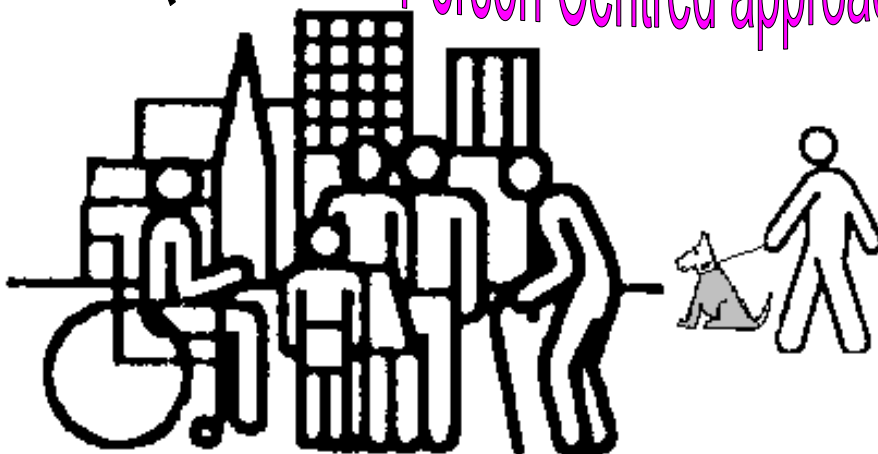


# Disability Advocacy Network Inc Annual Report 2013/2014



Getting  
Results

Disability Awareness Have a Say  
Lobbying Support **Equality**  
Autonomous Ability Advocating Responsibilities  
**Community Education**  
Referral Options Assistance  
**Action** Legislation  
Confidence **Integration** Mediation  
Encouragement Sharing Skills  
Support Persons  
Understanding  
NDAP  
Information  
Outcomes  
Self-Advocacy  
Advocates  
Equity  
Person Centred approach  
Inclusion  
Disability Services Act  
Active Interests  
Negotiation  
Workshops  
Justice  
Individual Advocacy  
Standards  
Education  
Participation



**ADVOCACY** is about achieving justice and equity.

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The Disability Advocacy Network Inc is part of the Australian Network of Disability Advocacy Services funded by the Australian Government Department of Social Services (DSS).

The opinions expressed in this Annual Report are not necessarily those of the Australian Government Department of Social Services (DSS).

## 2013/2014 BOARD OF MANAGEMENT & STAFF MEMBERS

### BOARD OF MANAGEMENT MEMBERS



**Joan Page**  
(President)



**Stan Warren**  
(Vice-President)



**Lyn Butler**  
(Secretary)



**Chiu Phua**  
(Treasurer)



**Thara Pech**



**Brian Couper**



**Sue Maxwell**



**Paul Scifleet**

Currently  
not  
applicable

(Support Person)



### STAFF MEMBERS



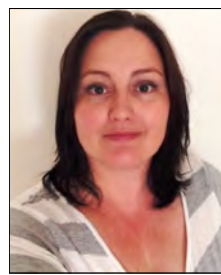
**Swie Madden**  
(Manager)



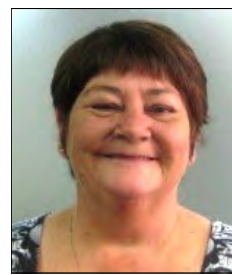
**Cassandra Hearn**  
(Advocate)



**Mellisa Walford**  
(Advocate)



**Kate Russell**  
(Advocate)



**Shirley Shirdon**  
(Advocate)

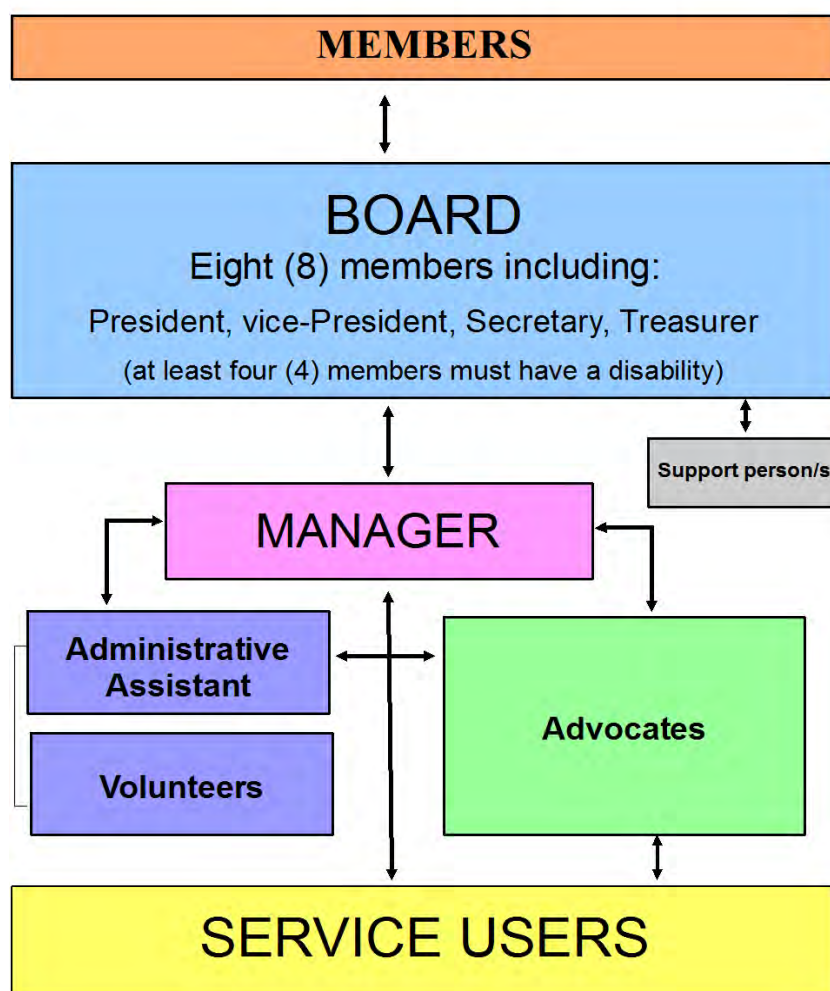
#### Notes:

Brett Chalker resigned on the 10th December 2013.  
Leanne Shelton resigned on the 28 February 2014.

