strong local presence in all states and territories.

Government-funded projects continue to be the principal source of NDS's growth over recent years. Among these projects are *carecareers* (workforce recruitment) in NSW; the *Companion Card Scheme* in WA and NSW; *Disability Safe* (occupational health and safety) in Victoria and NSW; the *Disability Parking Scheme* in WA; quality improvement projects in Queensland, the Northern Territory and Victoria; improved engagement of Aboriginal people with disability services; and governance training in several states and territories.

With the growth of NDS's income, staffing and projects over the past several years, the Board's focus on risk management has increased. In recent years, the Board has emphasised the importance of effective internal systems and procedures in areas such as finance, risk management and human resources. During 2010–11, NDS appointed new auditors (Ernst & Young), revised its risk management framework, improved its financial reporting and reviewed its governance policies and by-laws as they pertain to divisions.

NDS is grateful for the support it receives from the Australian Government and all state and territory governments. This funding assists NDS to develop sound policy advice, to provide relevant information to service providers and to assist the sector in building its capacity and improving services for people with disability.



TIM WALTON
PRESIDENT



KEN BAKER
CHIEF EXECUTIVE

A handwritten signature in black ink that reads "T. Walton".

TIM WALTON
PRESIDENT

A handwritten signature in black ink that reads "Ken Baker".

KEN BAKER
CHIEF EXECUTIVE

NDS STRATEGIC DIRECTIONS 2007–2012 (REVISED MAY 2011)

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, placing at risk their ongoing viability.

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.

Personalisation in service planning and funding is growing. Although driven by attractive values such as consumer choice and personal empowerment, the design, implementation and management of individualised funding models – depending on which version is chosen – raise complex and contentious issues.

Actions

NDS will:

- continue to inform members about this new world and its implications
- assist members with skills and strategies to achieve sustainability
- influence governments to reduce red tape and implement funding models that fully reflect the cost of service delivery, including compliance
- influence the development and implementation of *personalisation* and *individualised* funding
- help prepare the disability sector for new workplace health and safety regulations
- influence the government's vision for Australian Disability Enterprises (ADEs), the outcome of the ADE Price Review and government procurement from ADEs
- secure improvements in the Disability Employment Services program, minimal competitive tendering for the 2012 DES contract and expanded government employment of people with disability

2 Identify and respond to the unmet need and changing demand for disability services

The disability services system is under severe strain. Every jurisdiction has queues for disability services including accommodation support, respite, community access, therapy, employment and assistive technology. Accelerating and re-shaping the demand for services are factors such as: population ageing, the growing prevalence of autism, increasing recognition of the rights of people with disability and changing community expectations about the role of government.

The proposal for an NDIS, which NDS has strongly promoted, presents an historic opportunity to increase the funding and system changes that are needed. Realising this opportunity will require a large, coordinated and sustained effort.

Actions

NDS will:

- continue strongly to urge governments to establish a National Disability Insurance Scheme and National Injury Insurance Scheme which provide equitable no-fault entitlement to disability services for all Australians who require long-term support
- promote the continued expansion of *non-government* disability services in response to unmet need because they are generally more efficient, responsive and mission-driven than government services and for-profit services
- seek funding formulae from governments that represent a fair price and reflect the changing support needs of clients

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.

Actions

NDS will:

- continue to seek an outcome from the Equal Remuneration Case that results in increased wages for disability service workers, fully funded by Commonwealth, State and Territory governments
- drive the disability workforce agenda with governments, including through the implementation of the National Disability Workforce Strategy and the promotion of *carecareers* around Australia

4 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, people moving from school to employment and people wishing to retire from supported employment.

The Australian Government's focus on increasing workforce participation provides an opportunity to strengthen the employment pathways and reduce the risk for people with disability.

The National Disability Agreement includes a commitment, which NDS helped secure, to make community aged care package funding available to people ageing in group homes, but has done little overall to improve service pathways. The National Disability Strategy, endorsed by COAG in February 2011, is a major opportunity to advance a whole-of-government perspective.

As the only organisation that represents the broad spectrum of disability services at national and state levels, NDS is uniquely placed to negotiate across programs and levels of government to find solutions to cross-program barriers.

Actions

NDS will seek to influence:

- the development of an implementation plan for the National Disability Strategy
- the implementation of the National Health Reforms, including the redefined responsibilities for Home and Community Care, to ensure improved health care is available for people with disabilities
- the Productivity Commission's Report on Aged Care Reform in terms of its disability implications and government's response to the report
- the government's workforce participation agenda, with a view to increasing the employment opportunities available to people with disability
- local government uptake of access and equity infrastructure

5 Promote service improvement through promoting research and disseminating research findings

Governments invest little in disability research. NDS sought and welcomed the increase in research funding under the National Disability Agreement which ministers announced in March 2008. However, the research commitment is still only a small fraction of total expenditure.

Good research and reliable data are needed to drive service development and innovation. With support from the NSW Government, NDS has established a national policy research capacity which will enable it to foster policy and service innovation and form research partnerships.

Actions

NDS will:

- continue to engage with stakeholders to develop a national disability research agenda that is responsive to the needs of the sector
- undertake in-depth work relevant to policy development and service practice through the new National Policy Research Unit
- form research partnerships and bid for available funding from government and philanthropic sources for research projects that can deliver benefits for the disability sector

6 Be seen as the peak voice for disability service providers

To achieve the above strategic actions, NDS needs to be recognised by governments and others as the leading non-government voice on disability service issues – an essential source of advice for both state and federal governments, parliamentarians, media and peak bodies in allied fields. NDS will be seen as authoritative, reasonable and progressive.

Actions

NDS will:

- engage in regular interaction with governments, including through representation on relevant advisory committees and meetings with ministers and departmental officials
- respond to all governmental and parliamentary inquiries relevant to disability services
- raise and respond to issues through the media
- promote disability issues in the public arena where resources allow

7 Build NDS's capacity, consistency and sustainability

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, structures, systems and processes; its exchange of information across offices and its utilisation of staff skills all enable this to be achieved.

The growth of NDS over recent years has been substantial, but uneven. NDS's structure as a national company should enable it to support capacity growth in all states and territories.

A diversity of income sources is an important foundation for NDS's independence. Income from diverse projects has grown over recent years, but project funding presents its own challenges. It is time-limited, requiring good management skills to ensure that expectations are met and budgets are managed and benefits are sustained.

Actions

NDS will:

- finalise the review of its governance policies achieving an appropriate balance between local decision-making and central accountability
- use its national structure to develop capacity and influence across all state and territory divisions
- move to a unified financial system and continue to improve and streamline financial reporting and risk management systems
- continue to increase its capability for developing and managing projects
- strengthen its financial sustainability by broadening its funding base
- bid for projects that enhance the capacity of member organisations to deliver high-quality disability services

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. It represents over 700 non-government 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 ACROD, NDS can trace its roots back for more than 65 years. In 1945, state and territory bodies formed the Australian Advisory Council for the Physically Handicapped to assist with national coordination. In 1963, in response to disability service providers' realisation that they had many common interests regardless of the particular group they served, the Australian Council for the Rehabilitation of the Disabled was established. This evolved into ACROD which, in early 2007, 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 fundraising. 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 they provide.

NDS BOARD



01



02



03



04



05



06



07



08



09



10



11



12



13



14

01 TIM WALTON
02 DIANA HEGGIE
03 KERRIE LANGFORD
04 VICKI O'HALLORAN
05 ANGELA TILLMANS
06 JON MARTIN
07 DALE LUTTRELL

08 RICHARD DENT
09 JOAN MCKENNA-KERR
10 ROHAN BRADDY
11 LYNN QUIRK
12 ANDREW RICHARDSON
13 SANJIB ROY
14 GORDON TREWERN

PRESIDENT

TIM WALTON
Elected Member

Chief Executive Officer, Australian Foundation for Disability

VICE-PRESIDENT

DIANA HEGGIE
Elected Member

Chief Executive Officer, SCOPE (Vic) Ltd

ELIZABETH BISHOP

Elected Member
(to August 2010)

Chief Executive Officer, St John of God ACCORD

ROHAN BRADY

Elected Member
(from December 2010)

Chief Executive Officer, Mambourin Enterprises Inc

PETER CALLAGHAN

Chairperson QLD Division
(to August 2010)

Chief Executive Officer, Community Employment Options

KIRSTY CARTER

Chairperson NT Division
(to August 2010)

Executive Director, Top End Association for Mental Health Inc

RICHARD DENT

Chairperson VIC Division

Chief Executive Officer, E.W. Tipping Foundation

MAX DYASON

Chairperson SA Division
(to August 2010)

Chief Executive, Bedford

SUE HEALY

Chairperson ACT Division
(to August 2010)

Executive Director, Sharing Places

MARK HENLEY

Chairperson QLD Division
(from August 2010 to June 2011)

Chief Executive Officer, Spinal Injuries Association

KERRIE LANGFORD

Chairperson ACT Division
(from August 2010)

Chief Executive Officer, Advance Personnel (Canberra) Inc

DALE LUTTRELL

Chairperson TAS Division

Chief Executive Officer, Eskleigh Foundation Inc.

JON MARTIN

Chairperson SA Division
(from August 2010)

Chief Executive Officer, Autism SA

JOAN MCKENNA-KERR

Chairperson WA Division

Chief Executive Officer, Autism Association of Western Australia

VICKI O'HALLORAN

Chairperson NT Division
(from August 2010)

Chief Executive Officer, Somerville Community Services Inc

ANTHONY PUTT

Elected Member
(to December 2010)

Chief Executive Officer, Central Access Limited

LYNN QUIRK

Elected Member

Chief Executive Officer, Connect2Group

ANDREW RICHARDSON

Elected Member

Chief Executive Officer, House With No Steps

SANJIB ROY

Elected Member
(from December 2010)

Chief Executive Officer, Yooralla

ANGELA TILLMANNS

Chairperson QLD Division
(from June 2011)

Chief Executive Officer, Cerebral Palsy League of Queensland

GORDON TREWERN

Elected Member

Chief Executive Officer, Nulsen

CHIEF EXECUTIVE

KEN BAKER

COMPANY SECRETARY

KEN BAKER

AUDITOR

ERNST & YOUNG

NDS NATIONAL COMMITTEES

NDS's national committees provide advice to the Chief Executive on relevant policy matters. This information is then channelled through the Chief Executive to the NDS Board.

