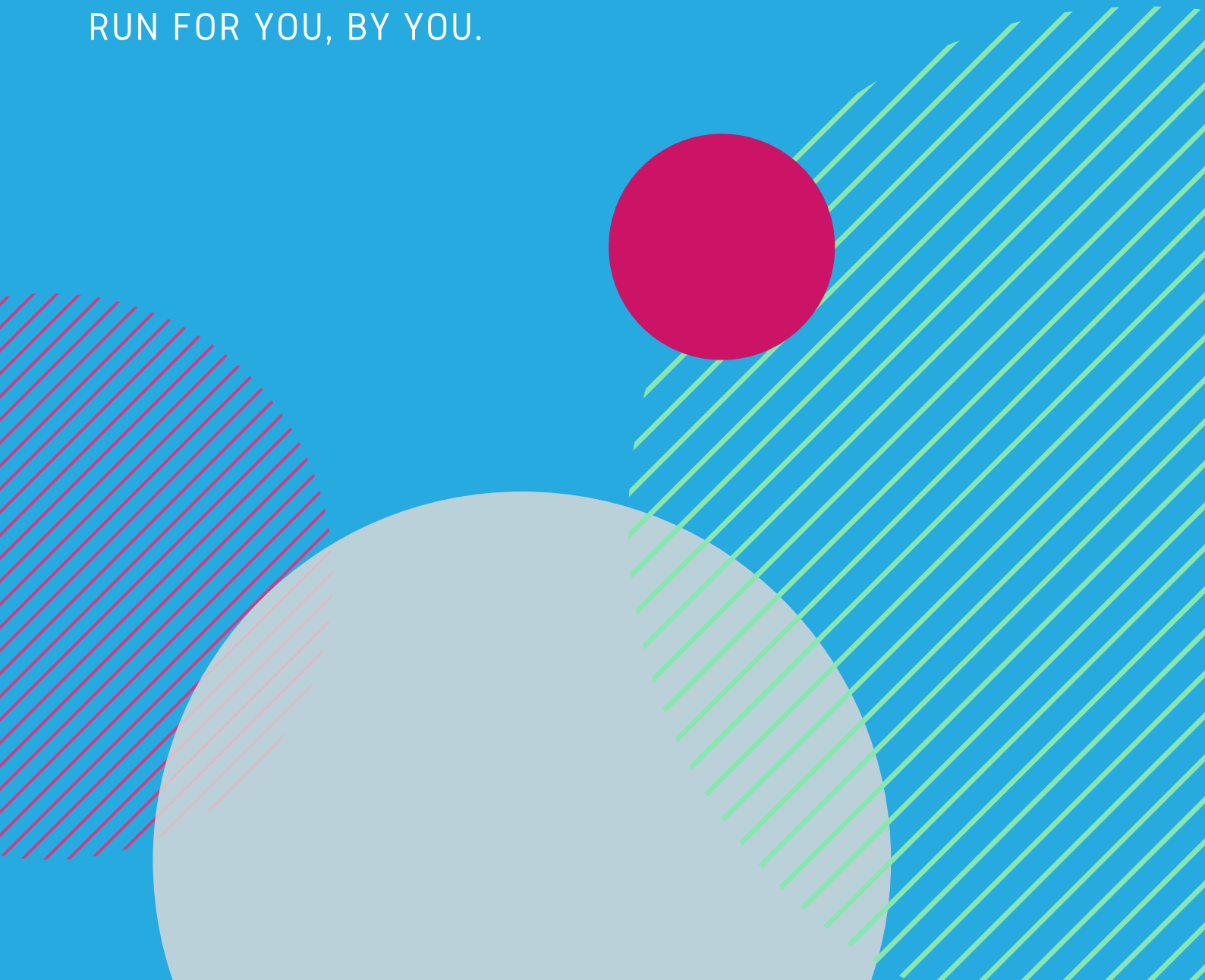




FOR PEOPLE WITH DISABILITY INC.

ANNUAL REPORT 2021

INDEPENDENT. COMMUNITY-BASED.
RUN FOR YOU, BY YOU.