## DAN'S ORGANISATIONAL STRUCTURE



### ORGANISATIONAL STRUCTURE



Funded by the Australian Government Department of Social Services (DSS)

#### Notes:

1. The Board of Management shall comprise eight (8) members of whom a minimum of four (4) are required to be persons with a disability and the remaining positions may be filled by any full members of the network. However if a vacancy occurs mid-term the position can be filled by any full member .
2. The eight (8) members of the Board elect the four (4) office bearers/executive members (President, Vice-President, Secretary & Treasurer) from within their own number.
3. Any of the eight (8) members of the Board can be elected to any of the four (4) office bearer positions .
4. For a Quorum to exist there must be four (4) members of the Board present, provided there is a minimum of one (1) member who has a disability.
5. The Board is responsible for the whole organisation, but delegates authority to the Manager to oversee the staff and be responsible for service delivery.

## DAN'S MISSION, VISION AND STRATEGIC DIRECTIONS



### MISSION

The Disability Advocacy Network Inc (DAN) will support people with disabilities, their families and carers through the provision of quality Individual advocacy service based on individual needs, lifestyle quality and choices available.

### VISION

To assist service users to understand their rights and responsibilities so that they can better be involved in their communities. *"Equality, Independence & Integration"*.

### Strategic Directions 2012 - 2015

Empowering People (Uphold and respect rights)	Strengthening DAN (Equitable and quality services)	Educating the Community (Inclusion and Participation)
<p><b>Direction 1:</b> <b>Individual Advocacy</b> - Uphold and respect the rights of people with a disability. <b>Self Advocacy</b> - Provide training about "Rights", and develop the skills of people with a disability so that they can advocate for themselves.</p> <p><b>Direction 2:</b> <b>Protecting service users</b> -</p> <ul style="list-style-type: none"> <li>• Promote "Rights" awareness to reduce the incidence and impact of abuse and neglect.</li> <li>• Promote awareness of the service user's right to make a complaint.</li> </ul> <p><b>Direction 3:</b> <b>Taking control</b></p> <ul style="list-style-type: none"> <li>• Provide resources and support to facilitate full independence and integration for people with a disability.</li> </ul>	<p><b>Direction 1:</b> <b>Active membership</b> - Provide more opportunities for participation in DAN's planning and activities.</p> <p><b>Direction 2:</b> <b>Working together</b> -</p> <ul style="list-style-type: none"> <li>• Create partnerships with other agencies for mutual goals.</li> <li>• Reinforce team work approach to pursue minimum three year funding that will support our strategic directions and responsibilities to our members.</li> </ul> <p><b>Direction 3:</b> <b>Quality maintenance</b> -</p> <ul style="list-style-type: none"> <li>• Continue to review and improve best practices that will meet DAN's current and foreseeable needs.</li> <li>• Continue to improve the skills of DAN's staff.</li> <li>• Continue to address service gaps and improvement of service.</li> </ul> <p><b>Direction 4:</b> <b>Make DAN a shade greener</b></p> <ul style="list-style-type: none"> <li>• Provide practical and environmentally friendly access to DAN's service.</li> <li>• Provide a friendly and an open workplace.</li> <li>• Follow environmentally responsible and sustainable practices.</li> </ul>	<p><b>Direction 1:</b> <b>Individual advocacy</b> - Support people who have a disability to connect with, and become involved, in their communities. <b>Self Advocacy</b> - Support the building of skills so that people with a disability can voice their concerns and make appropriate choices.</p> <p><b>Direction 2:</b> <b>Positive change in community attitudes</b></p> <ul style="list-style-type: none"> <li>• Promote the understanding of, and raise, disability awareness in the community.</li> </ul> <p><b>Direction 3:</b> <b>Information provision</b> -</p> <ul style="list-style-type: none"> <li>• Promote information products on disability issues and the rights of people with disability, their families, carers and the community generally.</li> </ul>



## DAN'S FINANCIAL MEMBERS 2013/2014

### Full Membership

1	Libby	Blair	28	Robert	Hardinge	55	Mathew	Pottie
2	Michael	Brewer	29	Carolyn	Healy	56	Anna	Prateli
3	Lyn	Butler	30	Stpehn	Holmes	57	Matt	Quigly
4	Wendy	Chalker	31	John	Howitt	59	Leonard	Robinson
5	Eddie	Chaplin	32	Michael	Ingold	60	Judith	Russell
6	Barbara	Cheaney	33	Steve	Jaques	61	Ronald	Salan
7	Rodney	Clark	34	Debbie	MacLean	62	John	Schonenberg
8	Wayne	Close	35	Jean	Magennis	63	Pam	Schonenberg
9	Neil	Coddington	36	Susan	Maxwell	64	Paul	Scifleet
10	Debbie	Cook	37	Kerrie	McCaig	65	Matt	Shanon
11	Brain	Couper	38	Paul	McCaig	66	Allan	Simpson
12	Wendy	Cowley	39	Eveline	McDonald	67	Leila	Sly
13	Norman	Crowford	40	Diane	McGrath	68	Daniel	Smith
14	Judy	Darcy	41	Dennis	McGrath	69	Paul	Smith
15	Beth	Davis	42	Nathan	McGrath	70	Carolyn	Stapylton
16	Jeffery	Doherty	43	Leonie	McLean	71	Kelly	Suthern
17	Bruce	Donaldson	44	Stuart	McLelland	72	Ripley	Troy
18	Paul	Duck	45	Nicole	Mathews	73	Lorraine	Tye
19	Jason	Duffus	46	Jacque	Meyers	74	Catherine	Velthuis
20	Florence	Edwards	47	Kane	Meyers	76	Daren	Walford
21	Angela	Foley	48	Joan	Page	77	Rachael	Wallace
22	Scott	Ford	49	Amanda	Payne	78	Stan	Warren
23	Kerrie	Forde	50	Thara	Pech	79	Stephanie	Warren
24	Cathy	Gain	51	Chiu	Phua	80	Yvonne	Warren
25	Damien	Grant	52	Vicki	Picker	81	Fran	Webb
26	Barbara	Grigg	53	David	Pitman	82	Arthur	Webster
27	Grant	Haines	54	Geoff	Pitman			