The committees also facilitate information exchange among NDS's members and monitor developments within states and territories in order to identify common trends, service innovation and nationally significant issues.

The national committees, with their corresponding chairperson and NDS representative, are as follows:

NATIONAL COMMITTEE ON ACCOMMODATION	Committee Chair Adam Carrozza annecto: the people network	NDS Representative Trish Deane Policy Adviser
NATIONAL COMMITTEE ON AGEING AND DISABILITY	Committee Chair Diana Heggie SCOPE (Vic) Ltd	NDS Representative Philippa Angley National Policy Manager
NATIONAL COMMITTEE ON AUSTRALIAN DISABILITY ENTERPRISES	Committee Chair Robert Styling AFSM Phoenix Society Inc	NDS Representative Paul Musso Policy Adviser
NATIONAL COMMITTEE ON CHILDREN, YOUNG PEOPLE AND THEIR FAMILIES	Committee Chair Glenn Rappensberg Novita Children's Services	NDS Representative Philippa Angley National Policy Adviser
NATIONAL COMMITTEE ON OCCUPATIONAL HEALTH AND SAFETY	Committee Chair Phil Farrow Bedford Industries Inc	NDS Representative Susan Smith NSW Project Manager Disability Safe
NATIONAL COMMITTEE ON OPEN EMPLOYMENT	Committee Chair Kerrie Langford Advance Personnel (Canberra) Inc	NDS Representative Brendan Long National Manager Employment and Economic Policy
NATIONAL COMMITTEE ON SOCIAL PARTICIPATION	Committee Chair Grant Vukasinovic Greenacres Disability Services	NDS Representative Philippa Angley National Policy Manager
NATIONAL WORKFORCE COMMITTEE	Committee Chair Geraldine Harwood Optia Inc	NDS Representative Valmae Rose QLD State Manager

NDS HONOURS

Life Membership

Bryan Woodford



KEN BAKER, BRYAN WOODFORD AND TIM WALTON

Life membership is an honour bestowed on individuals who have made an outstanding contribution to NDS. Bryan Woodford has made such a contribution over many years.

Bryan Woodford worked in the disability services sector from the early 1980s until his retirement in 2008. This included five years as the CEO of the Koomarri Association in the ACT and 11 years as Yooralla's Managing Director in Victoria. He was awarded a Centenary Medal for his services to people with disability.

Bryan's services to NDS were extensive. He was a Board Member for 14 years, serving as Senior Vice-President from 1997-2000 and President from 2000-2003. He was the Chair of the Governance Committee, founding Chair of the National Social Participation Committee and held positions on National Committees for Australian Disability Enterprises and Occupational Health and Safety.

Bryan represented NDS on two key government advisory committees concerned with the reform of disability employment services. Through a paper at the CEO Meeting, he initiated discussion about the impact of *casualisation* on the disability services workforce. He continues to contribute to debate within the disability sector and gave an insightful presentation at the 2010 Employment Forum on building alliances among ADEs.

Bryan also had a keen interest in overseas aid issues and acted as an Australian representative at several international forums, including those of UN ESCAP and Rehabilitation International.

In all of his roles with NDS, Bryan was never less than well-informed, energetic and constructive. As a leader within the disability sector, he managed to challenge the views of others without losing their respect or support.

Bryan was awarded Life Membership at NDS's Annual General Meeting on 6 December 2010.

President's Award

Jason McKey

JASON McKEY AND TIM WALTON



At the 2010 CEO Meeting, the President's Award was presented to Jason McKey to acknowledge his excellent and long-term contribution to National Disability Services. This contribution combines deeply-held values with determination and intellectual rigour.

Jason began working with NDS in the early 1990s as a member of the National Committee on Open Employment (previously the National Employment and Training Committee). He sat on this Committee during 1992–1993 and for the period 1997–2010; he chaired the Committee from 1999 to 2008. During this time, Jason represented NDS on a number of working parties on case-based funding reform and quality assurance for disability employment services.

At the national level, Jason was a member of the NDS Board from 1996 to 2008, including a period as Senior Vice-President (2001–2004) and Vice-President (2004–2005 and 2007–2008). During his time as a Board Member, Jason was also Vice-President Finance (2000–2001), a member of the Audit Committee (2000–2004) and inaugural Chair of the Overseas Aid Sub-Committee in 2001.

Jason has also been heavily involved with NDS in his home state of Queensland – he was a member of the NDS Queensland State Committee from 1992–1994 and 1996–2002, chaired the State Committee from 1997–2000, and was the NDS Queensland representative on the Disability Standards Review and Quality Assurance Working Party in 1996–1997.

NATIONAL OFFICE STAFF AS AT SEPTEMBER 2011

SENIOR MANAGEMENT TEAM	Ken Baker Patrick Maher	Chief Executive Chief Operating Officer
EXECUTIVE SUPPORT	Melissa Trethowan Judith Frost-Hodson	Personal Assistant to the Chief Executive National Office Manager PA to Chief Operating Officer
POLICY	Philippa Angley Trish Deane Gordon Duff Margaret Gadd Brendan Long Gabrielle Mullen Paul Musso	National Policy Manager Policy Adviser Principal Adviser – Industry Development Asia Pacific Project Officer National Manager Employment and Economic Policy Policy Adviser – Sensory Disability Policy Adviser – Australian Disability Enterprises
HUMAN RESOURCES	Berice King	Human Resources Coordinator
FINANCE	Gayle Reed Genevieve Bartlett Amar Malde Steven Ngo	Financial Controller Accounts Clerk Accountant Assistant Accountant
MEMBERSHIP	Belinda Allen Emerson Riley	Membership Development Manager Membership Services Officer
CONFERENCE MANAGEMENT UNIT	Julie Walton Miriam Sosin	National Conference and Events Manager Events Assistant



L to R: Steven Ngo, Sarah Maguire, Paul Musso, Emily Weeks, Ken Baker, Brendan Long, Trish Deane, Julie Walton, Miriam Sosin, Gordon Duff, Berice King, Genevieve Bartlett, Patrick Maher, Gayle Reed, Amar Malde

STATE AND TERRITORY COMMITTEES

Australian Capital Territory

CHAIR

Kerrie Langford (from August 2010)
Susan Healy (to August 2010)

VICE-CHAIR Susan Healy

Committee Members

Maureen Cane (until August 2010)
Paula Chemello
Jacinta Cummins
Miranda Garnett
Hilary Martin
Cheryl Pollard
Camilla Rowland (from August 2010 to June 2011)
Tina Siver
Eric Thauvette

ACT MANAGER Justyn McDonald

New South Wales

CHAIR Tim Walton

VICE-CHAIR Andrew Richardson

Committee Members

Sherie Avalos
Anne Bryce
Matt Donnelly
Adrian Ford
Scott Holz
Pennie Kearney
Hugh Packard
Neil Preston OAM
Kerrie Stubbs
Rob White

NSW MANAGER Glenn Jones

Northern Territory

CHAIR

Vicki O'Halloran (from August 2010)
Kirsty Carter (to August 2010)

VICE-CHAIR Greg McMahon

Committee Members

Ian Campbell
Eileen Farrell
Narelle Higginson
Joseph Smith
Steve Vitone

NT MANAGER Jenny Upton

Queensland

CHAIR

Angela Tillmanns (from June 2011)
Mark Henley (August 2010 to June 2011)
Peter Callaghan (to August 2010)

VICE-CHAIR Lynn Quirk

EXECUTIVE

Joanne Jessop
David Barbagallo

Committee Members

Peter Callaghan
Kaye Deeley
Judy Dickson
Robert Evelyn
Mark Henley
Lynn Quirk
Moe Turaga
Bev Watkinson

QLD MANAGER Valmae Rose

South Australia

CHAIR

Jon Martin (from August 2010)

Max Dyason (to August 2010)

VICE-CHAIR Judy Curran

Committee Members

Geoff Blackwood

Andrew Daly

Aileen Dawson

Robert Depold

Michael Forwood

Janine Lenigas

Bernadette McAlary

Nick Mihalaras

Cathy Miller

Glenn Rappensberg

SA MANAGER Noelene Wadham

Tasmania

CHAIR Dale Luttrell

VICE-CHAIR Paul Byrne

Committee Members

Donna Bain

Steve Daly

Karen Frost

Mary Ann Gays

Geraldine Harwood

Darryl Lamb

Janette Martin

Paul Mayne

Darryleen Wiggins

TAS MANAGER Margaret Reynolds

Victoria

CHAIR Richard Dent

VICE-CHAIR Estelle Fyffe

SECOND VICE-CHAIR Sanjib Roy

Committee Members

Kathryn Arndt

Rohan Braddy

Warwick Cavanagh

Diana Heggie

Valerie Lyons

Shane Molloy

Anthony Putt

Pam Ruecker

Scott Sheppard

Daryl Starkey

Mel Warner

VIC MANAGER Rhonda Lawson Street

Western Australia

CHAIR Joan McKenna-Kerr

VICE-CHAIR Michael Tait

Committee Members

Gerri Clay

Judy Hogben

Rob Holmes

Hayley Horwood

Debbie Karasinski

Greg Lewis

Karen Miller

Marcus Stafford

Gordon Trewern

Tony Vis

WA MANAGER Terry Simpson

THE CAMPAIGN FOR A NATIONAL DISABILITY INSURANCE SCHEME

“WE HAVE SUCCESSFULLY USED SOCIAL MEDIA TO ENSURE PEOPLE LIVING WITH DISABILITY HAVE THE OPPORTUNITY TO EXPRESS THEIR PRIORITIES FOR THE CAMPAIGN IN THEIR OWN VOICES”



JOHN DELLA BOSCA

The *Every Australian Counts* campaign has had two simple goals:

- raise awareness and build support for the NDIS with federal parliamentarians
- raise awareness and build support for the NDIS amongst members of the public.

After consulting with service providers, people with disability and their families, we designed a campaign that combined traditional features with contemporary ideas about the use of social media. We have utilised all the tactics you would expect from a grassroots movement – from holding community forums to handing out information at train stations and shopping centres.

A program of visiting MPs around the country in their electoral offices has been extremely successful. We presented them with a positive message – that they could make a difference to the lives of local constituents living with disability and their families by supporting an NDIS. This positive message distinguished us from many other campaigns.

A high point was the *DisabiliTEAs*, with more than 40,000 people – including MPs - attending 900 events around Australia. I would like to thank all those who hosted a *DisabiliTea*. The photos on our Facebook page capture the diversity and strength of the movement that has grown over the past year.



