

The Association for Children with Disability (Tasmania) Inc.



Annual Report 2015/2016

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The Association for Children with Disability (Tasmania) Inc.
83a Melville Street, HOBART 7000
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Agenda
18th Annual General Meeting
The Association for Children with Disability (Tasmania) Inc.
83a Melville Street, Hobart
Wednesday 2 November 2016

Meeting start: 12.45pm

1. Welcome and Apologies.
2. Confirmation of Minutes of previous Annual General Meeting, held 25 November 2015.
3. Business arising from Minutes of previous AGM.
4. Introduction of members of Staff and the Board of Management.
5. Reports:
 - President's report.
 - Treasurer's report
 - Audit report.
 - Chief Executive Officer's report and presentations.
6. Election of Office Bearers and Ordinary Board Members.
7. Acceptance of the nomination of the auditor.
8. Close

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Minutes
17th Annual General Meeting
The Association for Children with Disability (Tas.) Inc.
Wednesday 25 November 2015

Meeting opened at: 12.06 pm. Lisa Risby, ACD President welcomed those in attendance.

1. Present: Lisa Risby (Chair), Roger Colbeck (Treasurer and Vice President), Caroline Pegg (CEO), Colin Broadbent, Sally McShane, Nadia Ollington, Amanda Ashworth, Erin van Maanen, Pat Doherty, Terry Burke (Autism Tas.), Michelle Breen, Alex Brown (UTAS), Deborah Byrne (BIAT), Shaelene Craddock, Denise Direen, Deb Doherty (Skills Tasmania), Sherry Edwards, Michelle Foley (Tascare), Keren Franks, Dianne Fuglsang (Life Member), Nicole Gates, Julie Grierson, Bradley Lee, Toni Lee, Allison Levinson, Anna Pegg, Angela Proposch (DHHS), Laga Van Beek (NDIA), Hui Xian (UTAS), Glenda Radcliffe (Speak Out), Ingrid Ganley (DHHS), Kathryn Ellston (Anglicare), Megan Gunn, Rachel Pollard.

Apologies: Alison Mosely (DPaC), The Most Rev. Archbishop Julian C Porteous, Ken Hardaker (Advocacy Tas.), Andrew Wilkie MP, Sue Bowen, Daryl Lamb (Anglicare), Mark Morrissey (Commissioner for Children), Mary Gays (Tasdeaf), Penny Cromarty, Janine Arnold (Carers Tas.), Kylee Davie, Kaylene Graham, Kevin Faulkner (Physical DisABILITY Sports Tasmania), Anne Sakaris, Denise Brazendale (Mission Australia), Rachael Shotter, Vanessa Powell, Vickie Moore, Diane Langworthy, Rhonda McLaughlin (LWB), David Clements (NDS), Anna Holiday (Liviendeveeranto), Robin Banks (Anti-discrimination Commissioner), Jacque Boxer, John Boxer, Chris Warr (Aurora Energy), Berry Dunston.

2. Confirmation of Minutes of previous AGM:

Motion: That the minutes of the 29 October 2014 AGM be accepted as a true and correct record of the meeting that opened time at 12.05pm after the title of "Senator" recorded against Andrew Wilkie's name is replaced with MP.

Moved: Lisa Risby

Seconded: Colin Broadbent

Motion carried

3. Business arising from the minutes:

There was no business arising from the minutes of the previous AGM.

4. Present members of the Board and staff were introduced to the general assembly and it was noted that Staff and Board of Management details are included for reference in the Annual report provided.

5. Reports:

- **The President report – Tabled and Spoken to.**

Motion: That the President's Report be accepted.

Moved: Roger Colbeck **Seconded:** Colin Broadbent **Motion carried**

- **Financial report - Tabled and spoken to.**

Motion: That the 2014/2015 financial report be accepted.

Moved: Lisa Risby **Seconded:** Colin Broadbent **Motion carried**

- **Chief Executive Officer's report - Tabled and spoken to.**

Motion: That the Chief Executive Officer's Report be accepted.

Moved: Lisa Risby **Seconded:** Sally McShane **Motion carried**

6. Election of Office Bearers:

It is noted that there are nine (9) ACD Board of Management positions available and that seven (7) nominations for these positions have been received by the CEO and that further discussions are occurring with other potential Board Members who have expressed an interest.

Members of the Executive

President

Lisa Risby **Nominated:** Nadia Ollington **Seconded:** Roger Colbeck

Vice President

Colin Broadbent **Nominated:** Lisa Risby **Seconded:** Roger Colbeck

Treasurer

Roger Colbeck **Nominated:** Lisa Risby **Seconded:** Nadia Ollington

Motion: That office bearer positions be filled as nominated.

Moved: Dianne Fuglsang **Seconded:** Deborah Byrne **Motion carried**

All Office Bearers were declared duly elected.

Ordinary Board of Management Members

Amanda Ashworth **Nominated:** Caroline Pegg **Seconded:** Lisa Risby

Sally McShane **Nominated:** Caroline Pegg **Seconded:** Lisa Risby

Nadia Ollington **Nominated:** Colin Broadbent **Seconded:** Roger Colbeck

Erin van Maanen **Nominated:** Caroline Pegg **Seconded:** Lisa Risby

Motion: That the ordinary board member positions be filled as nominated.

Moved: Lisa Risby **Seconded:** Roger Colbeck **Motion carried**

All ordinary board members were declared duly elected.

7. Nomination of auditor

Accru Hobart

Nominated: Caroline Pegg **Seconded:** Lisa Risby

Motion: That the nomination for Michael Burnett of Accru Hobart as Auditor for 2015/2016 be accepted.

Moved: Roger Colbeck **Seconded:** Lisa Risby **Motion carried**

Meeting closed at: 12.21pm. Welcome and introduction by Lisa Risby to Dianne Fuglsang, ACD Life Member and past President, to make the 2014/2015 parent speech.

THE ASSOCIATION FOR CHILDREN WITH DISABILITY (TASMANIA) INC. ACD

The Association for Children with Disability (Tas.) Inc. (ACD) is an independent state-wide, non-profit organisation that supports families across Tasmania with children and young people with disability and disabling conditions.