CONTACT US

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MEDIA

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People with Disability Inc

This annual report was prepared for ACTION for People
With Disability, November 2021.

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OUR VISION, MISSION & OBJECTIVES

ACTION for People with Disability was founded in 1978 to advocate for people with disability by people with lived experience of disability. Our vision, mission and objectives are built on our foundational commitment to the belief that people with disability have the same rights as all other people.

OUR VISION

Furthermore, we believe that people with disability's physical, emotional, educational, economic and social wellbeing needs are best met in environments which:

- Reflect rights rather than privilege
- Include rather than segregate
- Reflect the status of people with disability as valued citizens
- Ensure that people with disability are treated with respect and dignity
- Are the most advantageous for people with disability and do not impose inappropriate restrictions.

To speak, act or write with minimum conflict of interest in order to promote, protect and defend the rights and interests of people with disability and to meet their needs in the northern metropolitan region of Sydney.

OUR MISSION

OUR OBJECTIVES

Our objectives are to achieve our mission and vision for people with disability by:

1

Offering independent advocacy and support to people with disability and support for their families.

2

Promoting opportunities for people with disability to speak for themselves and make informed decisions.

3

Consulting and actively seeking the views of people with disability and, where suitable, their families and to remain informed about the real-life experiences of people with disability, the barriers to people with disability achieving valued roles in the community and ways of addressing these.

4

Communicating the rights and interests of people with disability to people in both government and non-government services.

5

Pressing for government and non-government services to achieve valued roles for people with disability.

6

Developing an awareness of, and acceptance by, the general public of the contributions, rights and interests of people with disability.

7

Promoting new ways of supporting people with disability to further achieve valued roles in the community.

ABOUT ACTION

Action For People With Disability Incorporated (ACTION) was formed by families in 1978 to promote and protect the rights and wellbeing of people with disability. ACTION is a community-based organisation providing independent advocacy and support to people with disability and support to their families and significant others in the Local Government Areas of Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Northern Beaches, Mosman, North Sydney, Ryde and Willoughby.

ACTION is informed, driven and managed by the community.

We believe that people with disability have the same legal and human rights as all other people in the community, and that these rights become more attainable when people with disability are enabled to live in environments and undertake activities which reflect the positive social roles which are accepted by the community at large.

We believe that informed and values-based independent individual advocacy will promote

Informed and values-based independent advocacy help to promote and protect the rights of people with disability.

and protect these rights and ensure that people's needs are met.

Our philosophy and aims reflect the Principles and Objectives of the Convention on the Rights of Persons with Disabilities, NSW Disability Inclusion Bill 2014, Disability Services Standards and relevant legislation.

ACTION works for inclusion of people with disability in our community and is committed to achieving positive change with and for people with disability locally by providing person centred individual advocacy and support to meet their expressed needs and interests and support for their families at the local level.

Our systemic advocacy is based on real-life needs, our experience and ongoing consultation with people with disability and their families.

WHO WE ARE

MANAGEMENT COMMITTEE

ACTION is an incorporated body managed by a voluntary Management Committee elected annually by members of the organisation at the Annual General Meeting.

All members of the Management Committee are people with disability and/or family members of people with disability.

ACTION continues to be directed by a dedicated and focused group of people from the community who are committed to the Vision, Mission and Objectives of the organisation and who have given their time, experience and expertise voluntarily.

VOLUNTEERS

Our sincere thanks are extended to our volunteers for their much appreciated and invaluable voluntary assistance to ACTION during 2020-2021. We could not have done without your support during the past year.

MEMBERSHIP

Membership of the organisation is through application and the payment of an annual membership fee. A requirement of membership is a commitment to supporting the philosophy and achieving the aims of ACTION.

Membership of ACTION is optional, and our provision of advocacy and/or support is cost free and not dependent on being a member.

Our membership is broad based and comprised of 512 people in 2020-2021.

We thank all the people associated with ACTION for their continued support.