01



02



03



04



05



06



07



08



09



10

01 JOHN DELLA BOSCA
02 KIRSTEN DEANE
03 DANIEL KYRIACOU
04 FIONA ANDERSON
05 GERALDINE MELLET

06 JAMES O'BRIEN
07 LAURA BREEDING
08 LISA COX
09 MARY BUTTERWORTH
10 PAULINE GEORGE



The hub of the campaign has been the website and the Facebook page. We have successfully used social media to ensure people living with disability have the opportunity to express their priorities for the campaign in their own voices. The website and Facebook page have also enabled campaigners across Australia to link with others and feel a sense of ownership and community – and to keep people abreast of news and activities. When we launched the *Every Australian Counts* website on Australia Day 2011, we set ourselves the target of reaching 100,000 people by *International Day for People with Disability*. As I write, we have reached 80,000 and are on track to meet our target. More significantly, our site is growing at a little over twice the global Google benchmark for similar sites. We already exceed the membership numbers of any of the political parties represented in the Australian Parliament and will soon exceed the membership of all the parties put together! We have more than 10,000 friends on Facebook. Our Facebook page consistently rates off the charts, far exceeding benchmarks for similar pages.

A measure of the success of the campaign was the swift response of the Government to the Productivity Commission's final report. We still have a long way to go, but the Prime Minister's response to the report and the favourable communiqué from the subsequent COAG meeting were key milestones for the campaign.

At the *National Disability and Carer Congress* in May 2011, I said that we needed to build a movement in order to secure victory. We have done that. We have built a movement of 80,000 supporters, raised awareness in the general community, developed key media supporters and, perhaps most significantly, achieved multi-partisan support in a fractious political environment. We should celebrate all we have achieved, while recognising the need to keep campaigning to ensure that the subsequent steps necessary for the successful introduction and implementation of the NDIS are taken in a timely manner.

JOHN DELLA BOSCA
NATIONAL CAMPAIGN DIRECTOR – NDIS



**SECTION 2: STATE AND
TERRITORY REPORTS**

AUSTRALIAN CAPITAL TERRITORY

NDS ACT had a productive year, supporting members to build resilience, strengthen partnerships and develop sustainable practices in anticipation of the NDIS and its focus on more self-directed, personalised approaches.

Influence on Policy and Service Delivery

NDS ACT continues to be a member of the working group to develop an Outcomes-based Purchasing Framework. The first component of the Framework is a prequalification tender document with requirements that are proposed for pre-qualification of services in order to determine eligibility for funding agreements. The tender has been piloted in several service audits and will be rolled out on a larger scale in coming months. It is anticipated that eventually this Framework will be applicable to all ACT-funded services. NDS ACT has hosted forums to support members in becoming better equipped to navigate the new Framework and will continue to represent members' best interests.

The ACT Community Sector Portable Long Service Leave (PLSL) scheme continues to cause confusion for some NDS members. There is a lack of clarity and depth in the information and processes delivered by the PLSL Board charged with administering the scheme. NDS ACT continues to organise forums for members to improve communications between services, the PLSL Board and the ACT Government.

NDS ACT facilitates a working group developing a disability community-specific response to emergency recovery during a catastrophic event. Working with service providers and the ACT Government's Community Services Directorate, NDS ACT is developing a framework around

local networks and individual risk plans to further support the community should another event like the 2003 bushfires occur.

NDS ACT has been working closely with the Community Services Directorate to investigate potential changes to the sector in the event of the NDIS. Concentrating on the themes of workforce, self-directed funding and competition readiness, further work will soon commence now that the NDIS has received in-principle support.

Representation of NDS Members

NDS ACT has researched and developed submissions in a number of areas including the:

- Standing Committee on Public Accounts
- ACT Legislative Assembly Inquiry into Respite Care Services in the ACT
- Working with Vulnerable People Checking System
- Canberra 2030 Initiative
- Review of the ACT Public Sector
- Museum of Australian Democracy's Disability Action Plan

NDS ACT has presented evidence at three ACT Legislative Assembly Committee hearings including the:

- Inquiry into Public Accounts
- Inquiry into Respite Care Services
- Inquiry into the Needs of Students with Disability

NDS ACT is also represented on several working groups providing high level advice and support for local government. Groups include the Joint Community Government Reference Group, ACT Peaks Forum, Outcomes-Based Purchasing Framework Project Advisory Group, ACT Social Enterprise Network, ACT Workforce Working Group, Disability ACT Service Provider Forum and the Disability Professionals Learning Network.

Information and Networking

NDS ACT released a *News Update* on average every eight days during the last year to keep the ACT up-to-date on all relevant changes to legislation, prominent issues and sector opportunities.

Several forums were held to provide or seek information regarding a range of topics including:

- Demand Management
- Individual Support Packages
- National Disability Insurance Scheme
- Outcomes based Purchasing Framework
- Portable Long Service Leave

NDS ACT negotiated several training opportunities for local members including:

- Mental Health First Aid
- Caring Crisis Management
- Positive Behaviour Support
- Personal Outcomes Measures

NDS ACT chairs or co-chairs several important focus groups and currently co-chairs the Disability Service Providers Forum – a quarterly meeting of all ACT-funded service providers and local government.

Projects

NDS ACT is currently finalising two projects – an *Individual Support Packages Review* and *Demand Management*.

Disability ACT contracted NDS ACT to proceed with a project to review Individual Support Packages ACT in 2010. Phase 1 is now complete and Phase 2 will extend the work. The intent of Phase 2 is to explore under what circumstances, Individual Support Packages (ISPs) are the most appropriate funding mechanism to achieve positive quality of life outcomes for clients compared with other funding (e.g. block contracts). Disability ACT also contracted NDS ACT to proceed with a project to review demand management processes and tools used in the ACT. The project was initiated to provide a recommendation for the development of a model for managing future demand for disability services in the ACT. The project is expected to be completed by the end of 2011.

NDS ACT hosts a unique initiative each year - the *Joan Berry Scholarship*. Joan Berry was a strong supporter of NDS ACT and left a generous bequest to the organisation. Now a living legacy to this commitment, the *Joan Berry Scholarship* offers an opportunity to people working in the disability services sector to benefit from professional development opportunities. The 2011 winner receives financial support to complete a Bachelor Social Science (Social Welfare) at Charles Sturt University.



JUSTYNN McDONALD AND KERRIE LANGFORD

NEW SOUTH WALES

2010–11 has once again been a year of growth and expansion for NDS NSW. This growth has built on the foundation set down over the preceding years and reflects the consistently strong performance of NDS NSW. The NDS NSW team has maintained and built on the partnership approach with the NSW Minister for Disability Services, Ageing, Disability and Home Care (ADHC); the Department of Family and Community Services and engagement with our members.

NDS NSW has once again played a pivotal role in building the capacity and capability of disability services to deliver high quality services for people with disability, their families and carers.

Policy, Advice, Influence

The NDS NSW policy team has developed numerous policy responses and positions and influenced the direction of government policies and programs while undergoing changes in staff.

In 2010–11, NDS NSW has been represented on more than 40 reference groups and working parties. High level advice to government, such as the NSW Minister for Disability Services' *Living Life My Way* summit and attendance at the Minister's *Person Centred Approaches* consultations across NSW, has also been delivered. Through its close relationship with ADHC, NDS NSW has provided high level advice on behalf of the sector on an array of issues including quality reform; the expansion of self-management; the implementation of child protection reform and the expansion of accommodation options for people with disability, their families and carers.

NDS's eight sub-committees in NSW provide a strong platform to advise the State Manager and from which many policy positions and papers are developed. NSW member input over the past year continued to play a key role in influencing national policies through the NDS committee structure. In addition, NDS NSW convened member roundtables on critical issues including child protection, hospitalisation of people with disability, transition to work programs and the self-managed model. In all, some 141 formal meetings have occurred over the past year where members have had direct input and provided guidance to policy and project direction.

The nine quarterly NDS NSW regional meetings continued to be a success, with a constant improvement process in place to ensure the meetings are a point of interest and engagement between NDS and members.

Project Success

The growth in NDS NSW-funded projects has been upheld based on its ability to deliver valued outcomes. This year's milestone achievements include the award-winning *Workforce Recruitment Project – carecareers* and *Companion Card Program* which exceeded expectations.

The *Workforce Recruitment Project – carecareers* has exceeded milestones during 2010–11 and its media campaign has achieved awards for its content and achievement of purpose. The sector employment brand – *carecareers* has firmly been established. The work of the dedicated carecareers team has seen the talent pool grow to almost 10,000 new candidates for the sector of which 70% are new people seeking employment with disability services.



Standing from L to R: Ross Mitchell, Emily Caska, Caron Rooks, Mike Field, Kylie Harding, Glenn Jones, Peter Hannon, Jennifer Day, Neil Murrell, Patrick Lloyd, Amelia Starr, Megan Sandford, Mardi James, Katherine McLellan, Dylan Reynolds, Sue Smith, Melissa Pitfield, Jeffrey Tonge, Jean-Ann Jones, Jane Johnstone, Rhonda Crisp, Zoe Brissett

Sitting from L to R: Dougie Herd, Maeve Marsden, Gail Day, Anna La, Amy Wang, Katherine Orr, Ian McHugh

ProjectABLE, the schools and universities engagement project, has continued to generate interest in working in the sector as well as the unexpected benefit of creating social inclusion for young people with disability. With enviable performances such as over 364,000 unique visitors and 132,662 job searches since its launch, the website is rated seventh in the top ten work placement job sites in Australia.

The capacity and skills of NDS NSW members at both Board and operational levels has increased due to funding by the Industry Development Fund including the extension and expansion of the *Good Governance* project and the extension of the popular *Disability Safe* project.

Building on the original *Good Governance Project*, *Good Governance 2* will launch in NSW shortly. NDS NSW will continue to facilitate the provision of high quality Board development opportunities and resources to address the critical governance issues facing the sector.

Since 2010, the *Companion Card* program has more than doubled the number of cards issued to people in NSW from 5,000 to around 12,500. The team has also grown the affiliate base and launched *Club Companion* to increase the means of communicating the opportunities for the use of the card.

As with both *carecareers* and *Companion Card*, the sustained growth in social and digital mediums is becoming pivotal to strengthening and communicating the benefits of NDS NSW, its projects and policy positions.