Established in 1997, ACD began as a support group for parents who had children with disability. ACD's direction is dictated by the needs of children and young people with disability or disabling conditions and their families.

Our Vision

People with disability, their families and carers have equal opportunity to reach their potential and lead fulfilling lives.

Our Mission

To provide community leadership and quality support options that improves participation and life outcomes of people with disability and their families and carers.

ACD is a member organisation that provides: Information, Advocacy, Consultation and Training, Case Coordination and Peer Support Networks.

Our Values

- Tasmanian families have access to a choice of; inclusive, quality, timely, accountable and innovative services and supports
- Families are listened to, collaborated with and treated equitably and with empathy
- Families have access to quality information and independent family support options
- Families are represented
- Families participate in and provide consent for decisions that affect their lives
- Families are empowered by the support they receive
- Organisations work in the best interests of the person with disability
- Tasmanian families are connected with the community.



Parents Empowering Parents

ACD STAFF DETAILS 2015/2016

HOBART

Head Office

83a Melville Street, Hobart

GPO Box 730, Hobart 7001

Email: admin@acdtas.com.au

Phone: 6231 2466

LAUNCESTON

59d Amy Road, Newstead 7250

Phone: 6343 0344

DEVONPORT

Office 3, 55 Best Street

Phone: 6424 7025

CLIENT FREECALL

1800 244 742

SOUTHERN BASED

Caroline Pegg

Chief Executive Officer

Shaelene Craddock

Senior Consultant

Nicole Gates

Administration & Finance Officer,
Parent & Carer Group Coordinator

Ally Levinson and Rachael Shotter

Information Consultants

Denise Direen

MyTime Facilitator

Sherry Edwards

Family Advocacy and Support

Janet Presser

Family Advocacy and Support

Toni Lee

Case Coordinator

Berry Dunston

Case Coordinator

NORTH WEST BASED

Jacque Boxer

Family Advocacy and Support

Diane Ewington

Case Coordinator

Debbie Taylor

Case Coordinator

NORTHERN BASED

Leanne McMurtrie

Case Coordinator

Tara Ulbrich

Family Advocacy

Janine Davis

Case Coordinator

OFFICERS OF THE ASSOCIATION 2015/2016

EXECUTIVE PRESIDENT: Lisa Risby
VICE PRESIDENT: Colin Broadbent
TREASURER: Roger Colbeck
SECRETARY: Hayley Mitchell (Retired September 2015)

ORDINARY BOARD OF MANAGEMENT

MEMBERS: Sally McShane
Ron Franks (Retired September 2015)
Nadia Ollington
Amanda Ashworth
Erin van Maanen

Welcoming Board Members of the Association in 2015/2016

Kate Stockford

AUDITOR: Michael Burnett – Accru Hobart

PURCHASE OF SERVICES IN 2015/2016

IT AND WEBSITE HOSTS: Matt Weimann - XByte
BOOK KEEPER: Jacqui de Carpentier
MYTIME PLAY HELPERS: Independent Health Care & Montagu Community Living
PEPTALK DESIGNER: Samantha Phillips – Dancing Panda Designs
**WEBSITE DEVELOPMENT
AND MAINTENANCE:** Bradley Lee

FUNDERS

ACD acknowledges the following funding bodies that enable us to provide family supports and programs across Tasmania:

- The Department of Health and Human Services – Funding Advocacy, Support and Information through the Disability and Community Services Agency
- The National Disability Insurance Scheme & JFA Purple Orange – Funding Sector Development Peer Support Networks
- The National Disability Insurance Scheme – Funding Case Coordination
- The Department of Social Services & The Parenting Research Centre – Funding MyTime Parent Groups.

SPONSORS AND DONORS

ACD would like to thank all its supporters in 2015 and 2016 and particularly those who have contributed to the development of the Finding Your Way website and PEPTalk magazine.

A special thanks goes to:

- Aurora Energy and Chris Warr and Rebecca Cardos
- The Archbishop of Hobart Rev. C Porteous DD and his Charitable Foundation – Samaritan Projects Tasmania.

ACD Support Options 2015/2016	Our Vision People with disability, their families and carers have equal opportunity to reach their potential and lead fulfilling lives
Parent/Carer Support	ACD Intake, Service and System Navigation, Option exploration, Collaboration Assistance, Referral and follow up.
Information	Workshops, Forums, PEPTalk magazine, Resource Library and publications, Finding Your Way website, Facebook.
Referral	Services, Supports, and Navigation information.
Case Coordination	NDIS and Private.
Professional Advocacy - Individual	State wide, with Advocates based in the North, North West and South (Children 0-18 years).
Systemic Advocacy	In direct response to data collected on family needs and issues. Membership of and involvement with relevant peak bodies, State wide representation on targeted Advisory and Alliance groups and Committees. Correspondence to all levels of Government. Participation and leadership in community and workforce development projects.
Parent/Carer Groups	MyTime groups x 4 facilitation and coordination in Southern Tasmania and Sector Development groups across Tasmania.
Community Education and Training	We can supply training from our packages: Working with Families, The Inclusion and Participation of Children with disability, Understanding Behaviour. Training Instructional Design is by ACD and presented by TAE qualified trainers.

THE ASSOCIATION FOR CHILDREN WITH DISABILITY (TASMANIA) INC.
PRESIDENT'S REPORT
FOR THE YEAR ENDED 30 JUNE 2016

As President of ACD, it is a pleasure to present a report on the work of our Board and our organization for the 2015-16 year.

The ACD Board of Management has worked with and through the ACD Chief Executive Officer, Caroline Pegg with a focus on present and future programs, systems, processes and policies, accountability and reporting, funding agreement compliance and strategy formulation.

This year the Board has successfully completed a review and re-development of our Governance Handbook, ably led by Kate Stockdale. In addition, our Constitution has also been reviewed, principally by Erin van Maanen. Members of ACD will be asked to vote to ratify these constitutional amendments at the Special General Meeting which will follow today's AGM.