### Group Membership

- 1 DAIS - Wodonga
- 2 Junee Community Centre
- 3 Forrest Community Centre
- 4 The Leisure Company
- 5 Intereach
- 6 Lockhart District Community Services
- 7 Western Riverina Community College
- 8 Vision Australia
- 9 C A S S
- 10 Griffith Post School Options

### Reciprocal membership

- 1 ADACAS - Canberra
- 2 Advocacy For Inclusion - Canberra
- 3 Disability Information Advcoacy Service - Bathurst
- 4 IDEAS Inc - Tumut
- 5 MDAA Inc - Granville
- 6 Ability Inc - Altonsville
- 7 Self Advocacy Sydney Inc - Blacktown

## PRESIDENT'S REPORT - Joan Page

Having completed my first year as the President of DAN it gives me a sense of achievement to be able to present my first AGM report. The Board has faced a number of challenges throughout the year and has shown strong commitment, with an almost 100% attendance record at our monthly meetings. We welcomed this year two new Board members: Sue Maxwell, a retired lawyer with many years experience in criminal law, and Paul Scifleet, a Research Fellow in Information Studies at CSU, focusing on sociology of the internet. It has been great to be able to call on their expertise during the course of our meetings.

At the operational level we farewelled two staff members, Brett Chalker and our outreach worker based in Leeton, Leanne Shelton. Both of these advocates were with DAN for a number of years and contributed significantly to the organization, for which we are very appreciative. We have welcomed two new staff to join Mellisa and Cassandra as advocates; all working on a part time basis:- Kate Russell who has extensive experience and knowledge in the Wagga Disability area and Shirley Shirdon our outreach worker, who has had many years experience in Aged and Disability Services in the Leeton/Griffith area.

The strong commitment and work ethic our Manager Swie Madden demonstrates, has been evident as we fulfilled all of our statutory requirements and met Best Practice Requirements for our annual Surveillance Audit in February this year, enabling us to maintain our Quality Assurance Certification. The Board extends its very sincere and hearty congratulations to Swie and her team for meeting all targets whilst working within very tight budget constraints.

We are entering a very significant period in Australian history, as the National Disability Insurance Scheme is being rolled out. It's has been said to be the most significant social initiative since the introduction of Medicare, and it is daunting to try and understand the full

impact it will have on the lives of people with a disability and their carers. However, you will not be alone in understanding it, as the organisations you are currently receiving support from, will be there to assist, as well as some new agencies. It is still unclear what structure Advocacy Services will have - we are waiting to learn from our funding body the new guidelines. At this stage it's business as usual at DAN - we are presently in the process of transitioning our service standards to the new National Disability Standards which will apply to all disability services Australia-wide.

Finally, at our latest Board Meeting, Brian Couper indicated that he would not be seeking re-election to the Board. I would like to express on behalf of everyone at DAN our sincere appreciation to Brian for the commitment and dedication, that he has so freely given to the organization. Brian has been a member of DAN since 1995, and for many of those years has been an active Board member providing valuable input to the service from his legal and academic background. He also served with distinction as President for a number of terms, making eleven years in total. Best wishes Brian from everybody at DAN, we look forward to seeing you from time to time. Thank you for your very generous contribution, we will miss you!

I would also like to express my appreciation for the unqualified support that I have received from all of the Board members since becoming President. And to the very people who make DAN what it is - you the members of the organization - thank you for your ongoing encouragement and we look forward to your continued support in the exciting times ahead.

*Joan*

## TREASURER'S REPORT - Chiu Phoa



It is with pleasure that I present the audited accounts of the Disability Advocacy Network Inc (DAN) for ratification at the Annual General Meeting.

In presenting the accounts, I am able to report that the financial affairs for the year 2013/2014 were conducted in accordance with the aims and mission of the Disability Advocacy Network Inc within the requirements of the Australian Government Department of Social Services (DSS).

The accounts have been audited by HMA Twomey Patterson and are presented in terms of auditing standards. There was no significant change in our DSS agreement and we ended the year with a deficit of \$3,585. This was achieved by keeping operating costs low, proceeds from donations, membership fees and interest earned from fixed deposits.

This year we are trying to obtain Deductible Gift Recipient status from the Australian Tax Office, which needs to be voted on at the Special General Meeting for approval. With this status, all donations \$2 and over will be tax deductible. I hope that this will encourage more people to make donations to support DAN.

As mentioned last year, we are again not in a position to increase our Outreach Service beyond the current level. Our Leeton office continues to provide coverage to the MIA area of the Riverina, while Tumut, Temora and West Wyalong are visited on a needs basis with a primary reliance on telephone contact.

DAN has also been audited as part of our Quality Assurance Certification requirements and I am pleased to advise that we passed with flying colours. This is extremely important as meeting these requirements is a major factor with DSS for the provision of future funding.