One Strong Voice

NDS NSW proudly forms part of the national NDS structure, working closely with our national, state and territory colleagues to improve the quality of services for people with disability, their carers and their families across the country. Sharing opportunities and expertise across all jurisdictions is achieving greater outcomes for our members. This has been particularly showcased in NDS NSW's support to the NDIS campaign with staff supporting the campaign's activities during both working hours and personal time.

The staff numbers at NDS NSW have increased over the past year, predominately on the success of gaining projects that both benefit the sector and bring increased capacity, knowledge and expertise to NDS. Staff members continue to demonstrate their capacity and skills in project management and policy response to ensure the implementation of strategic directions and priorities.

In looking to the year ahead, the key priorities for NDS NSW and the sector include working with government in the conceptualisation and development of strategies for *Stronger Together II* and continued engagement with the NSW Minister for Disability Services' commitment to Person Centred Approaches.

The core areas of focus for NDS NSW will be to maintain the support of the NDIS campaign and the various projects that are demonstrating the expansion of NDS's ability to delivery capacity development in the sector.

NDS NSW identifies and accepts the challenges that are becoming more evident as consultations occur across *Stronger Together II* and the NDIS. By working in partnership with members and government, NDS NSW will continue to act as a catalyst for sector growth and the vital communication of members' needs into the future.

NDS NSW HAS ONCE AGAIN PLAYED A PIVOTAL ROLE IN BUILDING THE CAPACITY AND CAPABILITY OF DISABILITY SERVICES TO DELIVER HIGH QUALITY SERVICES FOR PEOPLE WITH DISABILITY, THEIR FAMILIES AND CARERS



TIM WALTON

NORTHERN TERRITORY

2010–2011 was a year of significant achievement for NDS NT with the completion of the *Quality Framework Project* and the successful negotiation of a three-year service agreement with the Department of Health (DoH). The NDS NT conference *Building Our Capacity...taking the theory and turning it in to everyday practice*, held in Alice Springs during June 2011, attracted high profile speakers and generous sponsorship from local and interstate organisations. The event represented yet another milestone in the consolidation of NDS NT as the peak body for disability service providers in the Northern Territory (NT).

Advice on Policy and Service Delivery

NDS NT's role as a key contributor to the development of government policy and practice is now firmly established with NDS NT providing comment and advice to government as it implements its major strategic plan Territory 2030.

NDS NT Committee and staff participated in several DoH consultations during 2010–11 and have worked proactively in the provision of advice on the following policy and service delivery related areas:

- Engagement Strategy with External Providers
- The Standard Chart of Accounts for Non-Government Organisations
- Funding Agreement Standard Conditions
- The Aged and Disability Program Communication and Engagement Policy

Meetings with the Minister for Health, the Hon. Kon Vatskalis, and ministerial staff are now complemented by quarterly meetings with the DoH Chief Executive, Jeff Moffatt. NDS NT staff members also regularly meet with DoH officers to provide advice on matters related to the delivery of quality services in the Territory.

Consultation and Representation

NT disability service providers have much to offer in the advancement of local and national policy directions, particularly in the area of service provision in rural and remote communities. The importance of this input to national policy development was acknowledged by Patricia Scott, Commissioner of the Productivity Commission, in her address to NDS NT members during the 2011 *Disability Care and Support Draft Report* consultations.

The NDIS campaign gathered momentum during 2010–11 under the stewardship of the NDS NT Chair and CEO of Somerville Community Services, Vicki O'Halloran. The NDIS campaign was formally launched in the latter part of 2010 by Dr Ken Baker in Darwin and Mrs Vicki O'Halloran in Alice Springs. NDS NT subsequently conducted several information sessions in Darwin at the request of community groups.

Awareness of the NDIS campaign was boosted through the delivery of a major presentation at the 2011 NDS NT conference by the NDIS Campaign Director, John Della Bosca, who was supported by a panel of key stakeholders providing their personal views on the proposed NDIS.



L to R: Karen Giele and Jenny Upton

NDS NT members met with the Minister for Health over a morning tea at Parliament House in October 2010. Central Australian members attended a similar function in March 2011 in Alice Springs.

NDS NT regional forums were regularly convened in Darwin, Alice Springs and Katherine and continued to play an important role in the sharing of information between NDS NT and service providers. Increasing attendance numbers and contact from other service providers and agencies wishing to participate as guest speakers attest to the increasing popularity and relevance of these events.

Information and Networking

Whilst maintaining a separate focus and position as the peak body for disability service providers in the NT, NDS NT works collaboratively with other peak bodies and organisations to provide additional opportunities for members to access information and training. Specific activities in this area during 2010–2011 included the following:

- NDS NT co-hosted several information events with NTCOSS, NT Chamber of Commerce and YouthworX NT

- NDS NT (in collaboration with NTCOSS, Somerville Community Services and Carers NT) commenced the establishment of a sector-wide training calendar to improve the sharing of information on training opportunities available through community organisations, private training providers and government agencies
- NDS NT accepted membership of the NGO Peak Body Group which meets regularly to discuss action on issues of relevance across the community sector, many of which touch on cross-program barriers that impact on the quality of life for people with disability
- NDS NT continued its involvement as a member of the working group for the annual Disability Awareness Week coordinated by the Darwin City Council.

Northern Territory Quality Framework Project

NDS NT completed the three-year *Quality Framework Project* for government and non-government services funded under the National Disability Agreement, undertaking the following work during the reporting period:

- *Person Centred Thinking* workshops were held in Darwin and Alice Springs. These workshops have facilitated the establishment of *Person Centred Learning Communities* in the Top End and Central Australia.
- An extensive survey of boards, management committees and senior management was completed and work has now commenced on the delivery of accessible and affordable 'good governance' resources to NT disability service providers.
- Pilot site trials, involving seven organisations, were conducted across the NT to test a preferred quality management tool and associated processes. Information collected through these trials has proven to be invaluable in the planning of sector development activity for 2011–12.
- The *Quality Framework Project* final report, incorporating a number of recommendations, was delivered to DoH for its consideration within the context of national developments associated with quality frameworks for disability service providers.

2011–12 heralds a new phase in the development of NDS NT with the commencement of a service agreement with DoH that recognises NDS NT's strength as a peak body for disability service providers as well as its ability to undertake and deliver on major projects for the disability service sector.

The Productivity Commission's report on *Disability Care and Support* in Australia has delivered government and the sector a way forward to improve a service system that is broken. NDS NT looks forward to working with its members, disability service providers and government to ensure that the NT is well-placed to embrace the major changes required to transform the current disability service system and the lives of people with disability.

NDS NT LOOKS FORWARD TO WORKING WITH ITS MEMBERS, DISABILITY SERVICE PROVIDERS AND GOVERNMENT TO ENSURE THAT THE NT IS WELL-PLACED TO EMBRACE THE MAJOR CHANGES REQUIRED TO TRANSFORM THE CURRENT DISABILITY SERVICE SYSTEM AND THE LIVES OF PEOPLE WITH DISABILITY.



VICKI O'HALLORAN

QUEENSLAND

Consultation and Representation

NDS QLD has actively sought direction from its members on priorities for policy work in both the state and national arenas. Advice and data have been gathered locally, and representation made both to government and other stakeholders to ensure service provider interests are reflected and addressed. Key issues have included the *Growing Stronger* reforms (particularly as they relate to assessment and intake, and the interface with member organisations), *Positive Future* reforms and the transition to output-based funding arrangements. The need for a coherent workforce strategy from which to drive state-based investment decisions and the need for training, development and supervision requirements to be reflected in funding arrangements have also been a high priority for policy work this year.

NDS QLD has had significant input into cabinet submissions relating to the ten year plan for people with disability, legislation relating to people with disability subject to forensic orders, and amendments to the *Disability Services Act (1993)*. NDS has made a significant contribution to establishing whole-of-government funding legislation and the development of a framework to ensure consultation processes are as meaningful and effective as they can be.

The issues which have challenged NDS QLD most significantly this year have been the centralisation of point-of-entry to the specialised service system for people with disability, cost shifting relating to criminal history screening and the failure of funding arrangements to reflect the full cost of service delivery. Key policy issues that will be a priority for the next 12 months are likely to

include significant changes to quality system requirements/resourcing and new industrial arrangements which both strengthen and challenge service viability in the absence of full-cost funding arrangements.

Information and Networking

NDS QLD has continued to support good practice in governance and practice with one-on-one support, regional visits and a range of regular networking opportunities. These have included, but not been limited to, monthly research; policy and practice workshops on a range of topics; and issue-specific sessions relating to education, universal housing and person centred service design. NDS QLD has also provided secretariat services to the children's lobby group and facilitated healthy health system conversations in partnership with Health Consumers Qld and Queenslanders with Disability Network.

Projects

NDS QLD's key project for this year has been the *Community Resilience Project* funded under the *National Disaster Response Program* – a partnership between state and federal governments. The *Community Resilience Project* has focused on strengthening the visibility and capability of people with disability to contribute to disaster planning, response and recovery at a local level. The two project sites are Townsville (cyclone) and Rockhampton (flooding), with work focusing on teaching participative processes to people with disability and strengthening connections with relevant stakeholders in their local community.



Back L to R: Len Airey, Jane Geltch, Lynda Alsop, Michelle Ryan, Shelley Birrell
Front L to R: Lisa Fraser, Valmae Rose. **Absent:** Cate Houston

While the context for the project has been disaster planning, response and recovery, the work has been a useful opportunity to explore the relationship between vulnerability and resilience – an issue which has significant implications for policy development across the human service and social planning fields.

In another key activity this year, NDS QLD has increased its support to Australian Disability Enterprises by addressing the issue of social procurement both in the purchasing of goods and services and in highlighting the benefits of social suppliers. Government has a strategy for economic and environmental procurement but had not, to this point, seriously considered social procurement. Efforts will be made during 2011–12 to make social enterprises a natural part of procurement considerations in state and local government purchasing arrangements.



ANGELA TILLMANNS

SOUTH AUSTRALIA

The aspirational focus of the South Australia Government's Social Inclusion Unit (SIU) Discussion Paper, *Activating Citizenship: A Social Inclusion Approach for Disability in South Australia July 2010*, received overwhelming support during 2010–11 and heralded a rising tide of reform for the South Australian disability sector.