We have completed and mapped SWOT (Strengths, Weaknesses, Opportunities and Threats) analyses to our objectives in the Strategic Map.

Board-member Ron Franks retired this year and we thank him for his energy and commitment to the Board and more generally to the Tasmanian disability community. None of ACD's work would be possible without our key funders and partners: DHHS, NDIS and JFA Purple Orange, and DSS and the Parenting Research Centre and we thank them all.

We have been involved in important NDIS consultations and Board members have engaged in the Quality and Safeguard and ILC (Information, Linkages and Capacity Building) framework.

ACD's primary objectives continue to be:

1. Issue prevention
2. Provision of supports that inform and empower
3. Innovation that leads and supports community development

ACD remains as relevant as ever and although we have experienced an increase in demand for Advocacy, we are positive about the increased engagement in our programs, which aim to prevent issues from arising. We will continue to provide family programs and to focus our efforts in direct response to family needs.

Outside program areas worthy of note this year include our Finding Your Way Website which continues to be expand and received over 1500 visits in 2015/2016. Also, the Time to Get into Sport inclusion and participation campaign and initiative, with community service advertisements, has been very well received and responded to.

Innovation is encouraged at all levels at ACD. So I am most grateful to staff for the work they do to provide individualized support and advice, to our Board members for the work that has been completed to revise and refresh our governance, processes and financial operations and to our CEO Caroline for energetic, dedicated leadership and strategic, inspired and forward thinking. ACD staff are a team where each member works to support each other as well as all our stakeholders to achieve so much. I thank them all.

Lisa Risby
ACD President



THE ASSOCIATION FOR CHILDREN WITH DISABILITY (TAS.) INC.
TREASURER'S REPORT
FOR THE YEAR ENDED 30 JUNE 2016

On behalf of the board I would like to present this year's annual financial report for the year ending 30th June 2016, where the organisation achieved a surplus of \$21,640 compared to the previous period surplus of \$59,487. In contrast to last years conservative approach the focus has been expenditure on targeted business projects and income source improvement.

We have expended financial resources on increased stakeholder contact and examples of income growth are a 125 per cent growth in Peer Support Networks and a 72 per cent increase in case management.

During the year the Board emphasis was to build on the financial foundation from the previous period with a more proactive approach. This has led to increased funding for parent support groups and enabled development of a presence in other parts of the state, particularly Devonport.

One off projects in Workforce development consultancy, parenting website material review and sport awareness raising campaigning contributed 9.7 per cent of our income this year. We also note our valued relationship with Aurora Energy who continued to contribute to ACD in support of Tasmanian families with children with disability, through sponsorship of our PEPTalk magazine and the Finding Your Way website.

With the changes that are occurring in the community sector and the NDIS implementation, the Board of ACD will be vigilant in maintaining financial viability to ensure that we can continue to support our members and their families.

We acknowledge our ACD staff who continue to provide in house financial record keeping and our book keeper Jacqui de Carpentier.

For their assistance in financial decision making, I would like to thank the Finance, Audit, Risk Management committee who meet monthly, our Board colleagues and CEO for their support and input over the last 12 months.

Roger Colbeck
Treasurer ACD.



THE ASSOCIATION FOR CHILDREN WITH DISABILITY (TAS.) INC.
CHIEF EXECUTIVE OFFICER'S REPORT
FOR THE YEAR ENDED 30 JUNE 2016

ACD continued to broaden its reach to our target population this year, successfully increasing the numbers of service users by 488%. This significant growth was due mainly to the numbers of people accessing the Finding Your Way website and peer support networks. As these two programs were designed by ACD as proactive programs for the empowerment of families and the prevention of issues, ACD's report card this year is a good one.

This is no mean feat for a small organization with little financial resources like ACD. Whilst we continue to have quality staff and board members, community supporters, funders, and clear objectives and work closely alongside family stakeholders we believe that we will continue to succeed and realize ACD's potential.

This year the staff and board worked together to put into place the ACD Strategic Plan. With our vision, mission and values at the heart of ACD we focused on growth, innovation, quality program and support provision and up-dating and aligning governance and operational policy, systems and processes and supporting documentation with our strategic objectives. This work has put us in a good position for 2016/2017.