OUR SERVICES

Individual advocacy regarding:

- Rights
- Discrimination
- State-funded services
- Finances
- Housing & accommodation
- NDIS access & issues
- Community Inclusion
- Justice
- Disability services complaints
- Employment services
- Child protection
- Equipment & aids
- Abuse & neglect
- Access to services
- Transport

OUR ORGANISATIONAL STRUCTURE

ACTION MANAGEMENT COMMITTEE

2020-2021 MEMBERS:

- Clare Stewart (President)
- Kerry Parnaby (Vice President)
- Robyn Chapman (Treasurer)
- Eric Cooper
- Bill Craig
- Rita Kolano
- Serena Marinucci
- Mary Mockler
- Debbie O'Flynn

EXECUTIVE OFFICER

TAYLOR BELLOMO

Taylor has been ACTION's Executive Officer for 3 years, with a cumulative 9 years' experience as an advocate. As Executive Officer, Taylor oversees the day-to-day operations of ACTION, provides advocacy and works with the Management Committee to set the strategic direction of the organisation.

ADVOCATES

Our advocates provide a wide range of individual advocacy services with and on behalf of our clients, including: arranging meetings, attending appointments, sending formal letters, liaising and negotiating with stakeholders, working with MPs, and providing information and resources. Our advocacy team is supported by our Office Manager.

VOLUNTEERS

Our volunteers generously give their time and expertise to support ACTION's work. Volunteers support us with administrative work, book-keeping and filing

EXECUTIVE OFFICER'S REPORT

Hello members,

2020-2021 has certainly proved a challenge! Despite the difficulties of an extended lockdown, ACTION has again this year continued to provide valuable independent advocacy and support for hundreds of people with disability and support for hundreds of their families. The staff of ACTION remain unswerving in their commitment to obtaining positive outcomes for people with disability and I thank them for their dedication to their roles.

ACTION's Advocacy is a vital support for people with disability and their families who need assistance with many areas of their life. ACTION provides support for people with disability to achieve their goals and enhance their quality of life. In addition, ACTION's advocacy supports hundreds of people with disability to achieve equity in access in all government and social systems, such as, Accommodation, Education, Health, Justice, Employment and Transport. Inclusion, Accessibility and Equity are the fundamental values that ACTION strives to achieve for people with disability.

The work undertaken by this organisation is challenging, and we are reminded that the reality of many people's lives is often far removed from what we are working to achieve, and what some believe is already in place for all people with disability.

In positive news the NSW Government confirmed in their budget the delivery of \$13 million per year for 3 years to fund the Disability Advocacy Futures Program. Confirmation has not yet been given about which organisations will receive the funding to deliver this advocacy, and as such, if ACTION will remain funded beyond 30th June 2022, however this should be finalised by the end of this year.

I have been fortunate in having a strong and focused Management Committee to support me during this year, and I give my thanks to them individually and as a team that has worked so effectively together. I particularly thank ACTION's Treasurer, Robyn Chapman, who, after 6 years steps down from her role. Robyn has provided unwavering support to ACTION. Bill Craig also steps down from his role as committee member to focus on his family and we thank them both for their time and dedication.

Yours sincerely,



Executive Officer

OUR SERVICE DELIVERY PRINCIPLES

As a values-based organisation, all our advocacy services are grounded in our commitments to being person-centred, accessible, collaborative, continually improving, culturally appropriate and conflict free.

PERSON-CENTRED

We empower people with disability to make decisions affecting their lives. We consider a person's whole-of-life situation by understanding their existing relationships with friends, family, service providers and other networks and identify the person's strengths in establishing advocacy goals.

We promote inclusiveness and accessibility. We maintain disability-appropriate pathways to access Individual Advocacy services and identify and mitigate any barriers to access.

ACCESSIBLE

COLLABORATIVE

We are proactive in partnering with existing networks (where appropriate) to achieve the best possible outcomes for the agreed advocacy goals. We engage, collaborate, and partner with consumers, non-government organisations, stakeholders, and the local community in developing and refining the delivery of effective individual advocacy in our service region.

We promote inclusiveness and accessibility. We maintain disability-appropriate pathways to access Individual Advocacy services and identify and mitigate any barriers to access.

CONTINUALLY IMPROVING



We embed 'cultural competency' in our ways of working. We are proactive regarding cultural diversity to ensure effective and relevant Individual Advocacy service.