NDS SA conducted extensive consultation with members to inform its submission to the resultant *Blueprint for Disability Services in South Australia (the Blueprint)*. A comprehensive strategy was required to ensure effective reform and it was recognised that this would be a complex and difficult process. The structures and systems that were operating had to be critically analysed and improved. Issues relating to leadership, workforce and culture within the disability sector and beyond had to be addressed. The rights of people with disability had to be enshrined in policy and practice. Resources had to be increased and resource allocation processes had to be clear, transparent and publicly accountable.

NDS SA developed 27 recommendations and provided active contributions to the prioritisation by the SIU of four strategies which, it was believed, would achieve transformational change. These were:

- improvement in the relationship between the government and the non-government sector
- development of a *Vision for Disability* agreed to by all stakeholders
- review of the *Disability Services Act (1993)*
- increased funding to provide the resources available to support people with disability and their families and carers.

Consultations have been completed and the *Blueprint* is scheduled for release in October 2011.

In June 2011, NDS SA was successful in its submission to government for an additional \$85,000 recurrent funding for a policy officer position, the role of which is to support NDS in influencing public policy.

Examples of policies, reviews and working parties to which NDS SA has provided input during 2010–2011 included:

- Department of the Premier and Cabinet: South Australia's Strategic Plan
- Productivity Commission: Draft Report on Disability Care and Support
- Legislative Council: Select Committee on Disability Funding
- Office of the Public Advocate: Restrictive Practices Policy
- Department for Families and Communities (DFC): Reporting of Incidents to South Australia Police
- DFC: Hospital and Acute Working Party
- DFC: Development of Financial Costing Framework
- DFC: Decision making and Consent Guideline
- DFC: Guide for Community Care Service Providers in the Disability Sector on what to do when a Client does not Respond to a Scheduled Visit
- DFC: Ageing and Disability Service Improvement Project
- DFC: Review of Community Options (Brokerage Management)



L to R: Amy White, Emma Coombes and Nolene Wadham

- DFC: Review of Disability Service Provider Panel Application
- DFC: Review of Unexpended Grants Moneys
- DFC: Review of the *Disability Services Act (1993)*
- DFC: Self-managed Funding Consultative Committee.

This increased involvement in government policy and reviews has resulted in the Minister for Disability approving NDS SA's engagement on future policy development. To formalise this, an industry partnership paper is under development by DFC.

NDS SA has heightened its engagement with government this year and holds quarterly meetings with the Minister for Disability, regular meetings with the Minister's adviser and quarterly meetings with the Chief Executive, DFC.

'The South Australian Government is pleased to support NDS SA. We look forward to continuing to work with the organisation to improve the quality of life and opportunities for South Australians with a disability, their families and carers.'

Hon Jennifer Rankine MP, Minister for Disability

The quarterly Government/Non-Government Disability Sector Forums, jointly conducted by NDS SA and DFC, again provided NDS members with the opportunity to be informed about, and provide input to, government policy and other relevant industry issues and information.

NDS SA's influence has also been welcomed at monthly Disability Sector Reference Group meetings which are chaired alternately by the NDS Chair and the Executive Director, Disability, Ageing and Carers, and for which NDS sets the agenda; the quarterly Human Services Peaks forums which are chaired in turn by the Chief Executives of DFC and the Department of Health; and the DFC Self-

Managed Funding Consultative Committee which provides advice and makes recommendations on the future development of self-management.

The SA State Committee and eight sub-committees contributed to NDS SA's representation on contemporary topics including ageing, accommodation and respite, social participation, children, sensory, the disability workforce and employment for people with disability. In addition, members were regularly provided with *News Updates* and *Info-es* – 95 of which were circulated this year.

In late 2010, service provider network Disability Alliance formally voted to unincorporate with the majority of its members joining NDS. This has resulted in lifting NDS's profile as the disability peak body which represents the majority of not-for-profit disability service providers in SA.

NDS SA agreed to continue Disability Alliance's legacy of supporting country services and, in June 2010, hosted its first NDS regional conference in Port Pirie. Focusing on *Cultural Diversity*, this conference was combined with a *Governance Discussion* for Board Members and senior management. It is proposed to host future regional conferences/meetings at different locations twice a year.

'As a city administered service that provides services in rural South Australia, the Port Pirie Conference provided a great opportunity for staff of Cara and other agencies in the mid north to meet together, network and learn. For once they did not have to come to Adelaide.'

Denice Wharldall, Chief Executive Officer, Cara

The first NDS SA Employment Forum was conducted during 2010–2011. This was very well attended with NDS members given updates from the Department of Education, Employment and Workplace Relations and the Department of Families, Housing, Community Services and Indigenous Affairs. It is intended to host these forums twice a year.

State government support for the *Companion Card Project* was renewed for 2010–2011, providing funding for one day a week to undertake the marketing function. However, this did not deter a concerted effort which resulted in 484 Adelaide Fringe Festival events agreeing to accept Companion Card. As at June 2011, around 115 organisations/231 venues and events (in addition to the Fringe events) had signed to accept Companion Card and there were 3,864 Companion Cardholders in SA.

'People with disabilities continue to benefit from the good work and commitment by NDS South Australia Division which has substantially strengthened its influential and leadership positions this year.'

Judy Curran, Chief Executive, CanDoGroup



JON MARTIN

TASMANIA

Advice on Policy and Service Delivery

NDS TAS meets with the senior staff of Disability Services on a monthly basis and regularly briefs the Minister for Human Services.

In 2010–2011, NDS TAS provided advice on:

- the National Disability Insurance Scheme
- Unit Pricing
- Individual Funding
- The Review of Tasmania's Disability Legislation
- Working with Vulnerable Clients
- Occupational Health and Safety Reform
- Workforce Issues including implementation of Fair Pay Commission recommendations
- Pay Equity
- Aged Care – Retirement and Accommodation Transitional Policy
- Child Care Access and Support
- Primary Health Care

NDS TAS works with other government departments to monitor the Premier's *Disability Framework for Action*.

This year, NDS TAS has joined the Public Education Alliance to promote the interests of children with disability and protect specialist services in schools. In addition, NDS TAS liaises with the Premier's Disability Advisory Council and the Ministerial Advisory Council.

NDS is represented on the following Tasmanian committees:

- Anti-Discrimination Commissioner's Accessible Taxi Working Group
- Skills Tasmania Equity Committee
- Hobart City Council's Access Committee

Consultation and Representation

NDS TAS works with its members within committees and specific interest groups to streamline funding issues affecting service provision throughout the State. Through direct contact and forums, we seek feedback about policy barriers affecting the delivery of services to Tasmanians living with disability.

The State Committee meets monthly and a sub-committee is scheduled to follow each meeting. Meetings are held in Hobart, Launceston and Campbelltown to maximise participation from all three regions. Key issues addressed this year include:

- Relationship with the Public Guardian
- Unit Pricing
- Budget Impact on the Disability Sector
- Respite for Families
- Community Access
- Community Equipment Scheme
- Education Department Policy and Practice
- Universal Design and Access to Public Housing
- Workforce Development

Information and Networking

NDS TAS launched its NDIS Taskforce in January 2011, and in April, hosted the *Tasmanian Parliamentary Forum on the NDIS* with guest speakers, Human Services Minister, Cassy O'Connor; Independent Member for Dennison, Andrew Wilkie; Liberal Spokesman on Disability and Carers, Senator Mitch Fifield; and Labor Senator Carol Brown. This event attracted a large number of parliamentarians, staff and members and resulted in statements of unanimous support for the NDIS across party lines.

NDS TAS has assisted in convening meetings of the Taskforce and organised three displays at the Launceston, Burnie and Hobart Expos where disability services were showcased. Chair, Jane Wardlaw, and Alderman David Pearce, together with other members, have been very proactive in promoting the NDIS among local parliamentarians and the general community. Seventeen DisabiliTEAS were sponsored around the state and NDS TAS coordinated an open day to encourage members of the public to access information and ask questions about the proposed new scheme.

NDS TAS is represented on the Peaks Network with other community sector peak bodies and this enables us to cooperate on issues affecting all community services. NDS TAS has again been invited to participate in the Community Achievement Awards as Expert Judge in the category of *MAIB Disability Achievement Award*.

Workforce Development

NDS TAS partnered with the University of Tasmania to develop a workforce survey to scope the key issues affecting the local disability workforce. Preliminary results reveal those trends which will require further consideration in planning work force development in the State:

- Among younger workers there is less interest in pursuing further training leading to higher skills and certification. This no doubt reflects the reality that a number of younger workers may already be tertiary students pursuing related careers, but they are not specifically focused on the disability sector as a career choice.
- Older workers are more likely to have acquired additional qualifications, but many are approaching retirement though are not yet specifically planning for that transition.
- Literacy levels need further scrutiny as workers are required to be more proficient in developing individual plans and report writing.

Tasmanian Projects

Celebrating Support Workers Conference

At the end of 2010-11, preparations were being finalised for the fifth Tasmanian Celebrating Support Workers Conference, themed *Strengths of our Workforce*. Topics include anti-discrimination law, occupational health and safety, assistive technology and advocacy

Disability Support Worker Awards

NDS TAS's second *Disability Support Worker Awards* recognise dedication to the sector and proven records of achieving participation, inclusion and empowerment for people living with disability. The Award categories are:

- Support Worker of the Year
- Outstanding Achievement in the Industry
- Long-Term Service in the Industry

This year the Motor Accident Insurance Board is sponsoring a double-decker bus for dinner guests to travel to and from the city.



L to R: Lyndell George and Margaret Reynolds

International Day of People with Disability

On Friday, 3 December 2010, NDS TAS hosted its annual event to celebrate *International Day of People with Disability* in the Royal Tasmanian Botanical Gardens.

The occasion attracted a large number of people from disability services and schools. Able Australia sponsored a special banner painting activity and Special Olympics organised a range of sporting events and games. The ever popular 'Bluey' entertained the crowd with a dance-and-sing-along and the Lions Club of Glenorchy provided a hearty barbecue lunch.



DALE LUTTRELL

Forgotten Stories

NDS TAS has continued researching and collecting stories about the lives of children living in the State's mental institution from 1960–2000. This project relies primarily on volunteers and this year a small internship partnership with the University of Tasmania enabled researcher, Monica Hols, to complete a more intensive search of the Tasmanian Archives. An initial in-house publication, *Forgotten Stories*, with an introduction by Minister O'Connor, is in draft form.