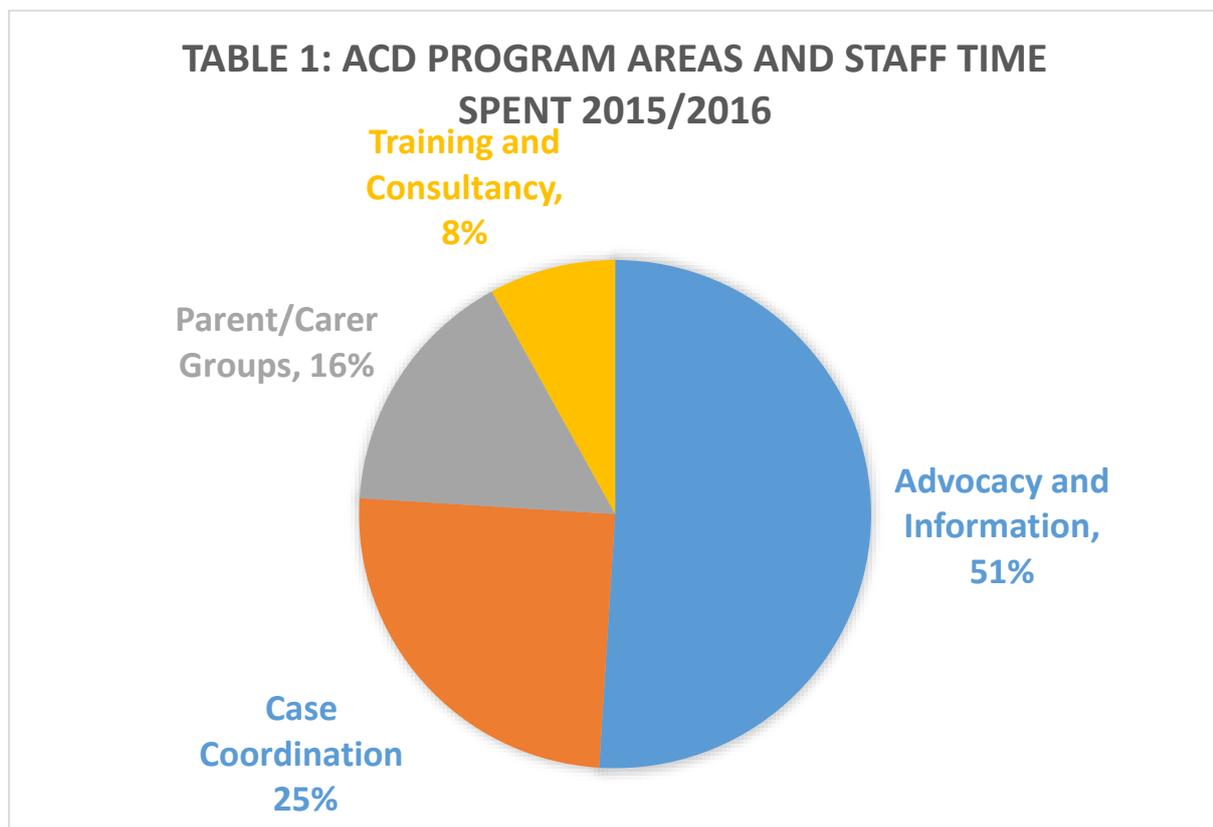
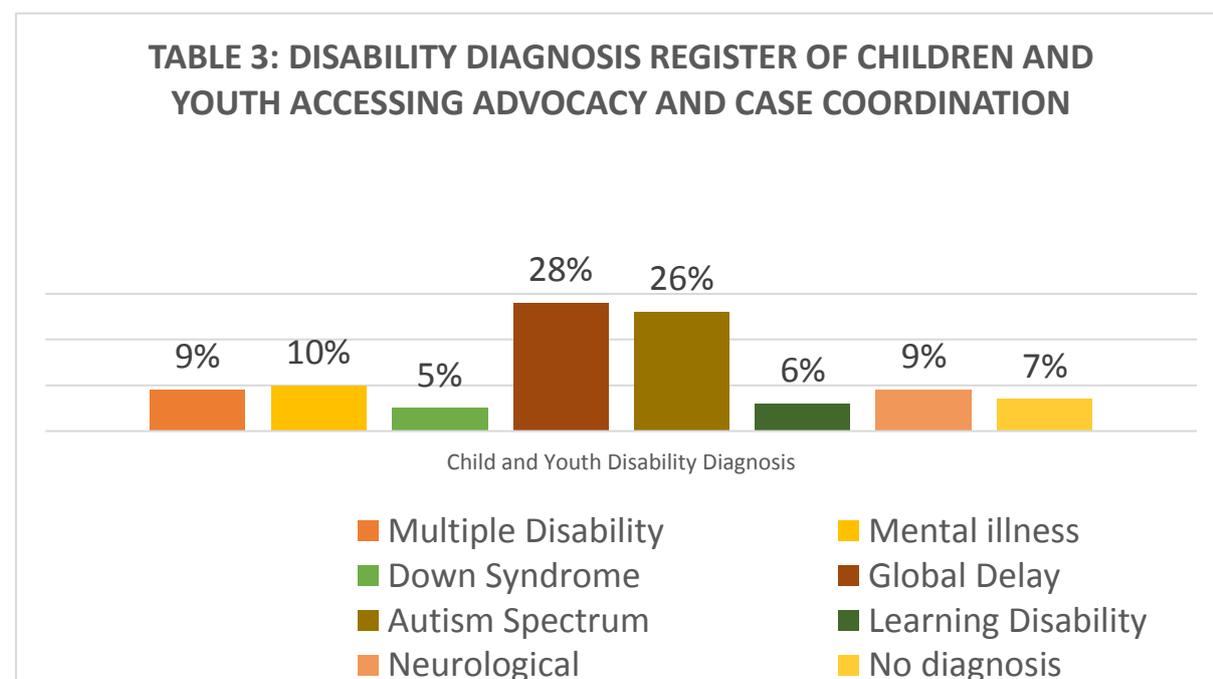


TABLE 2: NUMBER OF PEOPLE ACCESSING ACD PROGRAMS AND SUPPORTS IN 2015/2016	
Advocacy (including 51 requests for information for self-advocacy purposes requiring more than 1 hour of staff time).	221
Information – less than 1 hr of staff time	2802*
Peer Support Network participants	108
Case Coordination participants	37
TOTAL ACD USERS	3816

*Information data – includes numbers of users from the Finding Your Way website.

INCOME RECEIVED IN 2015/2016

Advocacy and Information	-	48%
Case Coordination	-	24%
Parent and Carer Groups	-	14%
Training and Consultancy	-	7%
Other	-	7%



ADVOCACY AND INFORMATION

In 2015/2016, ACD staff responded to **221** referrals from parents and or carers requiring Advocacy and Support to resolve **440 issues**. ACD staff direct time spent on individual Advocacy and support referrals, not including travel, research, systemic advocacy, planning, note taking and data recording time was **1976** hours for the year; an average of 9 hours per case and 38 hours per week for 52 weeks.

Tables 4 & 5 continue to demonstrate the need for Advocacy to families and carers with children with disability to assist them to resolve issues across a number of environments and mainly when children are school age (6-18yrs).