On behalf of the Board, I wish to express my sincere gratitude to Swie and the staff for continuing to provide a quality service within the constraints of our funding agreement with its limited financial resources. Your support and understanding has been much appreciated.

I would now like to call on a representative from HMA Twomey Patterson to explain DAN's financial report.

*Chiu*

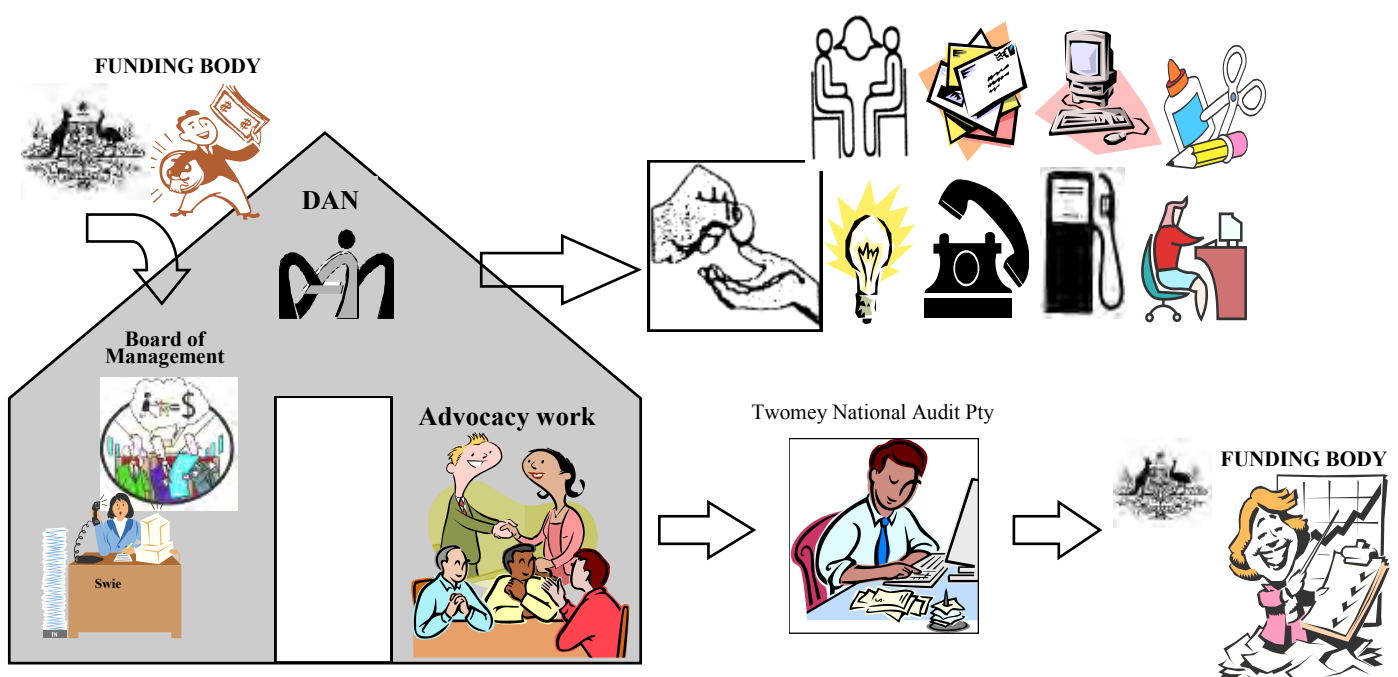
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## DAN'S 2013/2014 FINANCIAL PROCEDURES

The Commonwealth Government Department of Social Services funds DAN to deliver advocacy services under the National Disability Advocacy Program (NDAP) for people who have a disability, their families and carers. DAN uses the funds to pay staff wages and other expenses. The Board of Management is responsible for making sure that the funds are used properly.

In consultation with Chiu (the Treasurer) , Swie (the Manager) pays all of DAN's bills. Swie processes and reconciles the accounts for Chiu on a monthly basis. Swie & Chiu prepare monthly Financial Reports for the Board and the annual Financial Report ending the 30th of June for the funding body. The annual Financial Report is checked by an independent auditor from Twomey National Audit Pty . The auditor ensures that the funds that DAN received from the funding body were used according to the funding agreement and its requirements, and that Swie has processed the accounts correctly. The auditor tells us if we have made any mistakes. The auditor then prepares the audited Financial Report for the funding body. The report shows how DAN spent the money and the strength of its financial position. You will find copies of the audited Financial Report in this Annual Report.





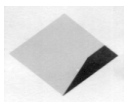




## INCOME & EXPENDITURE STATEMENT

**(What money came in & how it was spent)**

**FOR THE YEAR ENDED 30 JUNE 2014**



	This <b>INCOME</b> was from :	2013/2014 \$	2012/2013 \$
1.	<b>DSS GRANTS</b> <ul style="list-style-type: none"> <li>The Australian National Disability Advocacy Program (NDAP) Grant (Including Quality Assurance Audit Grant)</li> <li>NDAP Quality Assurance Grant (Training - reimbursement)</li> </ul>	228,899 0	238,841 233
2.	Donations 	247	100
3.	Membership fees 	705	655
4.	Interest received 	5,737	4,958
5.	Celebration of International Day of People with disAbility (IDPWD) income 	1,176	1,664
6.	Wagga Wagga City Council Community Development Grant (for IDPWD)	1,500	1,500
 <b>TOTAL INCOME</b>		<b>238,264</b>	<b>247,951</b>