We act with honesty and integrity, and are open and transparent in our dealings. We identify and acknowledge where a conflict of interest exists. We do not provide disability support services (other than Individual Advocacy).



OUR AREAS OF SERVICE DELIVERY

We service the Northern Sydney Local Government Areas of Hornsby, Hunters Hill, Kuring-gai, Lane Cove, Northern Beaches, Mosman, North Sydney, Ryde and Willoughby, highlighted in the map below.

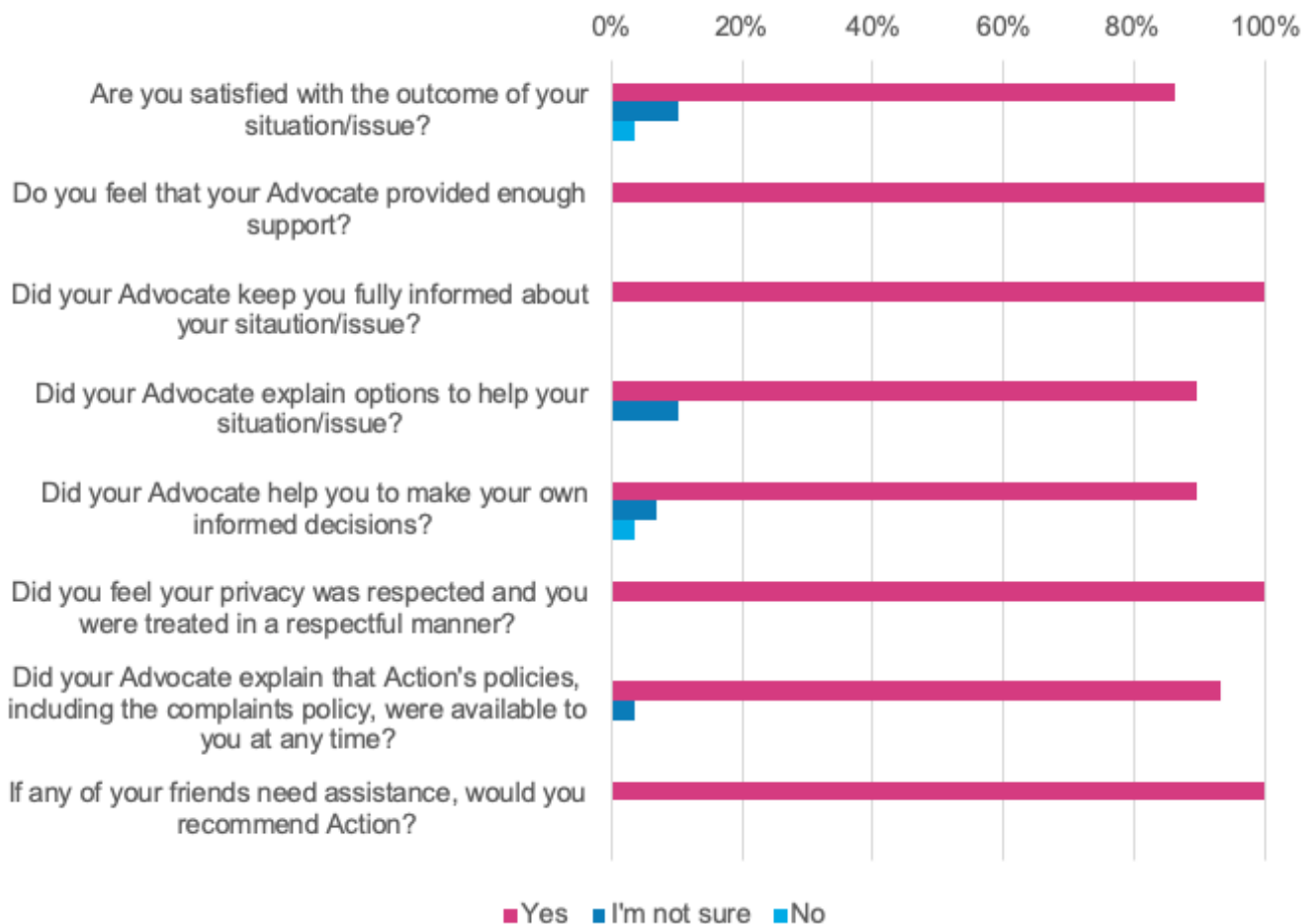


OUR IMPACT

In 2020-2021, ACTION provided individual advocacy and support for 612 people.