TABLE 4: AVERAGE AGE OF CHILD OR YOUTH EXPERIENCING ISSUES THAT REQUIRE ADVOCACY

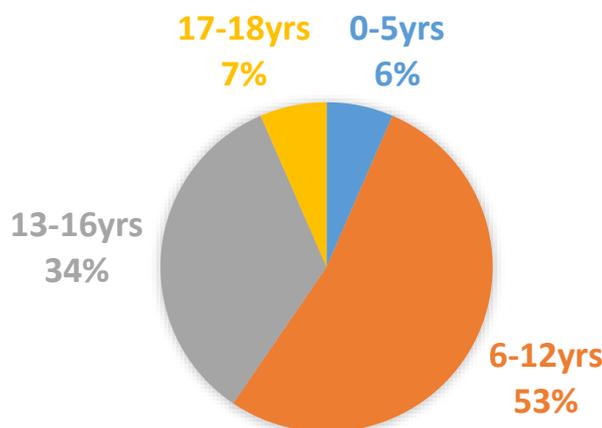
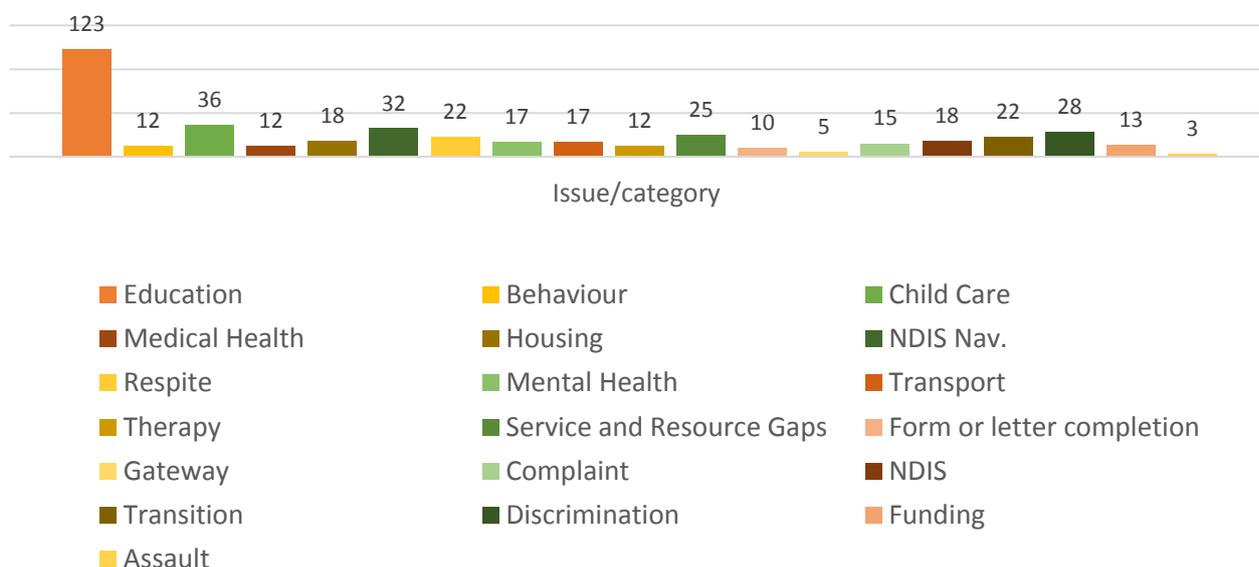
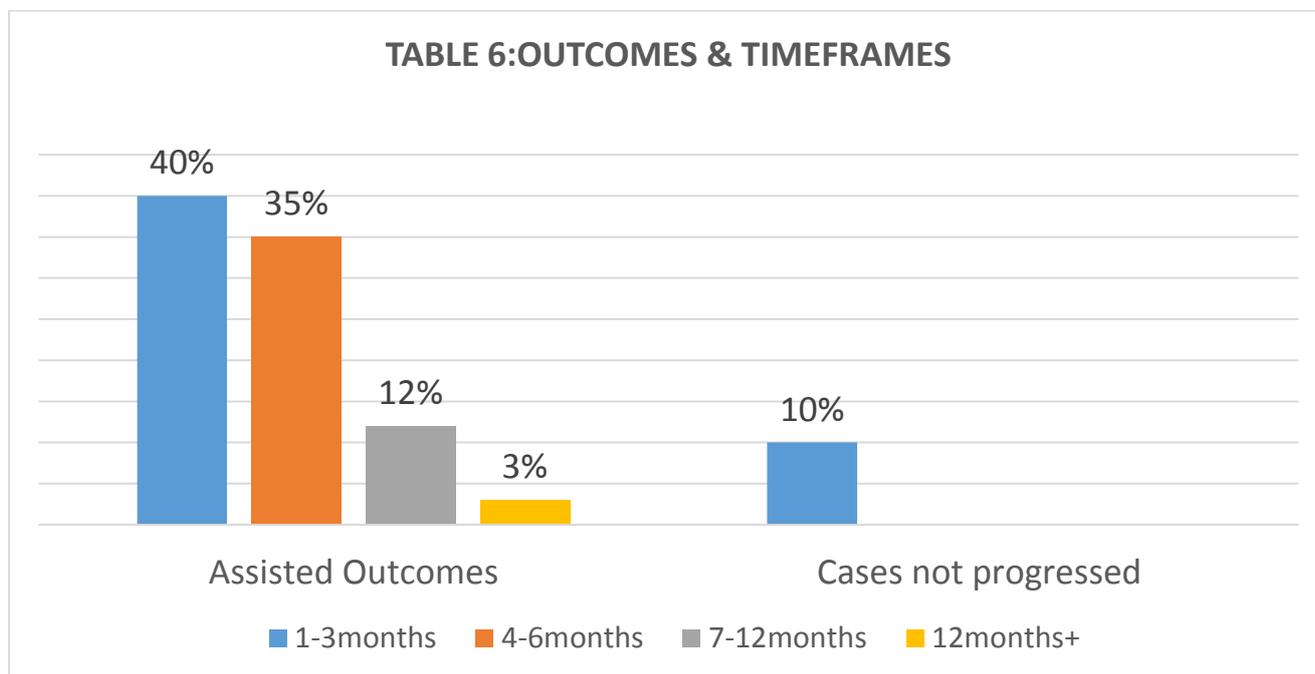


TABLE 5: 2015/2016 ADVOCACY ISSUES



ACD concentrates on enabling outcomes for those accessing Advocacy. Staff worked to bring about assisted outcomes and successfully closed 192 cases this year alongside family members, and in collaboration with many key stakeholders. Table 5 demonstrates the primary issues for referral to Advocacy and parents and carers. Parents and carers with children with disability continue to experience a majority of issues within education settings.