## INCOME & EXPENDITURE STATEMENT

(What money came in & how it was spent)  
FOR THE YEAR ENDED 30 JUNE 2014



	<b>EXPENSES:</b> These amounts were spent on	<b>2013/2014</b> \$	<b>2012/2013</b> \$
1	Salaries & Superannuation 	163,770	166,788
2	Office Rent (including outreach office) 	19,841	19,389
3	Office Expenses (Telephone, Cleaning, Stationery, Postage, Subscriptions, Repairs & Maintenance, Printing, Staff recruitment. 	18,999	17,383
4	Quality Assurance Expenses (Audit, certification, consultant, staff development and office upgrade) 	5,342	20,171
5	Insurance, Bank Fees, Legal, Audit & Consultancy Fees 	14,161	13,768
6	Advertising/Promotion, Advocacy Expenses, Conferences, Courses/ Training, Meetings & Travel costs. 	3,111	5,243
7	Money put aside for car replacement, upgrading of obsolete office equipment, staff annual leave and long service leave.  Adjustment - Provision for redundancy	9,647 0.00	9,302 (8,472)
8	Car Registration, Insurance, Repairs, Maintenance & Petrol 	3,314	2,356
9	Celebration of International Day of People with disAbility expenses	2,975	2,625
10	Loss on current assets write offs 	689	160
	 <b>TOTAL EXPENDITURE</b>	<b>241,849</b>	<b>248,713</b>
	<b>LOSS FOR THE YEAR</b>	<b>(3,585)</b>	<b>(762)</b>

**THE BALANCE SHEET**  
(What we were worth)

At the end of June 2014, DAN <u>owned</u>	2013/2014 \$	2012/2013 \$
<b>Current Assets : Cash</b> 	149,719	144,854
<b>Non-Current Assets : Property, plant &amp; equipment</b>  	30,311	33,676
<b>TOTAL ASSETS</b> 	<b>180,030</b>	<b>178,530</b>
<b>At the end of June 2014 DAN <u>owed</u> some money.</b>		
<b>Liabilities : Money put aside to pay for employees' Annual Leave and Long Service Leave.</b>   	62,253	57,168
<b>TOTAL LIABILITIES</b>	<b>62,253</b>	<b>57,168</b>
<i>To check our current position, we take the LIABILITIES from our ASSETS</i>		
<b>This shows us that as at the 30th of June 2014 DAN was worth (Nett Assets)</b> 	<b>117,777</b>	<b>121,362</b>

## MANAGER'S REPORT - Swie Madden

It has been a challenging time again this year at DAN, however, as usual we managed to work our way through all of the issues that we encountered. As most of you would already be aware, at DAN we strive to work together with all stakeholders to achieve the best outcomes for everyone.

DAN has been fortunate to have dedicated Advocates who believe in DAN's mission and vision. I cannot thank them enough for that and their hard work. DAN's continuing success relies on their on-going support and commitment. Kate Russell and Shirley Shirdon joined our team in March and are most welcome additions to our staff. I would like to thank Leanne and Brett for their contributions during their time with DAN. We wish them well.

DAN has continued to provide quality individual advocacy support across its funded service areas. From page 15 to 23 of this report members are provided with some of DAN's statistical data and activities over the last year. A total of 227 issues were presented by 148 people with disability. (See page 16 for the types of issues that were presented).

DAN has been encouraging its service users and financial members to take the once in a lifetime opportunity to apply for a My Choice Matters "Run Project". It has been an eye opener for both our service users and Advocates to learn how a good life can look and to realise that anything is possible with the right choices, support and resources. The process also opened service users' eyes with regard to planning and managing the project of their choice. Furthermore, budgeting wisely with limited resources for maximum potential was a positive challenge. My Choice Matters' "Run Project" stakeholders believe that the programme works something along the lines of the NDIS when it is introduced, because they involve similar procedures.

DSS funded advocacy agencies are expected to start using the new National Standards for Disability Services (NSDS) from the 1<sup>st</sup> of July 2015. During the 2014-15 financial year, NDAP agencies will be able to choose whether they wish to be assessed against the existing Disability Advocacy Standards (DAS) or the NSDS for their quality assurance audits. DAN is in the process of transitioning to the new Standards so we will be ready to be assessed against the new standards in our next Quality Assurance audit.

DAN remains extremely fortunate to have the support of the: Multicultural Disability Advocacy Association (Griffith), Narrandera Shire Council Library, Young District Community Hub, Tumut Neighbourhood Centre, Cootamundra HACC Centre, Temora Community Centre and the West Wyalong Community Health Centre, all of which permit our Outreach Advocates to use their offices to conduct advocacy work once or twice a month. Without their support, DAN's face-to-face outreach service would not be possible.

As I reflect on what has occurred over the past few years, I can see that DAN has moved forward in many ways, while continuing to provide vital Individual advocacy service to its service users. Our success in gaining the certificate of Compliance and Accreditation in 2012/2013 and passing the surveillance audit in 2013/2014 says it all.

Along with its dedicated employees, DAN is well supported by the Board of Management. I would like to thank all of the members of the Board, especially our President, Joan Page, for their continued support and ongoing commitment to ensuring that DAN provides the best possible service to people with disabilities in our community, and for the trust that they have shown in me. Many thanks to Brian Couper who steps down today and will not be re-nominating. Brian supported me through thick and thin.

I look forward to the year ahead where we will provide good quality services, embrace and adopt any disability reforms and continue to uphold the rights of peoples with disability. It is my belief that when NDIS is fully implemented, DAN will have an even more demanding role as an independent advocacy service. That role will be to support our service users to help them reach their desired goals/objectives and to ensure that their rights are upheld. Last but not least, I would also like to thank all of DAN's financial members for either becoming members or renewing same. Strong membership, highlights the need for advocacy and the valuable work that we do at DAN.

*Swie*

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## DAN'S SERVICE COVERAGE

### Target Group

The Disability Advocacy Network Inc target group is people with disability who live in the the Riverina & Murray, South West Slopes, Southern Tablelands and central Murrumbidgee regions.