ACTION has always collaborated with people with disability and, where suitable, their families, and we use that collaboration to inform all of our decision making. All ACTION clients are given the opportunity to complete a feedback survey at the conclusion of advocacy activities and again at the end of each financial year. Our feedback processes have resulted in updates to policies and procedures, work plans and the way we deliver services. In the 2020-2021 financial year, we received 30 survey responses, summarised in the chart below. ACTION has not received a complaint in the past 20 years.

OUR CLIENT FEEDBACK SURVEY RESULTS



COMMENTS FROM OUR FEEDBACK SURVEY

- "We would have seriously struggled to achieve what was ultimately the outcome for our son. This service is critical to those with disability who cannot represent themselves in what is an increasingly complex world. Thank you."
- "ACTION's advocacy is an essential service that must continue to operate at the local level dealing with local issues."
- "Without ACTION, my children would not have been given equity of access in education."
- "We had struggled under 2 different Advocacy agencies before being referred to ACTION to gain the much needed support for our unique family. Under ACTION, the matter was dealt with professionally within 3 weeks with a very satisfactory outcome."

CASE STUDY

Jonathan* is a man with intellectual disability living in Northern Sydney. He contacted ACTION for support to access safe housing to escape a violent relationship.

In his initial intake meeting, Jonathan and his ACTION advocate agreed on an advocacy plan, to see Jonathan established in safe housing. Following the intake meeting, ACTION provided a warm referral for Jonathan to access a local domestic violence support centre in Northern Sydney, to meet his immediate needs for safety and support. ACTION drew on our relationship with a local crisis housing organisation to source and secure a long-term unit for Jonathan, which was still based in his local area to preserve his support network.

On Jonathan's behalf, ACTION also liaised with a local charity to provide him with some free/low cost furniture and whitegoods. ACTION worked with Centrelink to ensure Jonathan received rental assistance. ACTION then supported Jonathan to attend his local bank to open his own bank account to minimise the risk of financial abuse from his former partner.

Jonathan was able to successfully move out on his own and access a range of government and non-government services through ACTION's advocacy.

* name changed to protect privacy

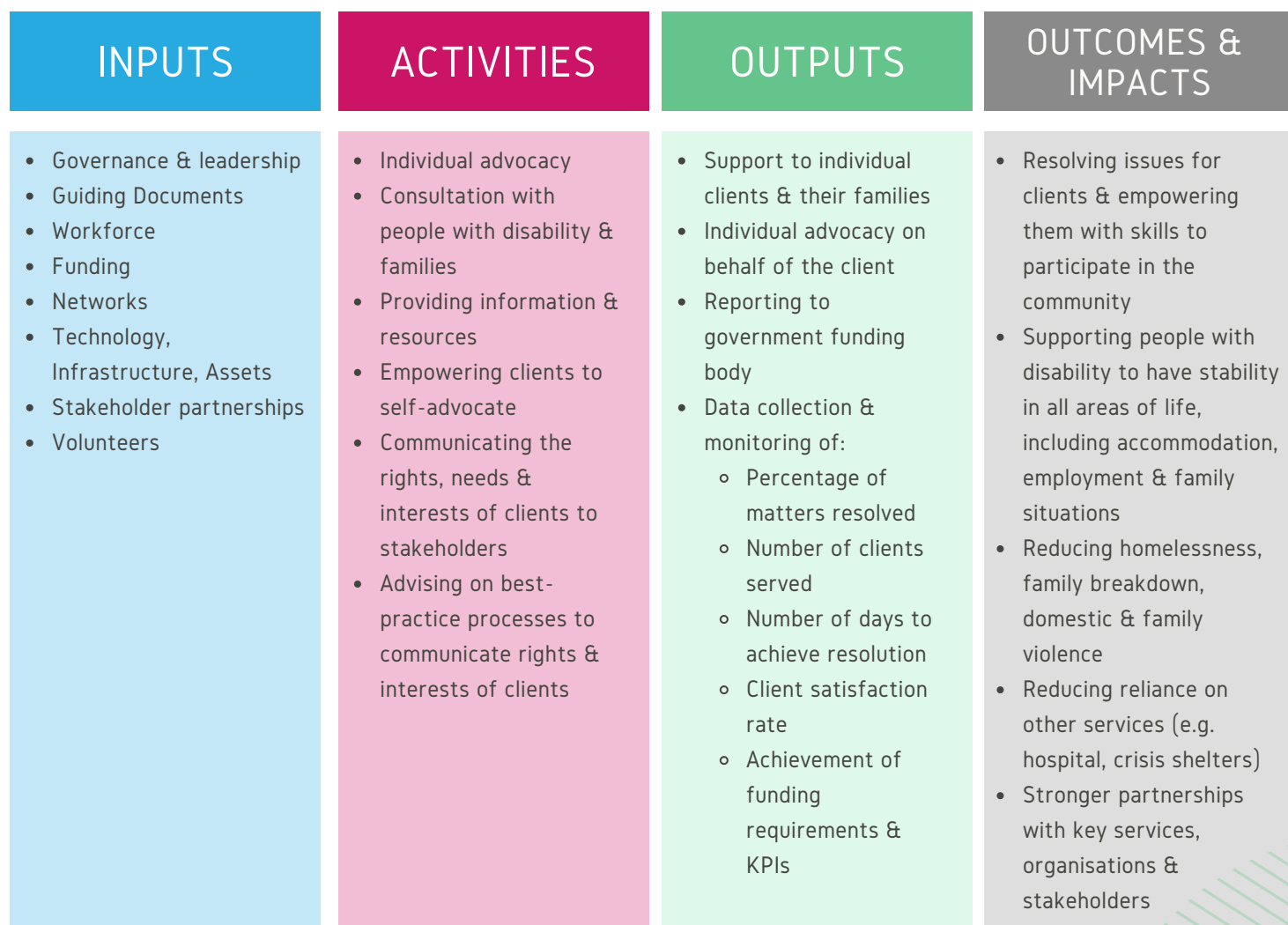
OUR APPROACH TO ADVOCACY

Our advocacy service model is based on embedding advocates in the local communities we serve and employing advocates with relevant lived experience, whether as a person with disability and/or a carer of people with disability.

An overview of our service delivery model is presented in the program logic model below.

In the context of cultural competency, we work closely with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) specialist organisations to deliver culturally safe and/or in-language services.

OUR PROGRAM LOGIC MODEL



FINANCIAL REPORT

ACTION reported an income of \$324,271 for the financial year, with the principal source of income (76%) representing funding from the NSW Department of Communities and Justice (DCJ) to provide advocacy services to people with a disability living in NSW. The additional funding was one-off funding for technology.

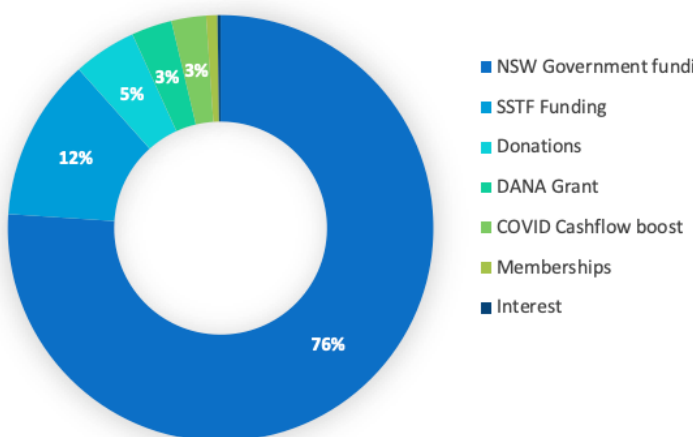
ACTION has reported a financial surplus for the year ended 30 June 2021 of \$23,408.

The NSW Disability Futures Program (DAFP) will replace this funding in the next financial year. ACTION submitted a tender to provide advocacy under the DAFP on 20 October 2021 and is waiting on the outcome. Other sources of funding included: SSTF Funding (12% of income), donations (5%) and the Disability Advocacy Network Australia (DANA) grant (3%).

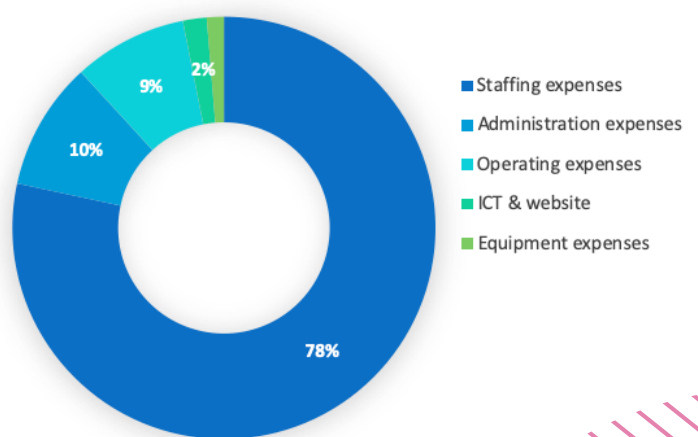
Our advocacy workforce continues to be our most valuable asset. Employment costs represent 78% of our total expenditure. Other significant expenses categories comprise: administrative expenses (including rent and other overheads) representing 10% of costs, and operating expenses (such as travel and meeting costs) representing 9% of total costs.

The audited financial statements of ACTION for the year ended 30 June 2021 are available upon request or by download from the Australian Charities and Not-for-profits Commission.

Revenue 2020-2021



Expenses 2020-2021



SUPPORT ACTION

We are truly grateful to each and every person and organisation who supports ACTION's vision, mission and objectives. If you would like to support ACTION, there are many ways you can help us continue our independent, conflict-free advocacy for people with disability in Northern Sydney.

BECOME A MEMBER

ACTION's members are an essential part of our organisation, allowing us to have a stronger presence and voice in the community. Membership of the organisation is through application and the payment of an annual membership fee.

Call us or fill out an enquiry form on our website to receive an application form or find out more.

www.actionadvocacy.org.au/contact-us

DONATE

As a registered charity we accept financial support to augment government funding so that we can continue to meet the ever-increasing demand for advocacy for people with disability. Every dollar donated can help an individual and/or their family through times of crisis. A donation of \$2 or more is tax deductible.

You can donate securely on the 'Donations' page of our website, available at: www.actionadvocacy.org.au/donations-1

VOLUNTEER

The gift of your time, talents or expertise is warmly appreciated and helps us continue our important work. You can volunteer on a one-off or a regular basis, for a specific project, or anything in between. Many of our volunteers are people with disability.

To find out more about how you can help ACTION, call us or fill out an enquiry form on our website:

www.actionadvocacy.org.au/membership



THANK YOU!

OUR VOLUNTEERS

Our heartfelt thanks are extended to the following people for their much appreciated and invaluable voluntary assistance to ACTION during 2020-2021. We could not have done without your support during the past year.

- Tiffany Smyth
- Julie Powell
- Matthew Armsworth
- Stephen Armsworth
- Hayley Armsworth
- Christine Agius

OUR FINANCIAL OR IN-KIND SUPPORTERS

Our sincere thanks are extended to the following people and organisations for their financial or in-kind support to ACTION during the 2020-2021 financial year.

- Maurice Barroni, Barrister-at-Law
- DMAW Lawyers
- The Law Centre
- Ku-ring-gai Council
- Printzone
- Fuzzguard
- True Blue Removals
- Collin Everett Electrical

OUR FUNDERS

We are grateful to the funding support we received in 2020-2021, without which ACTION would not be able to offer the advocacy we do.

- Department of Communities and Justice
- Disability Advocacy Network Australia (DANA)



ACTION

FOR PEOPLE WITH DISABILITY INC.