In 2015/2016, 20% of families and carers who self-referred to ACD Advocacy were assessed by staff (with reference to ACD’s impact and urgency matrix) as presenting with primary issues with a high urgency and high impact rating at the point of access. This compares to 9.5% in 2014/2015 and mirrors the 2013/2014 data.



ACD Advocates were able to assist 75% of parents and carers within 6 months of referral. The cases not able to be progressed this year increased by 4%.

TABLE 7: 2015/2016 REPORTED BARRIERS TO ACHIEVING CHOSEN OUTCOMES	
Education/Attitude	Lack of willingness to collaborate with the family to understand the child’s needs resulting in the family changing schools.
Advocacy/Human Resource	Lack of human resource availability to provide Advocacy at the time and place required.
Legislation /Discrimination	Law exists that prevents a child with disability from gaining Australian citizenship on the basis of estimated cost for future care and support and although a number of other family members are Australian.
Education System/Environment /Policy/Skills	Suspension and/or part time enrolment of children at school when a child’s communication needs are not met and result in challenging behaviour.
Housing System/ Resources	Families with children with disability have specific public housing requirements and longstanding unmet need.

Finance	Families cannot afford to purchase vital equipment or modifications and are not able to secure financial assistance.
Health System/ Finance	Families in the North and North West of Tasmania are placed on a public waiting list for a child Psychology Assessment when they require outside school Psychology assistance. This in effect prevented needed treatment or access to funds.
Service Gap	Family issues are complex and require crisis response and Case Management.
Education System/Skills/Human Resources	Education outcomes are not optimum as professional support is not readily available to assist the child to consistently access the curriculum.
Education System/Skills/Human Resources	Education goals are not achieved as review finds that Individual Education Plan strategies are not implemented in a 12 month period.
Education System/Skills/Human Resources/Policy	Education provision is not reliable and parents cannot work as schools increase use of part time enrolment and State Occupational Health and Safety reasons.
Service/skills/human resources	Exclusion from attending a camp as the child's complex support needs are not able to be met.
Early Education and Care	Childcare access is restricted because professional support is not available for the child for the hours that the parent requires.
Childcare System/ Service Gap/skills	Vacation care and Outside School Hours Care cannot accommodate care and support of a child with significant support requirements.

Community Development and Systemic Advocacy

Proactively, ACD staff represented the best interests of families in the Advocacy area by time spent, evolving innovative ideas and participating in and/or undertaking community development projects. ACD is involved in many strategic alliances, on working groups, reference groups and committees, and wrote submissions to Government to influence and suggest ideas for addressing key issues affecting families and their children and/or young people with disability across Tasmania.

Table 8 demonstrates many areas that require priority and focus for community development work and systemic advocacy in line with improving the quality of life for families and people with disability. Sadly ACD is not sufficiently resourced to undertake work across all of these areas in 2016/2017.

TABLE 8: SYSTEMIC AREAS OF ISSUES REPORTED IN 2015/2016 AND CONSIDERED FOR COMMUNITY DEVELOPMENT WORK

HEALTH

- Sport activities and accessibility- Low to middle income families report struggling to pay registration fees.
- Tasmanian Hospitals are not resourced with Children’s Specialists in many areas. Families report being required to travel interstate for appointments, operations and rehabilitation. Including in-patient Psychiatric services.
- Hospital emergency departments are not equipped with processes to enable quick access to children who are unable to wait for lengthy periods of time.
- A lack of Social Determinants of Health data – Anecdotal evidence suggests that Health outcomes for long term carers are poor. Is there a correlation between carers, anxiety and stress and cancer or other disease?
- NDIS – Participants are not provided with a process to follow in the event of requiring immediate support that their plan cannot accommodate, i.e. sudden death or long term illness of a carer requiring accommodation or long term respite.
- Health – Non NDIS registered people requiring Psychology Assessment across Northern Tasmania (where there are fewer Psychologists available) are not able to gain timely assistance.
- Health – Non registered NDIS people requiring funds for needed equipment and modifications.

EDUCATION

- Disability skill and expertise shortage in schools – no compulsory professional development for teachers.
- The Bachelor of Education – compulsory units that may assist people studying in their understanding of disability are not introduced as core subjects to the learner until year 3 unless they choose a relevant elective.

- Lack of transparency with National Data collection and numbers of students with disability and required adjustments.
- Early Education and Care – lack of disability expertise and sufficient resourcing to source information and training to meet individual child needs.
- Long standing system challenge to educating children who communicate at times by use of challenging behaviour.
- No or low education outcomes for children who are forced into part time enrollment, e-learn, or distance or home education.
- Feedback mechanisms require normalizing - Parents and Carers report that they feel that they are seen as “problem parents” if they raise issues and fear that their children will be negatively impacted as a result.
- Lack of collaboration with community organisation’s in order to work through and determine solutions for longstanding challenges in the system.
- Lack of understanding of family and disability and human rights obligations.

FAMILY SUPPORT

- Childcare - Special Child Care Benefit lengthy process and claim every 3 months. Application success is on the basis of saying that children are at risk.
- Housing - lack of understanding of disability and how this impacts on families and their housing requirements.
- Disability sector specialist - lack of available and/or or choice of emergency respite options.
- Disability sector specialist - lack of in home and expert support staff options.
- Disability sector specialist - lack of specialist vacation care programs
- Community - lack of funded complex Case Management services for those outside the National Disability Insurance Scheme.
- Community - Lack of services that have a holistic approach to working with family.