VICTORIA

Influence on State Government Policy and Service Delivery

In November 2010, Victoria went to the polls to elect a State Government. In the lead-up to the election, NDS VIC campaigned to draw the attention of politicians to urgent issues for disability services. A *Doorstop for Disability* held on the steps of No 1 Treasury Place, the offices of the Premier and Treasurer, was addressed by NDS VIC's Ambassador, Simon McKeon, and received ABC News coverage. Radio and newspaper interviews followed over the course of the campaign, along with a mobile billboard convoy. The campaign was declared successful by members who witnessed their cause receiving unprecedented coverage.

Following the outcome of the election and the change of government, one of the first engagements of the new Minister, Mary Wooldridge, was to attend an NDS VIC member forum tackling the difficult issue of sector sustainability. At the forum, she articulated the Victorian Government's disability directions and commitments. In our first official meeting with the Minister in 2011, we presented our thinking about the need for a coherent approach to transitioning the disability service system to individualised approaches – a policy direction that has been in place since 2002. NDS VIC has subsequently been funded to develop a *Transition Plan* by the end of 2011.

Other early engagement with the new Government included a meeting with the Premier's social policy adviser, a member presentation to the Parliamentary Secretary for Families and Community Services on innovative models of

disability accommodation and a roundtable on progressive models of case management being implemented by our members.

Building on work we have previously undertaken on applying the *Victorian Charter of Human Rights* in disability services, during this past year we have become more strongly identified with human rights for people with disability at the centre of service delivery. Our State conference was held in March 2011 in conjunction with Disability Professionals Victoria (DPV), with the theme of *Disability Services within a Human Rights Framework – How well are we doing?* The conference had a very strong program and was well received by attendees. An unexpected sequel has been funding from the Department of Human Services (DHS) to run State-wide forums on human rights in disability services.

Representation of NDS Members

Throughout 2010–11, NDS VIC continued to engage effectively with members through advisory groups and member forums. Advisory groups met regularly including Workforce Planning, Research, Occupational Health and Safety, Accommodation and Service Reorientation, Australian Disability Enterprises and Disability Employment Services. Along with member forums, these gatherings provide NDS VIC with a rich source of information and evidence about the priority concerns of members and the development of proposals or strategies to address such concerns.

These priorities and concerns have been reflected in a range of submissions made by NDS VIC and addressed in a range of regular meetings with DHS, Treasury and other funding bodies. NDS VIC regularly contributes member priorities to DHS



Rudely Interrupted performed at the inaugural Victorian Disability Sector Awards

committees including Workforce Development, IT Capacity, Service Agreements and the Pay Equity case.

Our 2011–12 Victorian State Budget submission strongly outlined the case for addressing the under-funding of the sector through increasing the unit price paid by government to services, including an additional loading for the cost of delivering *individualised* services. The submission also sought the establishment of an interim *Industry Transition Fund* and funding of a position to assist NDS VIC to increase employment rates of people with disability in the sector.

Other submissions were made to the Victorian Auditor-General's Inquiry into the Impact of Individualised Funding, Individual Support Packages Guidelines, Respite and Carer Support, Day Service Guidelines, Inquiry into the Taxi and Hire Car Industry, One DHS Standards and the DHS Draft Evidence Guide.

Information and Networking

The provision of current and accurate information and policy analysis to members is a key role of NDS VIC. During 2010–11, 76 *News Updates* were issued and a number of polls taken including a *Disability Service Provider Confidence Survey*, the *Workforce Data Project* and *Inefficiencies in the Disability Service System*. In addition to strong attendance at member forums, there was strong interest in forums on Business Safety Regulations, Respite and Carer Support, Workforce Data, Australian Disability Enterprises, the new Quality Standards and Evidence Guide, Risk Management and Guardianship Laws.

Projects

NDS VIC continues to implement a range of projects designed to build the capacity of disability service providers and develop resources and opportunities which respond to the needs of members.

The *Workforce Data Project* has provided a fascinating picture of the non-government disability workforce with the compilation of accurate current workforce data. The *Strategic Business and Financial Planning Project* has worked to build skills in strategic business and financial planning amongst day service providers. Pitcher Partners Consulting has provided capacity building seminars and confidential individual advice to services. Complementing this work, NDS has continued implementation of the *Risk Management Project*.

During 2010–11, the *Innovative Risk Management* tool, developed specifically for disability services, has been rolled out over 15 training sessions involving over 100 organisations. The over-subscribed *Upside of Risk Forum* was a highlight of this project along with the high-level think tank addressing *Human Rights in a Market Based Service System*. The *Good Governance Program* has also continued to build the capacity of service providers through the delivery of tailored training for board members. This program, now in its fourth phase, has been consistently over-subscribed.

The three-year *OHS Champions Project* concluded in June 2011 with the development of a five-year OHS strategy for the sector. NDS VIC is currently seeking funding to support implementation of this strategy.

The inaugural *Victorian Disability Sector Awards*, held in April 2011, brought together separate awards processes for NDS, DPV and DHS. The Awards recognised and honoured the achievements and valued role of staff and organisations providing support, leadership, services, and education of the highest standard to improve the lives of people with disability in Victoria.



Back L to R: Breigh Smith, Jieh-Yung Lo, Silvana Trajkovska, Sarah Fordyce
Front L to R: Suzanne O'Neill, Rhonda Lawson Street



RICHARD DENT

WESTERN AUSTRALIA

Influence on Policy and Service Delivery

State government reform agenda

The *Economic Audit Committee* (EAC) Report recommendations have provided the framework for major reforms of the WA State Government's relationships with the not-for-profit sector. NDS WA is well-placed to strongly influence outcomes achieved through the report with three representatives on the Partnership Forum.

Some of the key outcomes of this collaborative work with government have been:

Sustainable funding

The 2011–12 WA State Budget included provision for a two-part increase in funding to the not-for-profit sector. The first component will fund an upfront across-the-board percentage price adjustment of 15% for eligible community services contracts from 1 July 2011. Component two of the funding initiative will involve a second increase averaging 10% and will be rolled out between 1 July 2013 and 30 June 2014.

Procurement reform

NDS WA has worked in close collaboration with the Department of Finance and the Disability Services Commission (DSC) to develop, implement and assist the sector to adapt to the *Delivering Community Services in Partnership Policy* which will involve major changes to the way the government contracts services to the non-government sector.

Self-directed service approaches

NDS WA has supported the self-directed service agenda by promoting discussion and debate and providing professional development opportunities related to this agenda.

Housing

A result of effective advocacy by NDS WA on behalf of its members and people with disability is the 2011–12 WA State Budget allocation of \$95.7 million for new housing for people with disability as well as \$25 million to provide more than 276 new accommodation support packages.

Workforce sustainability

Over recent years, NDS WA has continued to push for better funding levels to improve salaries and conditions in the sector. The substantial increase in funding provided in the 2011–12 WA State Budget will go a long way towards remedying this situation.

Representation

Governance

In 2010, NDS WA identified the need and demand for a contemporary, practical process that could guide good governance in the disability sector. Through funding provided by the DSC, NDS WA has completed a trial of a web-based self-assessment tool, *Blue Zoo Governance Manager*, to help understand and improve governance across the disability sector.

Salary benchmarking in the WA disability sector

In mid-2010, the NDS WA Human Resources Sub-committee provided advice regarding platforms available for salary benchmarking within the disability sector. Human resource consulting firm, Anson, was commissioned to develop a package tailored to the needs of the disability sector. The survey findings will be invaluable for members in determining how best to distribute funding increases while also ensuring ongoing organisational sustainability.

Information and Networking

Living in the West

Over 200 delegates attended the 2010 *Living in the West Conference*. The theme was *Building Integrity* and aimed to challenge the audience to consider emerging social policy through a lens that provides a clear view of its impact on stakeholders.

Support worker training

NDS WA has conducted two training events – *Making Diversity Work* and *Induction Showcase* – for the sector to improve training opportunities for support workers.

Professional development

Thanks to a Lotterywest grant, professional development for regional areas was a significant focus during 2010–2011. Over 450 regional staff attended metropolitan and regional events targeted at both senior management and direct support staff.

Country Forum

In partnership with the DSC, NDS WA hosted the *Country Forum* during May. Topics relating to the unique issues facing rural and remote service providers were covered including *Current Strategic Issues and Trends* and *Self Directed Supports and Strategies*.



The Minister for Disability Services congratulates the winners of the 2011 Disability Support Worker Awards.

L to R: Dianne Barnes, Diana Beckford, the Hon. Helen Morton MLC, Minister for Disability Services, Cathryn Munckton, Desiree Empeigne, Jeff Thair accepting on behalf of his wife Elizabeth Thair. **Absent:** Greg Kissane

Disability Support Worker Awards

In partnership with the DSC, NDS WA hosted the *Disability Support Worker Awards* to recognise the valued role of support workers and their contribution to the lives of people with disability. There were two new awards this year to specifically recognise support workers working in Disability Employment Services and Australian Disability Enterprises.

Projects

Training projects for people with disability

A group of ten people with disability have commenced a six-month training program to gain the Certificate IV in Training and Assessment. NDS WA has also obtained funding from Lotterywest to deliver a six-day training program for a small group of people with intellectual disability.



Front row L to R: Matthew Mostyn, Helen Granville, Terry Simpson, Lesley Pereira, Barbara Oosterhuis
Back row L to R: Holly Ede, Kerry Barker, Cora-Lee Godden, Frances Thomas, David Rogers, Shona Campbell-Brown
Absent: Jeremy Barrett-Lennard, Mary Butterworth, Yvette Hanks, Sonya Horsman, Suzanne Jones, Geraldine Mellet, Jim Vanopoulos.

Community living and participation grants

In partnership with Lotterywest, NDS WA will issue grants that enable people with disability to participate in recreational and social activities and improve the quality of life for themselves and their families.

Self-directed supports and services strategy grants

There is strong interest around Australia and overseas in changing the design of disability services towards a more self-directed approach. In partnership with the DSC, NDS WA will administer grants which assist the sector to innovatively and proactively move in the direction of self-directed support and services.

2011 Occupational Health and Safety Project

NDS WA has formed a working group to assist the disability sector to prepare for the new harmonised *Work Health and Safety Act*, regulations and codes of practice.

Community services

Community services are a key element of NDS WA's core business in Western Australia. The two programs, *Companion Card* and *ACROD Parking*, are very important for the Western Australian community and together are supporting close to 70,000 people with disability in Western Australia.