Major towns served include Wagga Wagga, Tumut, Young, Cootamundra, Temora, West Wyalong, Leeton, Griffith and Narrandera.

The definition of disability is in accordance with the Disability Act 1986, Disability Discrimination Act 1992, and the World Health Organisation.

### Disability Advocacy Network Inc Office Hours

#### Wagga Wagga & surrounding towns

31 Fitzmaurice Street, WAGGA WAGGA  
Monday to Friday  
9:00 am to 4:30 pm/by appointment only

#### Tumut & surrounding towns

Tumut Neighbourhood Centre  
173 Wynyard Street, TUMUT  
1st Tuesday of the month  
10:00 am to 2:00 pm/by appointment only

#### Young & surrounding towns

Young District Community Hub  
2C Campbell Street, YOUNG NSW 2594  
2nd Tuesday of the month  
10:30 am to 12:30pm /by appointment only

#### Cootamundra & surrounding towns

Intereach Office  
Mackay Street, COOTAMUNDRA  
2nd Tuesday of the month  
1:00 pm to 3:30 pm/by appointment only

#### Temora & surrounding towns

Temora Community Centre  
225 Hoskins Street, TEMORA  
3rd Tuesday of the month  
9:30 am to 12:00 pm/by appointment only

#### West Wyalong & surrounding towns

West Wyalong Community Health Centre  
Main Street, WEST WYALONG  
3rd Tuesday of the month  
1:00 pm to 3:30 pm/by appointment only

#### Leeton & surrounding towns

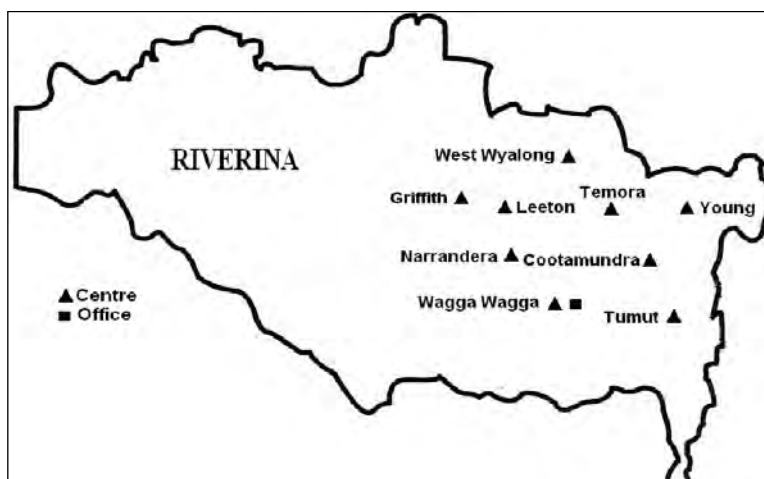
21 -25 Chelsford Place, Leeton  
Tuesday & Friday - by appointment only

#### Griffith & surrounding towns

6/ 26 Ulong Street, GRIFFITH  
2nd & 4th Friday of the month  
By appointment only

#### Narrandera & surrounding towns

Narrandera Shire Library  
39-51 East Street, NARRANDERA  
2nd Friday of the month  
By appointment only



## SPECIAL THANKS

### SPECIAL THANKS

to Wagga Wagga City Council  
for

its financial contribution towards  
the Celebration of the International Day  
of People with disAbility  
&

The Leisure Company,  
Kurrajong Waratah,  
The NSW Dept. of Ageing, Disability &  
Home Care (DADHC),  
Community Access Support Service and  
Kildare Catholic College

for  
their on-going support of, and commitment to,  
the Celebration of the International Day  
of People with a disAbility

and also

Wendy Chalker, Judy Darcy, Damien Grant  
Steve Jaques, Brian Couper and Paul Scifleet  
for  
their generous donations.

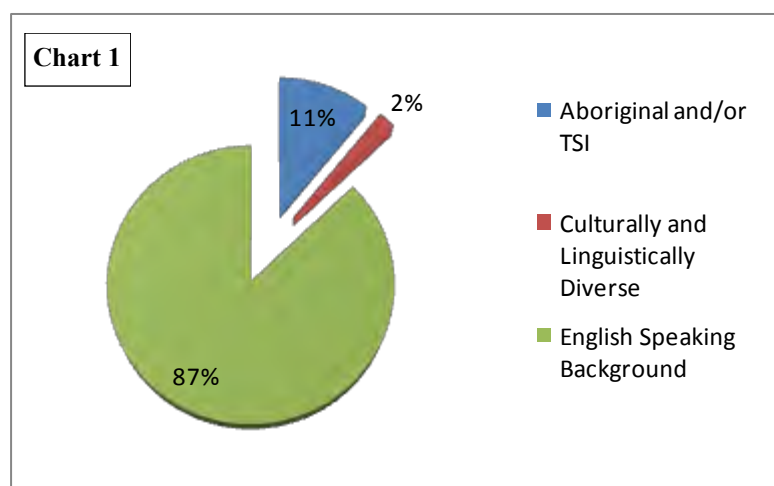
## DAN'S PERFORMANCE AND DATA REPORTS for 2013/2014 under the National Disability Advocacy Program (NDAP)