<u>TABLE 9: INFORMATION SUMMARY 2015/2016</u>	<u>NUMBER OF CONTACTS</u>	<u>NO OF POSTS OR PUBLICATIONS</u>	<u>FYW USERS</u>
Service, system, support, resource, Information navigation	186		
Documents & Info that assist to plan and/or self-advocate	139		
ACD Service and Support Information	101		
Guided Referral	22		
Disability Specific Information	38		
Facebook articles posted that inform and empower		260	
PEPTalk magazine recipients x 3 publications – Members		500	
Finding Your Way website - Families			700
Finding Your Way website - Service Providers/Professional			606
Finding Your Way website – General Users			250
SUB TOTAL	<u>486</u>	<u>760</u>	<u>1556</u>
TOTAL			2802

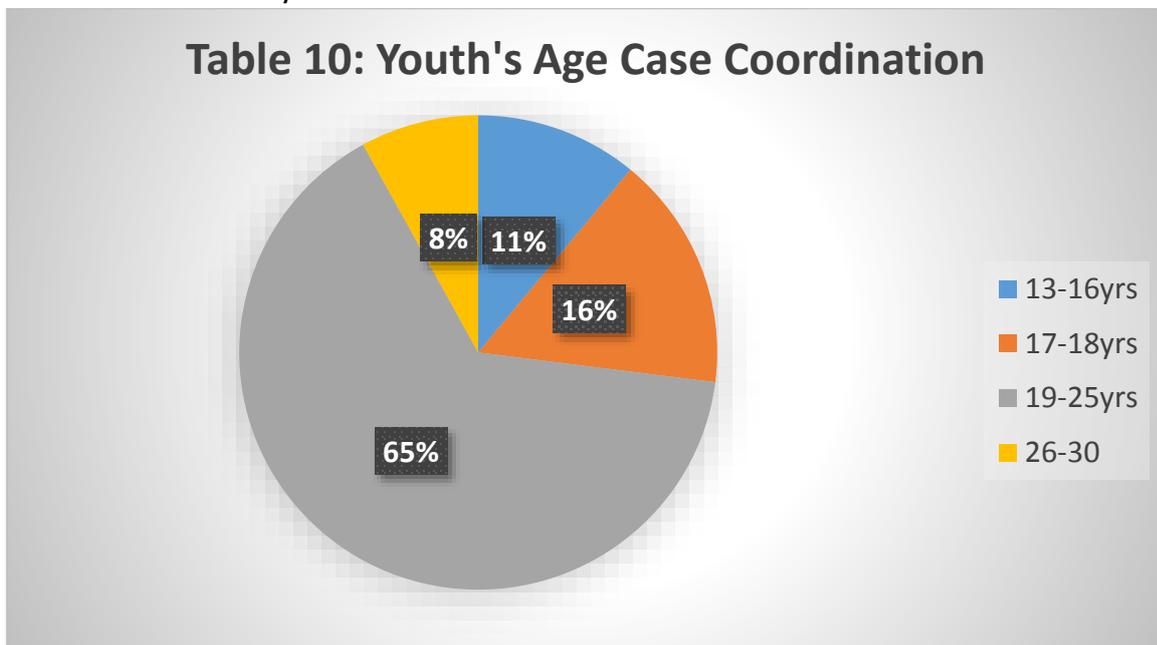
PEER SUPPORT NETWORKS

ACD reach to families extended to all regions of Tasmania this year through provision of MYTime and NDIS funded facilitated and or virtual sessions. Our consortium with Speakout Advocacy and Advocacy Tasmania in the provision of Sector Development and Peer Support Network groups and partnership with JFA Purple Orange and the Parenting Research Centre provided ACD with the opportunity to regularly bring together 108 parents and carers. ACD places great value on this support program and much preparation is undertaken to ensure its continued success and development. 2-3 hour sessions continue to focus on meeting member needs for, information, planning, support, consultation, navigation, liaising, networking, innovating or socialising.

CASE MANAGEMENT/COORDINATION

ACD continued to offer and deliver Case Coordination services to families and carers and NDIS participants 14-25yrs of age. A number of participants turned 26 this year and chose to stay with ACD. The Board determined that ACD would offer a continuity of Case Coordination services to those accessing before age 25, with a particular interest in supporting those who are regularly involved with and receiving care from parents and carers. Our expertise in working with families and children and young people with disability holds us in good stead to continue to grow this program.

ACD worked alongside 37 families and children and young people in the provision of this service this year and took steps to offer Case Coordination to northern participants and prepare for the families and carers with 12 to 14year olds who may seek our assistance in 2016/2017.



KEY ACD PROJECT WORK IN 2015/2016

SPORTING OPPORTUNITIES

ACD continues to be heavily involved in raising awareness of the importance of people with disability having the opportunity to participate in sport. There has been a noticeable ground swell of support across the community and many very dedicated individuals that have an interest in taking part in improving outcomes in this area. With the assistance of the NDIS and working closely with the Department of Premier and Cabinet, Communities Sport and Rec. we produced 4 great Tasmanian videos showcasing Tasmanians with disability participating in sporting activities. We then adapted one to a television advertisement that brought people to the Finding Your Way website to view the videos as well as to see the great sport and recreation opportunities available to people and resources for sporting clubs and others to view to assist in the inclusion and participation of people with disability.

THE FINDING YOUR WAY WEBSITE

The Finding Your Way (FYW) Website was designed by ACD and developed by the University of Tasmania. The Finding Your Way Vision - A user friendly website that provides a central point for the community to supply as well as Find up to date service and support information and resources, aimed at assisting people with disability and their families during their life journey. FYW went live in November 2015 and this new ACD information offering reached over 1500 users by the end of the financial year. The feedback for the site has been overwhelmingly positive and we look forward to working with our community partners in 2016/2017 to continue to improve FYW, and realise its full potential for families and carers and people with disability.

PEER REVIEW OF WRITTEN MATERIAL

Our very much valued partnership with the Parenting Research Centre and the Raising Children Network continued as ACD reviewed documentation to be contained on the Raising Children Network website.

WORKFORCE DEVELOPMENT

ACD continued its work in this important area on behalf of families. As the NDIS continues to roll out and more Tasmanians age into the scheme, thousands more students, workers and professionals will be needed to work alongside people with disability to meet their everyday needs and assist them through life challenges and toward life goals. There are many challenges to professionalizing the workforce in Tasmania that will take time and consistent effort and each disability specific organization will have an important role to play in ensuring this happens. ACD is an active member of the NDS Reference Group – Looking to close Training and Learner Gaps for a consistent and skilled disability workforce.