The Hon Simon O'Brien, then Minister for Disability Services presents Lotterywest cheque for the Community Living and Participation Grants to NDS WA Chair Joan McKenna-Kerr.



The Hon Helen Morton MLC, Minister for Disability Services together with Helen Granville, Operations Manager NDS WA presents Geoff Collins, General Manager About Bike Hire with the 2011 Affiliate of the Year Award

The Who, What, Why of ACROD Parking Seminar

The *ACROD Parking Program* hosted the first WA parking seminar focusing on parking for people with disability in May 2011. Titled *The Who, What, Why of ACROD Parking – Current & future directions*, the seminar brought together decision-makers from local government, parking providers, hospitals and State Government agencies to discuss legislation, parking planning, the application of the new *Australian Standards*, the *Australian Disability Parking scheme* and other related issues.



JOAN McKENNA-KERR

Companion Card Affiliate of the Year

Companion Card holders nominated *About Bike Hire* as the *2011 WA Affiliate of the Year*. The Minister for Disability Services announced the Award at an event in April this year. Cardholders attended the function and clearly enjoyed the opportunity to join *About Bike Hire* staff in celebrating this achievement.



**SECTION 3: NDS MEMBERS
AND ASSOCIATES**

NDS MEMBERS AND ASSOCIATES

As at 30 June 2011, there were 665 Organisational Members, 7 Life Members, 46 Organisational Associates and 91 Individual Associates.

Life Members

John Button
Jean Garside OBE
Ted Petersen AM
Felicity Purdy
Michael Sumner
Joan Tuxen MBE
Bryan Woodford OAM

Organisational Members

A.Q.A. Victoria Limited
ABI Services NSW (Inc)
Ability Care Ltd
Ability Options
Ability Solutions Inc
Ability Tasmania Group Inc
Ability Works Australia Ltd
Able Australia Services
Access Industries for the Disabled Ltd
Access Mildura Inc
Access Recreation Inc
accessability
ACES Inc
Achieve Australia Limited
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
Albury Wodonga Community College
Alkira Centre - Box Hill Inc
Amandus: Lutheran Disability Services
Amicus Group Inc
Anglicare Canberra & Goulburn
Anglicare NT
Anglicare Tasmania Inc
Anglicare Victoria
annecto: the people network
Anowah Community Living Inc
Araluen Centre
Ararat & District Disabled Persons' Assoc Inc
Arts Access Australia
Ascent Group Australia Ltd, The
Ashcare Incorporated
Assert Services Inc
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 Blindness Forum
Australian Communication Exchange Ltd
Australian Federation of Deaf Societies
Australian Foundation for Disability (AFFORD)

Australian Parent Advocacy Inc
Autism Association of Western Australia (Inc)
Autism Behavioural Intervention of NSW Limited
Autism Northern Territory
Autism SA
Autism Spectrum Australia (Aspect)
Autism Tasmania Inc
Autism Victoria
Aware Industries Ltd
Ballarat Regional Industries Inc
Ballina District Community Services Association
Baptist Community Services
Baptist Union of Qld, The -
Fassifern Community Centre
Baptistcare
Baralaba Community Aged Care Association Inc
Barkuma Inc
Barossa Enterprises
Bathurst Independent Living Skills Inc
Bay Support Services Group Inc
Bedford Group, The
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
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
Brunswick Industries Association Inc
Bundaberg Skills Centre Inc T/A
IMPACT Make Your Mark
Burdekin Community Association Inc
Burke and Beyond
Calvary Home Care Services Ltd
Can:Do Group
Canberra Blind Society Incorporated
Capabilities Employment Service Inc
Capital Community Housing
Capricorn Citizen Advocacy Inc
Capricornia Respite Care
Association Inc (KALKIAH)
Care Connect Limited
Care Options Incorporated
Career Contact Inc
Carers NT Inc
CareSouth
CareWest Inc
Caringa Enterprises Ltd
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
Catholic Healthcare
Catholic Social Services NSW/ACT
CatholicCare Canberra & Goulburn
CAUS (Communication Rights Australia)
Centacare (Catholic Diocese of Rockhampton)
Centacare Disability Services
Central Access Limited
Central Bayside Community Health Service Inc
Central Coast Disability Network Inc
Central Coast Post School Options Inc

Central Highlands & Western QLD
 Family Support Assoc Inc, The
 Centre for Cerebral Palsy, The
 Centre for Disability Studies
 Cerebral Palsy Alliance
 Cerebral Palsy Australia
 Cerebral Palsy League of Queensland
 Cerebral Palsy Tasmania
 Cessnock Hostel Ltd
 Challenge Disability Services
 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
 Children with Disability Australia
 Chinese Australian Services Society Coop Ltd
 Chinese Parents Association -
 Children with Disabilities Inc
 Choice Solutions Inc
 Christie Centre Inc
 Civic Disability Services Limited
 CNS Precision Assembly
 Coastal Residential Service Inc
 Cobram Gateway Services Inc
 Coffs Harbour Support Services Inc
 Colac Otway Disability Accommodation Inc
 Communities@Work
 Community Accommodation
 and Respite Agency Inc (CARA)
 Community and Specialist Support Inc
 Community Business Bureau Inc
 Community Care (Northern Beaches)
 Community Connection Incorporated
 Community Connections Australia
 Community Connections Inc
 Community First International
 Community Lifestyles Inc
 Community Lifestyles Support Inc
 Community Living & Respite Services
 Community Living and Support
 Services Inc (CLASS)
 Community Living Association Inc
 Community Living Options
 Community Options Brokerage
 Service Incorporated
 Community Options Inc
 Community Programs Association T/A LEAD
 Community Resource Unit Inc
 Community Solutions Inc
 Community Support Incorporated
 Community Vision Inc
 Compass Institute Inc, The
 Compass Whitsundays Inc
 CONNECT GV
 Connect2Group
 ConnectAbility Australia Inc
 Cooinda Hill Association Inc
 Cooinda Terang Inc
 Cooma Challenge Limited
 Coothinga Society of North Queensland
 Cora Barclay Centre
 Cosmos Recreation Services
 Country North Community Services Inc
 Cram Foundation, The
 CREATE (Geelong) Inc
 Crosslinks Incorporated
 Cystic Fibrosis New South Wales
 DAISI (Disability and Aged Information Service Inc)
 Dame Pattie Menzies Centre Inc
 Deaf Children Australia
 Deaf Services Queensland
 Devonfield Enterprises
 Directions Family Support 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 Living Incorporated

Disability Professionals Victoria (DPV)
Disability Services Australia Limited
Disability Services Port Stephens Inc
Disability Trust, The
Disabled Motorists Association
Distinctive Options
Down Syndrome Association of Victoria Inc
Down Syndrome Association of WA (Inc), The
Dundaloo Foundation Ltd
Dunrossil Challenge Foundation Ltd
E.W. Tipping Foundation
Eastern Access Community Health Inc
Eastern Respite & Recreation
EBL Disability Services Inc
EDAR (Eastern Disability Access Resource)
EDGE Employment Solutions
Elouera Association Inc
Emmanuel
Enable Southwest
Encompass Community Services Inc
Endeavour Foundation
Endeavour Industries Gbn Inc
Endeavour Industries Ltd
Enhanced Care Association Inc
Enhanced Lifestyles 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
Eurella Community Service Inc
Extended Families Australia
Fairbridge WA Inc: Fair Program
Fairhaven FutureCare Ltd
Fairholme Disability Support Group Inc
Family Support WA
Finding Workable Solutions Inc
Fisher Road School for Special Purpose
P & C Association
Flagstaff Group Limited, The
Flintwood Disability Services Inc
Focus ACT Incorporated
Forrest Personnel Incorporated
Forsight Foundation for the Deaf/Blind, The
FSG Australia
Gateway Industries
Gateways Support Services
GDP Industries
Gellibrand Support 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
Guide Dogs Association of SA and NT Inc
Gungahlin Regional Community Service Inc
Gunnedah Workshop Enterprises Ltd
Gwydir Industries Inc
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
 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
 Hobart City Mission
 Home Help Service ACT Inc
 Home Support Association Inc
 House With No Steps
 Housing Choices Australia
 Housing Connection (NSW) Inc, The
 Housing Resource and Support
 Service Inc (HR&SS)
 HPA Incorporated
 IDEAL Placements Association Inc
 identitywa
 I-GAIN Quality Learning Inc
 IMPACT Support Services
 Inala
 Inclusion Melbourne
 Inclusion WA
 Inclusive Directions Inc
 Independence Australia
 Independent Living Centre of
 Western Australia (Inc)
 Independent Living Centre Tasmania
 Independent Living Centres Australia Inc
 Individual Supported Accommodation Service Inc
 Ingham Parents Support Group Inc
 Integrated Disability Action Inc
 Integrated Family and Youth Service Inc
 Intellectual Disability Foundation of St George
 Interact Australia
 Interaction Disability Services Limited
 Interchange Central Gippsland Inc
 Interchange Inc
 Interchange Incorporated
 Interchange Inner East
 Interchange Loddon Mallee Region Inc
 Interchange Respite Care Inc
 Interchange Victoria Respite Care Association Inc
 Interchange Western Region Assoc Inc
 Intework Inc
 Inverell Accommodation Services Inc
 ITEC Health
 Ivanhoe Diamond Valley Centre Inc
 Jewish Care
 Jewish Care (Victoria) Inc
 Job Futures Ltd
 Job Placement Ltd
 Jobsupport Inc
 Julia Farr Housing Association
 Junction Works Inc, The
 Kalparrin Inc
 Kankama Association Inc
 Karden Disability Support Foundation
 Karingal
 Kempsey Workpool Inc
 Keppel Community Care Assoc Inc
 Kids are Kids Therapy & Education Centre Inc
 Kimberley Individual and Family Support Assoc
 Kimberley Personnel Inc
 Kingfisher Adult Learning Programs Inc
 Kira Incorporated
 Kirinari Community Services Inc
 Knoxbrooke Incorporated
 Koomarri
 Kura Yerlo Council Inc
 Kurrajong Waratah
 Kyeema Support Services Inc
 Lambing Flat Enterprises Ltd
 Langford Support Services

L'Arche Brisbane Inc
L'Arche Genesaret Inc
L'Arche Sydney Inc
Lasercraft Australia Ltd
Latrobe Community Health Service
Latrobe Valley Enterprises
LeapFrog Ability
Learning Links
Leveda Inc
Life Without Barriers
Life Without Barriers (VIC)
Life Without Barriers (WA)
Life's for Living Incorporated
Lifestart Co-operative Ltd
Lifestyle in Supported Accommodation (LISA) Inc
Lifestyle Solutions (Aust) Ltd
Link In Association Sunshine Coast Inc
Lorna Hodgkinson Sunshine Home
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
MacKillop Rural Community 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 Disability Services
Merrimu Services Inc
Merriwa Industries Limited
Micah Projects
Mid North Coast Community Care Options
Midway Community Care
Midwest Community Living Association Inc
Milparinka ATU
Minda Inc
Minimbah Challenge Inc
Ministerial Advisory Council on Disability
Mirridong Services Inc
Mission Australia
Moe Life Skills Community Centre Inc
MOIRA
Montagu Community Living Inc
MontroseAccess
Moondani Inc
Mosaic Community Care Inc
Motor Neurone Disease Assoc of NSW Inc
Motor Neurone Disease Association of Victoria Inc
Motor Neurone Disease Australia
Mount Isa Skills Association Inc
Mpower Inc
MS Australia
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
 National Brain Injury Foundation Inc
 National Respite Association Inc
 Nepean Area Disabilities Organisation Inc (NADO)
 New Era Independent Living Centre Inc
 New Haven Farm Home Ltd
 New Horizons Enterprises Ltd
 NewIDAFE
 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 Occupational Support Service Inc
 Northern Residential Support Group Inc
 Northern Support Services for People
 with Disabilities
 Northside Community Service Limited
 Nova Employment Inc
 Novita Children's Services
 Noweyung Ltd
 NPY Women's Council
 NSW Consumer Support & Training Project
 NT Friendship & Support Inc
 Nulsen
 Numurkah Occupational Vocational
 Adult Services (NOVAS)
 Oak Tasmania
 Oakdale Services Tasmania
 Oakleigh Centre for Intellectually
 Disabled Citizens Inc.
 On Track Community Programs
 Onemda Association Inc, The
 On-Focus Inc
 ON-Q Human Resources Ltd
 Open Minds
 Optia Inc
 Options Victoria Inc
 Orana Incorporated
 Oriel Services Limited
 Outlook (Vic) Inc
 Ovens & King Community Health Service Inc
 Oz Child
 Ozanam Industries
 Palliative Care Victoria Inc
 Paradise Community Care Inc
 Paraplegic and Quadriplegic
 Association of NSW Inc
 Paraplegic and Quadriplegic Association of SA Inc
 Parkinson's SA
 Parkside Foundation Pty Ltd, The
 Pathways Rehabilitation & Support Services Inc
 Peace Lutheran Church Gatton Inc Anuha Services
 Peckys Disability Services
 Peel Community Living Inc
 Peel Valley Training Enterprise Inc
 Peninsula Access Support & Training (P.A.S.T.)
 PEP Community Services
 Personnel Group Ltd, The
 Perth Home Care Services
 Phoenix Society Inc
 Pilbara & Kimberley Care Inc
 Pinarc Disability Support Inc
 Pioneer Employment Service
 Planned Individual Networks Inc
 Plenty Valley Community Health
 Pony Riding for the Disabled
 Port Stephens Community Care
 Post-Polio Network (NSW) Inc
 Prahran Mission

Product Action Incorporated
Project Employment
Psychiatric Rehabilitation Australia
Queensland Narrating Service
Queensland Parents for People
with a Disability Inc
R.E.D. Inc (Realising Every Dream)
Radius Disability Services
Recreation Rendezvous Inc
Richmond Fellowship of WA
Richmond Interagency
Riding for the Disabled Association SA Inc
RISC Association Inc
Riverland Respite and Recreation Service 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 Community Services
Rural Lifestyle Options Association Inc
S.C.O.P.E. Incorporated
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
Shepherd Centre, The
Shepparton Access
Sisters of St Joseph Ain Karim Ltd
Skill Teaching and Resources Inc (STAR)
Skills Innovative Training Enterprise Inc
SkillsPlus Limited
Society for Multiple Disabled People of
Tasmania Inc (MULTICAP), The
Somerville Community Services Inc
South Metropolitan Personnel
South Pacific Educators in Vision Impairment
(SPEVI)
South West Gippsland (Moonya) ATSS Inc
Southern Sydney Trusted Care
Speak Out Association of Tasmania Inc
Spectrum Employment Service Assoc Inc
Spina Bifida & Hydrocephalus Association
of South Australia 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
Sunlea Team Inc, The

Sunnyfield
 Sunnyhaven Ltd
 Sunraysia Residential Services Inc
 Sunshine Coast Children's Therapy Centre Inc
 Sunshine Coast Family Network Assoc Inc
 Sussex Street Community Law Service
 Sylvanvale Foundation
 Tableland Respite Care Association Inc
 Talkback Association for Aphasia Inc
 Tandem Respite Incorporated
 TASCARE Society for Children
 Tasmanian Acquired Brain Injury Services Inc
 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
 Tinnitus SA
 Tomaree Neighbourhood Centre
 Top End Association for Mental Health Inc
 (TEAM Health)
 Total Recreation NT Inc
 Town and Country Community Options Inc.
 Transition & Integration Services
 Tulgeen Group
 Tutti Ensemble Inc
 UnitingCare - Hunter, Central Coast
 & New England Region
 UnitingCare Community Options
 UnitingCare Disability
 UnitingCare Queensland
 UnitingCare Wesley Port Pirie
 UnitingCare West
 Upper Murray Family Care
 Valley Industries Ltd
 Valleys to Plateau Community
 Support Services Inc
 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
 Warrah
 Waverley Helpmates Inc
 Waverley Industries Ltd
 WCIG
 We Can Association Inc
 Wesley Mission Brisbane
 Wesley Mission Disability Services
 Wesley Mission Victoria
 West Wimmera Health Service
 Westcare Inc
 Western Australian Deaf Society Inc
 Western District Supported
 Employment Service Inc
 Westhaven Association Ltd
 Westside Community Services Limited
 Wheatbelt Individual & Family Support Assoc
 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

Witmore Enterprises Inc
Woden Community Service Inc
Woodbine Inc
Woodstock Support Inc
Woodville Community Services Inc
Wool Factory, The
Woorinyan Inc
Work Connection Limited
Work Venture (Qld) Ltd
Worklink Employment Support Group Inc
Workpower (Inc)
Work-Ways
WRESACARE INC
Xavier Children's Support Network
Yallambee Deniliquin Ltd
Yarrabin Outreach Inc
YFS Community Connections
YMCA Victoria Inc
Yooralla
Youngcare Limited

Organisational Associates

Access Innovation Media
Anti-Discrimination Commission Queensland
AT&A Pty Ltd
Blackall - Tambo Regional Council
Community Services
Bridge the Gap Training and Assessment
Brooker Consulting Pty Ltd
City of Ballarat - Kohinoor Community Centre
City of Boroondara
City of Cockburn
Clarence Valley Council Community
Support Service
Community Services Training &
Development Centre
Corrective Services Industries
Customised Training Pty Ltd
Department of Parliamentary Services
Dymphna Laurie Consulting

E-QUAL (Enhancing Quality)
Ethical Options
field
Future Living Trust
Garden Court Centre, The
Health and Disability Auditing Australia
Holroyd City Council - Disability Services
Imeka Pty Ltd
International Standards Certification Pty Ltd
J.T.S and Associates Pty Ltd
La Trobe Lifeskills, Recreation & Work Inc
Macarthur Community Options
MAX Software Solutions
McVicar & Reynolds Pty Ltd
Mid-Western Recycling
NSW Police Force
ONCALL Personnel & Management
Services Pty Ltd
Quality of Life and Social Justice Research Centre
Real Community Services
SAFESELECT
Skills Institute, The
Social Inclusion Unit
St George & Sutherland Community College
State Library of NSW
Supported Housing Development Group Pty Ltd
Supreme Court of Victoria
Synthesize Consultancy Pty Ltd
Territory Care and Support Services
Trio Support Services Pty Ltd
Tweed Shire Community Options
West Nurse Service Pty Ltd

Individual Associates

Paige Armstrong
 Frank Barila
 Chris Bebb
 Suzanne Becker
 James Bennett
 Christine Bigby
 Kelly Bolch
 Michelle Boles
 Juell Booth
 Sharon Boyce
 Sue Boyce
 Steven Bristow
 Jan Brown
 Joy Cairns OAM
 Amanda Calwell-Smith
 Michele Castagna OAM
 Kristine Chipps
 Alanna Clohesy
 Justine Constable
 Dianne Cook
 Margaret Cooper OAM
 Ben Crothers
 Francesca Davenport
 Patrick Eadington
 Tony Fieldhouse
 Ruth Fotheringham
 Michael Fox AM
 Anita Geach-Bennell
 Paul Gilby
 Fay Grafen
 Joe Graffam
 John Groves
 Stephen Guppy
 Linda Hale
 Ian Hay
 Anne-Lucy Healy
 Paul Heath
 Richard Hill

David Holst
 Elizabeth Jones
 Elissa Kelly
 Jenny Kent
 Stella Koritsas
 Christine Lee
 Terry LeMay
 Helen Makeham
 Jenó Marosszeky
 Erica Marshall-McClelland
 Eric Martin
 Peter McCabe
 Wesley McCulloch
 Melissa McDonald
 Alison McFarlane
 Darlene McLennan
 Sharon McMeekin
 Alan Meagher
 William Moore
 Claire Moore
 Phillip Morath
 John Morkham
 Sandra Mounsey
 Max Murray
 Brian O'Hart
 Casper Ozinga
 Sam Paior
 David Pearce OAM
 Nick Polimenakos
 Laurel Prince
 Mark Relf
 Norma Rigby
 Arianne Schlumpp
 Jayson Semmens
 Craig Shallard
 Brendan Sheehan
 Val Simpson
 Tanya Sperring
 Dell Stagg

Thea Summerville
 Davina Taylor
 Ian Thompson
 Ryan Thrupp
 Lester Tropman
 Jody-Ann Viviani
 Susan Warth
 Erika Webb
 Geoff Welchman
 Patricia Wetton
 Linda Wiggins
 Mary Wooldridge
 Michael Wooley
 Debra York



SECTION 4:
FINANCIAL REPORTS

National Disability Services Financial Report for 2010-11 has been provided to members.

SUPPORT
PROMOTE
INFORM