ADVOCACY PROFILE			2013/2014	2012/2013
1	NEW CONSUMERS - receiving Advocacy support		119	117
	ON-GOING CONSUMERS - receiving Advocacy support		29	14
	TOTAL CONSUMERS		148	131
2	REFERRALS TO OTHER SERVICES		48	20
3	GROUP SESSIONS/PRESENTATIONS/WORKSHOPS HELD		34	42
4	PARTICIPATION IN EXPOS		8	8
5	WAITING LIST - Number of people with disability on the waiting /intake list as at 30th of June 2014.		4	1
CONSUMER DEMOGRAPHICS			2013/2014	2012/2013
6	CULTURAL BACKGROUND	Aboriginal and/or Torres Strait Islander	16	16
		Culturally and Linguistically Diverse	3	6
		English Speaking Background	129	109
7	PRIMARY DISABILITY	Intellectual	64	57
		Autism	25	11
		Acquired Brain Injury	6	8
		Sensory and Speech	8	6
		Development Delay	0	0
		Specific Learning/ADD	5	7
		Physical	10	23
		Neurological	10	4
		Psychiatric	20	15
	Other	0	0	
8	AGE GROUP	< - 15	13	7
		15 - 24	14	16
		25 - 39	37	27
		40 - 54	41	43
		55 - 64	27	25
		>65	13	8
		Unknown	3	5

CONSUMER ISSUES		2013/2014	2012/2013
9	Abuse	1	2
	Accommodation	14	33
	Discrimination/Rights	2	5
	Education	7	4
	Employment	10	8
	Equipment/Aids	3	6
	Finances/Subsidies/Entitlements	46	25
	Health	4	8
	Independent Living Support	4	2
	Legal	24	27
	Physical Access	0	3
	Recreational/Social/Family Support	75	58
	Services (gaps, access, policy)	33	29
	Transport	4	1
	Vulnerable/Isolated	0	1
	NDIS	0	0
	Other	0	0
TOTAL NUMBER OF CONSUMER ISSUES		<b>227</b>	<b>212</b>

CONSUMER TRAINING/COMMUNITY EDUCATION		2013/2014	2012/2013
.	About DAN & Advocacy Practices	<b>23</b>	<b>16</b>
.	Standards	<b>13</b>	<b>14</b>
.	My Rights & Responsibilities at the workplace	<b>4</b>	<b>10</b>
.	Disability Awareness	<b>1</b>	<b>2</b>
.	Healthy Eating	<b>1</b>	<b>0</b>
		<b>42</b>	<b>42</b>

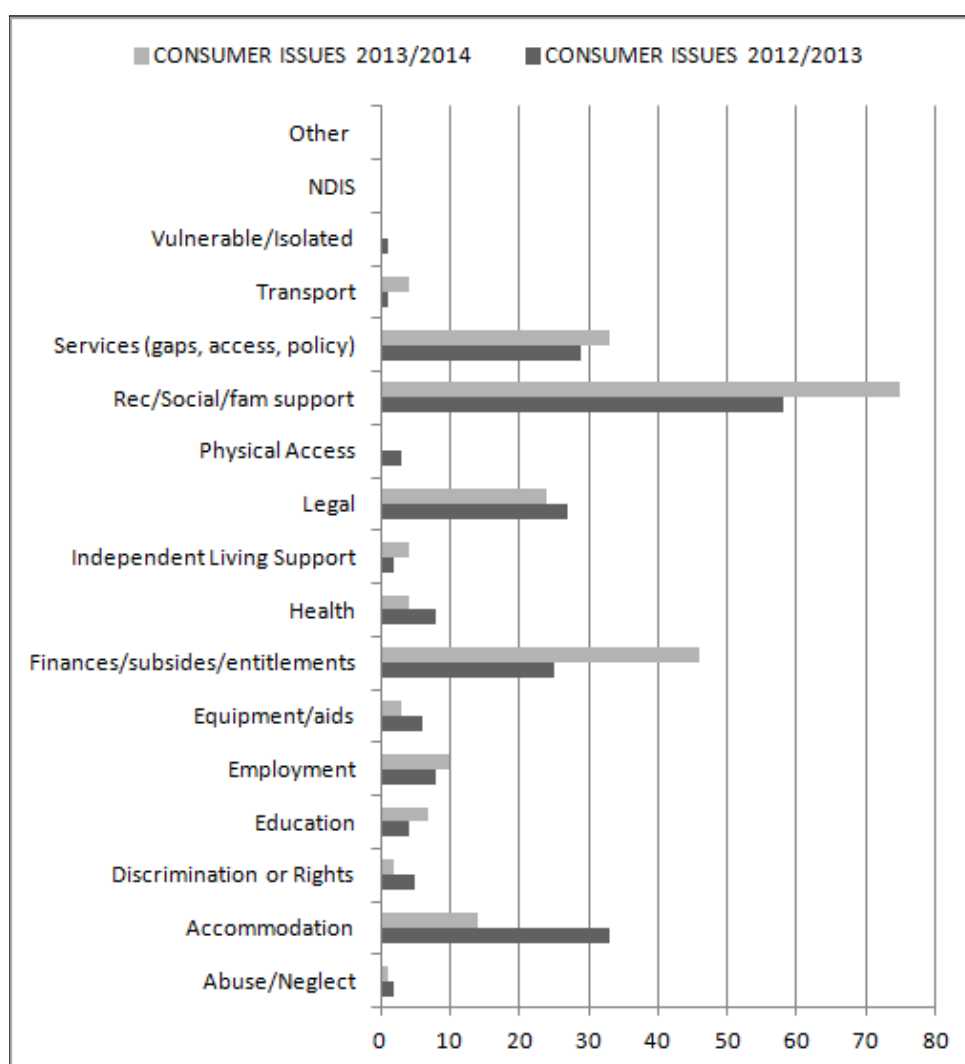
## NUMBERS & CULTURAL BACKGROUNDS OF DAN'S CONSUMERS



**Chart 1** - During the 2013/2014 financial year, one hundred and forty eight (148) consumers were assisted with advocacy service. Sixteen (16) of those consumers were from Aboriginal & TSI, three (3) from Culturally and Linguistically Diverse and one hundred and twenty nine (129) from English Speaking Background.

## INDIVIDUAL ADVOCACY ISSUES

**Chart 2**



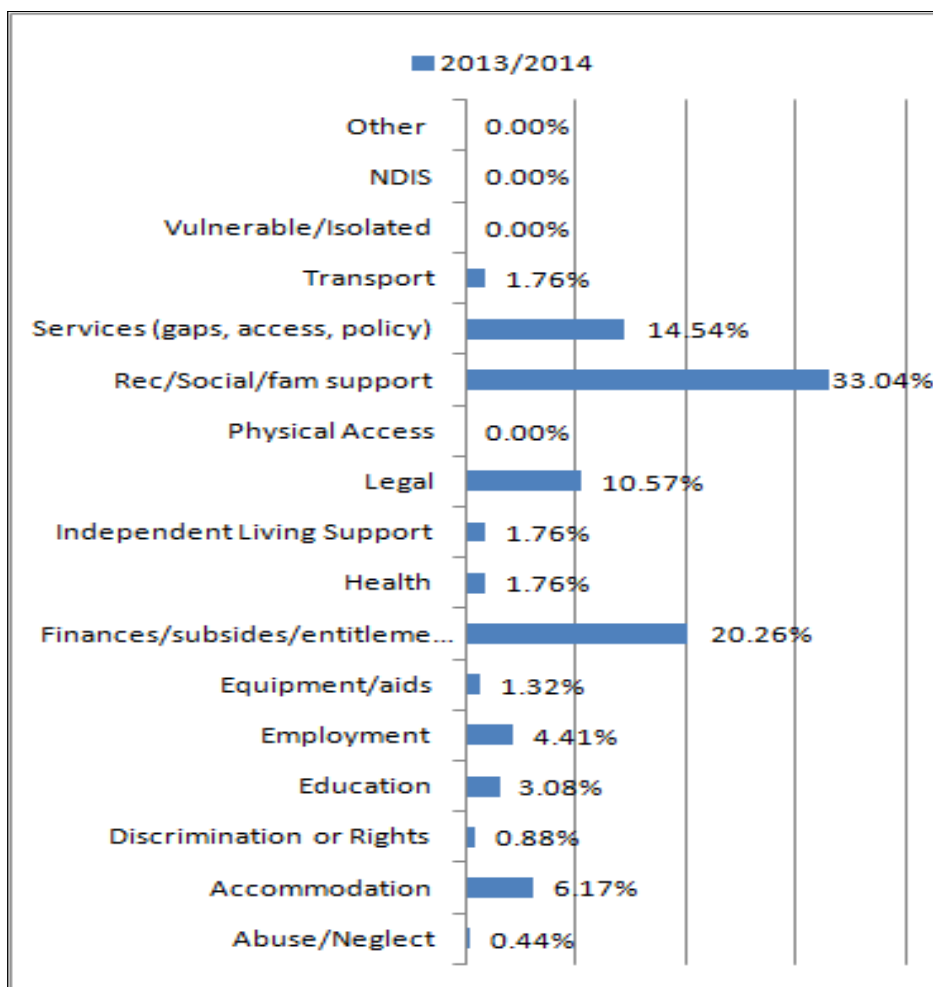
**Chart 2** - displays the numbers and different types of advocacy issues that were presented during 2013/2014 and 2012/2013 under the Individual model.

**Chart 3** - displays in percentages the different types of issues that were presented during 2013/2014. DAN was presented with two hundred and twenty seven (227) issues in 2013/14. The most common type of issue was in the Recreation/social/family support category, and these comprised thirty three percent (33%) of all issues presented. In these cases, most of the time our Advocates assisted service users in writing letters, attending meetings, negotiating and making sure that their rights were respected and needs listened to.

Finances, subsidies and entitlement support in 2013/14 comprised the second most frequent type of issue, making up twenty percent (20%) of all issues presented. This advocacy work generally involved assisting consumers to challenge their pension debts or bills, to set up payment plans with Centrelink, etc.

Twenty four legal issues were presented in 2013/2014 and these made up ten percent (10%) of all issues presented, a decrease of 6% from last financial year. Although it is still a high statistic, any decrease in legal issues is positive because it means that the Advocates spend less time sitting in court with their consumers waiting to be called. Most legal support issues presented were related to AVOs and child custody disputes.

Chart 3



## CONSUMER SATISFACTION SURVEY - EVALUATION/FEEDBACK FORMS

This financial year, 18% of the 148 service users who were provided with Individual advocacy support responded to DAN's Service Evaluation forms and the overall results despite the limited response, were positive and here are some of the comments.

*"I am very grateful and appreciative to Mellisa for the help provided to me and my family. Thanks heaps."*

*"I would like to take this opportunity to thank Leanne for helping with my issue. I am satisfied in the way she helped me. Thank you very much."*

*"Mellisa helped me a lot. It was easy to understand."*

*"I found Leanne very friendly and informative."*

*"I wish to express my gratitude to all and each of you at DAN - your direct and indirect approach and assistance in supporting me have made a great difference. Thank you."*

*"I am very grateful for the help and options Mellisa provided, to discuss my possibilities available to me - highly recommended."*

*"Thanks for our chat today. It was so helpful. You do great work there at DAN."*

As part of our Community Education programme for 2013-14, DAN delivered twenty four (24) workshops, eleven (11) presentations and participated at seven (7) expos. A total of three hundred and fifteen (315) people with a disability attended the workshops and presentations and two hundred and fourteen (214) feedback forms were returned. Overall the feedback was very positive.



## PHOTOS FROM DAN's COMMUNITY EDUCATION PROGRAMME





## PHOTOS FROM DAN's COMMUNITY EDUCATION PROGRAMME





## Snapshots from the 2013 Dance Party - Celebration of IDPWD





## Snapshots from the 2013 Dance Party - Celebration of IDPWD





## Snapshots from the 2013 Dance Party - Celebration of IDPWD