NDIS DEVELOPMENTS

Evaluating this scheme alongside families as it works toward full roll out in July 2019 is vital. ACD staff spend many hours attempting to keep up to date with the multitude of changes in this scheme in order to inform families of their meaning and possible impact and prepare them for getting the best outcomes when interacting with the scheme.

ACD is working hard in this area to prevent individual issues from arising and if not a provider of Coordination of Support and Peer Support Network groups, I fear, would find it very difficult to keeping informed of changes, with a strong possibility that an increased Advocacy need would follow.

There is real concern now that some of the National changes in 2016/2017 water down the choice and control principles of the scheme, i.e. the length of time from getting a plan to implementation of services and supports and successful plan navigation and plan reviews completed over the phone.

ACD, along with Speak Out Advocacy, and Advocacy Tasmania meet every 6-8 weeks at an NDIA coordinated Advocacy Network Meeting with the NDIS State Government Implementation Team and Baptistcare and Mission representatives to discuss stakeholder experience and issues and concerns.

The ACD Board, Staff and family and carer stakeholders have also been engaged in consultations and provided feedback about the NDIS National Quality and Safeguards Framework and the Information Linkages and Capacity Building Framework.

CONSUMER REACH

This year was a year of consolidation for ACD. We determined in 2014/2015 that we needed to increase our reach to stakeholders in order to work toward meeting our strategic objective of improving population based consumer outcomes, and in response put resources into website design and up-grade, video and advertisement production and Facebook up-grade and promotion. As a result ACD increased its stakeholder reach by 488%.

NORTH WEST PRESENCE

We also successfully re-established a presence in the North West, setting up and providing staff resources from our Devonport office.

SYSTEMS AND PROCESSES

We continued work on developing ACD programs, systems, processes and policies and aligning these to our strategic goals and objectives and the standards in the Disability Services Act. Policy in practice is valued by ACD at all levels.

SUSTAINABLE GROWTH

Alongside a 42% growth in income we increased our staffing by 1.6 full time equivalents. In addition to an increase in information and navigation program offerings we grew membership of Peer Support Networks and increased numbers of participants accessing Case Coordination. Our Advocates also responded to an additional 11% more referrals from parents and carers with a 139% increase in issues.

This year we assessed our IT, software and hardware requirements and importantly up-graded equipment in preparation for state-wide staff access to a central hard drive.

As it was my 11th year with ACD I had the pleasure of taking some long service leave and recharging my batteries, and was proud to know that ACD was in good hands and had developed to be able to accommodate this with minimal impact. My special thanks go to Shaelene Craddock, Nicole Gates and Jacque Boxer for steering the ship in my absence.

All members of the staff and Board have given their time freely to ACD without exception and have gone above and beyond expectation. I can't thank everyone enough for their support and role in making this a wonderful organisation to work for. I truly appreciate every bit of work undertaken and the skill, professionalism, flexibility and commitment shown by all, as well as the excited sharing of achievements no matter how small whilst working alongside families.

Lastly and always most importantly and on behalf of everyone at ACD a big thank you to all those parent and carer members who stay involved with ACD and give your time to, write personal stories, provide questionnaire feedback, attend consultations, give phone or in person feedback, make speeches, come and assist to organise events, do media interviews and drop by for a chat and a laugh. Your efforts are remarkable!

ACD remains totally dedicated to influencing and empowering positive community change to improve the health and well-being and inclusion and participation outcomes for families and their children and young people with disability in Tasmania. We look forward to another busy year in 2016/2017.

Together we can achieve so much!

Caroline Pegg
CEO ACD (TAS) Inc.



CLIENT SATISFACTION

ACD is committed to quality service provision and as such welcomes compliments and complaints as a way of improving our service. We recognize that compliments and complaints are a valuable part in understanding client and stakeholder views of their experience with ACD.

SOME EXAMPLES OF COMMENTS RECEIVED IN 2015/2016

- Thanks very much ACD, you are a great reviewer. We are lucky to have you on board.
- Thank you so much for all your hard work and help with my son and I over the last couple of months.
- You are all doing a fantastic job. I have been recommending your service to my friends and hoping they come along to a MyTime Group one day.
- I've said it before, being an Advocate for your child is relentless....and I've learned that it's okay to ask for help and guidance. The staff at ACD are amazing.
- The more I am using the site (Finding Your Way) the easier and more logical it is becoming. It really will be a great access point for carers and participants. We will be sharing it at our next management meeting and passing it along to all workers and participants.
- Great initiative! Nice one ACD!
- Thanks for all the info. Slowly wrapping my head around it all. Officially got my daughter diagnosed on Tuesday. Thank you for all your hard work.
- Thank you for providing valuable feedback to inform the development of the ILC Commissioning Framework.
- Many thanks. ACD Tasmania have been fantastic. Hope to work with you guys again soon.
- Finding Your Way looks so comprehensive – well done ACD! I'll be sharing it for sure!
- PEPTalk magazine is a very worthwhile initiative, providing valuable information to the community. Congratulations on this fantastic achievement.
- I enjoyed my visit last week, it was nice to catch up. Did you set up the ACD site Finding Your Way? You have done an amazing job.
- Congratulations on reaching this part of your project! I would love to come to the video launch but I am unable to leave work to be there in time. Hope the occasion is a great celebration.

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Proposed Constitutional Changes
ACD Special General Meeting
2 November 2016

Special General Meeting Agenda
The Association for Children with Disability (Tasmania) Inc.
ACD Head Office, 83a Melville St. Hobart

1. Meeting Opened:
2. Apologies:
3. Business for which notice has been given:
 - 3.1 Changes to amend The Association for Children with Disability (Tasmania) Inc. constitution for the purpose of modernizing the document to bring it into line with current organization operations and objectives.

Special Resolution: The tabled reviewed and revised, The Association for Children with Disability (Tasmania) Inc. constitution including tracked changes and reasons for change are accepted and recommendations therein are noted, endorsed, ratified or approved as appropriate.

Moved:

Seconded:

Motion Carried

4. Meeting closed: