



Community
Resource
Unit Ltd.

Expanding Ideas; Creating Change

Annual Report

2016/2017

Community Resource Unit Ltd

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Overview of the Organisation

The origins of Community Resource Unit (CRU) lie in a 1987 initiative of Queensland families, professionals and people with disabilities who recognised that legislative change was insufficient to support authentic change for people with disabilities and their families. CRU was developed to support grassroots change in Queensland. CRU has 287 members who include people with disabilities, families, and workers from the disability field. CRU is a Company Limited by Guarantee. It transitioned from an Incorporated on 09/03/17

Purpose

CRU exists to create and promote positive change so that people with disabilities can belong to and participate in community.

Vision

Full and meaningful lives for people with a disability.

Our Mission:

We inspire, challenge and equip people to embrace ideas and take action so that people living with disability are active contributors to social and economic life. Together with people living with disability, their families, service providers and the community we build a movement for change.

Governance and Management of CRU

The direction and management of Community Resource Unit is vested in the Board of Directors that is elected annually. The implementation of CRU programs is the responsibility of the CEO and the staff team.

CRU COMMITTEE/BOARD OF DIRECTORS 2016/2017

Sharon Daley
 Matt Stone
 Sherryn West
 Josey McMahon
 Gerhard Tromp
 Fletcher Tame
 Luke O'Sullivan

CRU STEWARDSHIP GROUP MEMBERS 2016/2017

Leanne Burke	Mike Duggan
Lyn Farrell	Anita Speed
Pam Spelling	Tony Swords
Richard Warner	

CRU STAFF 2016/2017

CEO-	Margaret Rodgers
Senior Consultants -	Lisa Bridle
	Sue Duncan-Kemp
Consultants -	Suellen Welch
	Catherine Laherty
	Danielle Mason
	Jen Mouritz
	Penny Sampson
Information Consultant -	Hugh Rose-Miller
Finance Officer -	Bill Kyle
Administration Officers -	Bobby Noone
	Kim Jensen
	Kathleen Fleming
	Dee Henry
	Meegan Hardaker
	Alana Omundsen
	Kerrie White

Chairperson's Report

Any change, even a change for the better, is always accompanied by drawbacks and discomforts. Arnold Bennett

I thought this was an apt quote for how it is for us at CRU presently. While we are all excited by the implementation of the NDIS and we are hopeful of better lives for people with disability, we are certainly feeling the 'drawbacks and discomforts' as it were, that are accompanied by the change.

The last 12 months at CRU has been a rather intense time. We are trying to be very thoughtful in how we move the organisation forward into the new NDIS world while constantly ensuring we maintain our values, our reputation and our vision. All the while we have the unnerving knowledge that our constant funding source is rapidly coming to a close. This wouldn't all seem so difficult if we knew the environment we were moving to but unfortunately the NDIS seems to be a 'moving feast' and therefore it is hard to know what the 'new world' will look like.

We know that we are fortunate to have the wonderful leadership, vision and guidance of Margaret Rodgers. We have a diligent and dedicated group of staff, both permanent and contractual who we really value and I would like to acknowledge that they too have had to work with less certainty than in past years which we, the Board of Directors appreciate.

We also know that we have a great group of people making up the Board who are very keen to see CRU continue to thrive and work very hard to see that happen.

We also are guided by our devoted Stewardship group whose work has been invaluable this year and I would like to thank the Stewardship group for your time and your inspiration which has been very helpful during the last twelve months - Mike, Lyn, Pam, Anita, Leanne, Tony and Richard

I want to talk a little bit more about the work of the board. The board met a total of 10 times this year for our usual meetings. On top of these meetings however, we also met a number of times on the weekend with the Stewardship Group. Board members are represented on a number of subcommittees to contribute to the work of CRU. At CRU, there is a Quality subcommittee, a Governance subcommittee, a Finance subcommittee which is now Business Development and Finance subcommittee. The board is also represented on the Disability Leadership Project Advisory Group and at the National Alliance meetings. Please be assured that CRU has a very committed and hardworking board and I would like to take this opportunity to thank each of them – Sherryn, Matt, Josey, Fletcher, Gerhard and Luke.

We started this financial year as a committee and finished as a board and I guess the last 12 months can almost be divided into two sections, firstly, preparing for the move

to the CLG and then secondly, ensuring everything is ready for CRU to move forward confidently with this new identity.

The second half of 2016, for the committee, was about ensuring we were equipped to make the necessary changes to a Company Limited by Guarantee. Our work was dominated around trying to ensure we made the transition as smooth as possible. In making the transition, we wanted to lay down the foundations for CRU to operate and be successful in a national environment under the NDIS.

There were many administrative and financial tasks, with the Board taking a lead on the necessary changes to the governance policy and procedures.

We worked on the strategic plan which was difficult as we are trying to hold onto the essence of CRU while we are also trying to create new and different ways of creating income streams that will take CRU into the future.

We wanted to make sure we were very confident of our budget's current status and of developing a budget to take us in to the precarious next years. We also are working to undertake some governance training to be confident in leading this wonderful organisation we serve.

We started to prepare for the new ISO standards and we knew work had to be done on some other policies and procedures. For example, we also developed a communications and social media policy to help CRU successfully reach a broader audience through our excellent website and use of other social media. We did pass accreditation early in 2017; however work needed to be done on the Quality policy as a matter of some urgency.

In March we met officially for the first time as a board and I was elected to Chair.

We know that we have core funding til mid 2019, that the Participant Readiness work is continuing until mid-2018 and the National Alliance has put in a bid for funding for which CRU will take the lead if successful. And we are hopeful that we will be successful. We will also pursue avenues to enhance our fee-for-service work.

And while all of this is still a somewhat uncertain future for CRU we know that we will continue working hard to see the CRU vision realised of creating full and meaningful lives for people living with disability.

Sharon Daley

Chair

Board of Directors

2016-2017

Financial Report

The financial year of CRU reflects the year of work of our CEO and staff to create and promote positive change so that people with disabilities can belong to and participate in community life.

In summary the various activities of CRU have delivered a net deficit for the 30th June, 2017 financial year of \$85,811. The board planned to utilise financial resources to invest in some additional positions to enhance our work, thus overspending on income to show a reduction in the reserves at the end of the year. The Board and Stewardship group continue to meet regularly to look forward and consider the future of the work of CRU with pending commencement of the National Disability Insurance Scheme.

CRU continues to support current and emerging leaders with the family leadership program and I acknowledge the generous support of our donors to support and continue this work.

This financial year CRU also farewelled Bill Kyle, CRU's finance officer. I thank Bill for his support and dedication to the work and supporting CRU's vision and mission. I thank the Board for their support throughout the year and to Margaret and the staff for their skills and dedication to enable members to have confidence in the financial accountability of CRU.

During the year CRU changed its legal entity from an incorporated association to a Company Limited by Guarantee. There was only a small change in an accounting context and that was the need to change auditors. After many years Peter Hallahan ceased being CRU's financial auditor and we welcomed Sue Bradnock of Total Audit Services. I would like to acknowledge and thank Peter for his commitment and support of CRU over the many years.

Sherryn West

Director

2016-2017

CEO's Report

The National Disability Insurance Scheme officially began its three year roll out on 1st July 2016. As CRU started the year, we discussed the importance of working to ensure that people with disabilities in Queensland could make the most of this opportunity. We have conducted a particular Participant Readiness project since late 2014 and that will continue but the broader notion of assisting people to be ready for the NDIS affects all the work of CRU.

In some instances, that will involve talking about the scheme itself and strategies for being ready for planning conversations with the NDIA.

Across the different parts of CRU, whether we are deepening the understanding of workers about person centred support; safeguarding small, responsive organisations; sharing inspiring examples of life in community or raising expectations of what is possible, we believe all of that that work also contributes to people being more informed of both the opportunities and the risks that a sudden increase in funding and such a large scale transition can bring.

We also believe when we encourage people with disabilities and their families to clarify their vision of inclusion and work to build good lives in community, that too puts them in a stronger position to understand the benefits and the limits of funding and make informed decisions about how they would like to engage with the NDIS in the future.

Funding can be very helpful at the right time but when used without enough thought it can also damage informal relationships and be used to segregate or isolate people with disabilities. We want all Queenslanders with disability to be clear, confident, informed, ready and connected through this period of change.

CRU had five strategic goals for the period 2014-2016 to help us achieve our mission:

Governance and Leadership - CRU will have appropriate legal, governance and organisational structures and systems that will enable the management committee to govern the organisation and the Director to manage the organisation; a partnership in leadership and management.

Our Networks Our Alliances - CRU will further enhance existing networks and develop new strategic networks and alliances to effect positive change for people with a disability and their families.

Our Identity & Sector Position - CRU will be widely known and acknowledged as the agency providing leadership, promoting positive change and safeguarding those elements that contribute to a better life for people with a disability and their families.

CRU – Agent of Change - CRU will support the development of leadership and authentic change as a state-wide provider that enhances the possibilities for people with a disability, and encourages individuals and organisation to pursue better lives for people with disabilities.

Organisational Sustainability -CRU will be a sustainable organisation with the revenue, resources and reserves to ensure its future.

In late 2016 CRU undertook strategic planning and updated and restated the goals for the 2017 – 2019 period in the following way:

Governance – CRU will be a sustainable organisation with governance, systems, resources and revenue to ensure its future.

Delivery – CRU will work with individuals, families, organisations, allies and the wider community to transform the way people living with disability are valued, included and supported.

Leadership Development – CRU will nurture leadership, connection and visionary thinking to drive changes for people living with disability.

Partnerships - CRU will continue to build formal and informal partnerships with people, networks and alliances to further our mission.

Identity – CRU will be identified as a leader and source of resources, ideas and support for the active participation of people living with disability.

As this report covers both of those strategic plans I won't report goal by goal but instead report on our work in three sections based on our goals – firstly our networks, alliances and role in the sector; second, our work and strategies in leadership and change, and third the governance and organisational sustainability of CRU.

We wish to build and maintain our networks and alliances as that is critical to enabling a small organisation like ours to widen our influence. We will pay attention to our identity, place in the sector and reputation. In order to influence change we recognise that it is important to be respected and also to be known as broadly as possible.

To magnify our efforts we work hard to partner with other individuals and organisations. These partnerships, whether short or long term, are essential to the contribution that CRU can make and I want to acknowledge and thank our many partners for inviting us to join them, or agreeing to join with us, in a whole variety of ways.

During the year CRU continued to be a member of:

- Queensland Transition Advisory Group (QTAG) – to advise Minister Coralee O'Rourke on the issues for Queensland in the transition to the NDIS.

- Griffith University Partnership – during 2016 CRU continued to partner with Griffith University and Queenslanders with a Disability Network (QDN) and other interested organisations to host symposia in preparation for the NDIS. The topics in this period were on housing, support for people from culturally and linguistically diverse backgrounds and children with complex health needs. As partners we were sometimes engaged in presenting, chairing or videoing on the day but we also played a role behind the scenes in program development, speaker selection and promotion. In August CRU involved students from Indooroopilly State High school in filming the CALD symposium. Based on an assessment of capacity and need, the partners agreed not to continue delivering these symposia in 2017. We were pleased with what we had achieved as what was envisaged as a one off event in late 2014 had evolved to a series of very successful events over 2 years.
- Disability Services Organisation (DSO) advisory group – we accepted QDN's invitation to be part of their advisory group overseeing the building of Peer Support Groups under the NDIA's DSO initiative. Eighteen projects were funded across Australia but only one in Queensland which makes this a particularly important initiative. Marg represents CRU on this group.
- National Alliance of Capacity Building organisations – during the year, CRU has continued to collaborate with five similar organisations from around Australia namely Belonging Matters from Victoria, Family Advocacy: Resourcing Families from New South Wales, Julia Farr - Purple Orange from South Australia, Imagine More from ACT and Valued Lives from Western Australia. We met face to face in November, January and April and jointly tendered on 4 Projects. Members of this alliance have also engaged in other one off collaborations as a result of the strengthened connection. My thanks to Karen Keogh from Tresscox Lawyers for their pro bono support in drafting a deed of collaboration. Marg and Josey McMahon have represented CRU this year.

We collaborated with other organisations:

- Deep Quality: Optimal Individual Service Design (OISD) – In the lead up to the eighth Queensland OISD course in April/May 2017, we engaged with organisations to recruit participants; keep prices down and invest in young leaders. People in leadership roles in these organisations have participated in the event previously and their endorsement is invaluable to us as we work to continue this investment in our community.
- We partnered with Anglicare in Longreach in December 2016 to deliver support worker training to their staff and others in the district. This would not have been possible without their support.

- Education Queensland, in particular the Autism Hub at Woolloongabba have worked with and through CRU to get family feedback and input into decisions; and they have been very generous in sharing their resources.
- Uniting Care Community - Following last year's work developing and delivering 61 values based training events to 750 staff of Uniting Care Community, in 2016-17 we delivered an additional 25 days of training with 268 attendances. Large numbers of UCC staff also attended the facilitation course and the OISD course during the year and CRU and UCC partnered to deliver a workshop for families in June with John Armstrong. My thanks to Suellen Welch, Danielle Mason and Bridget Wickert for their work on behalf of CRU.
- NDIA - the Local Area Co-ordination induction program developed by CRU in 2015/16 was delivered in four locations this year, Melbourne, Sydney, Canberra and Launceston with the assistance of allies, trained in anticipation of a large scale delivery. This did not eventuate and we have had many conversations during the year to try to ensure the training is not lost completely.

In 2016-17 CRU also formed new alliances:

- In late 2016, CRU was invited by QDN to join a consortium with QCOSS, CLA, and Micah Projects to address the NDIS participant readiness needs of people who are considered hard to reach. In particular, people with disability who are homeless, living in hostels and caravan parks, leaving the care of the state or identifying as LGBTI. The Getting on the Grid consortia was formed and funding for an 18 month project began in January 2017. CRUs part in this initiative has been to participate in the steering group and to contribute to the evaluation of the project. I thank Sue Duncan Kemp for her initial work on this project from January to April and Glenys Mann who has continued that work since.
- CRU has been engaged with the International Initiative for Disability Leadership (IIDL) since 2011. In late February 2017 CRU hosted an exchange in Brisbane, with four visitors from New Zealand, two from Canada, one each from Victoria and ACT and seven Queensland parents. This group participated in 2 days of meetings and conversations and visits to local leaders and organisations. During the exchange, we hosted a dinner where four of these guests presented short reflections on the topic The Critical Role of Families in Change. Marg and Lisa also travelled to the two day IIDL conference meeting in Sydney later that week where CRU was involved in a Brag and Steal session, designed to showcase our work to delegates. We had 3 visitors from Ireland the following week who had attended other exchanges prior to the meeting in Sydney.
- In October, CRU was invited to join the Siblings Australia Advisory Group to participate in their project "Creating Capacity: Support for Adult sibling's project". This national group, convened by Kate Strohm, met by teleconference

during the year and worked by phone and email. CRU contributed to the thinking on peer support groups, and provided details on local support and advocacy organisations. We also gave feedback on the survey draft, the website material and the final report which was distributed in August 2017. Lisa represented CRU on this group.

This is not an exhaustive list. We have allies and partners, across the state, who engage us to do training, share our Facebook posts and emails, promote our workshops and encourage people to attend. All of these people are an essential part of the work that CRU does.

CRU has a broad constituency, of different age groups and interests, spread across Queensland. To meet the diverse needs we try to communicate across a range of channels. We have predominantly relied on email, occasional snail mail and our networks to get our message out to the nearly 7000 people on our mailing list. In the interests of reducing email traffic, this year, we have trialed a fortnightly email detailing current events. Facebook is a smaller but increasingly useful means of communication, and we have increased our followers from 777 to 1060 during the year.

The general CRU website gives details about CRU and is used for promotion of and communication about events. It has a small collection of material reflecting ideas, concepts and frameworks. We also have a second theme based website known as "Bringing the good life to life" (www.goodlife.org.au) which is described later in the report. We averaged 2000 hits each month across the 2 sites

We will focus our work and resources to work for change particularly in intentional leadership development; provision of information both by offering workshops on topics and ideas and responding to requests. We will work to raise expectations of what is possible for people with disability.

Leadership development

CRU continues to prioritise the development of leaders and leadership as a critical element of change. Senior Consultant, Lisa Bridle takes responsibility for this part of CRU's work along with other members of the CRU team. I want to thank Lisa for her commitment to this work over the past 7 years. We are seeing the benefits of sustained investment. Each year CRU offers a number of open events, designed to provide depth and inspiration to leaders in our sector. In recent years, we have had a particular focus on family leadership development.

This work is supported by the Disability Leadership Project, which is a private donation of funds to support the leadership development of people with disabilities and family members.

We have appreciated the commitment and creativity of the advisory group who met regularly throughout 2016-17. Our thanks to Narissa Wilson, Dave Cohen, Bianca Gamble, Rebecca Murphy, Lesley Chenoweth, Leigh Tabrett, Matt Stone, Gerhard Tromp, Annette Carrigan, Kathy Rees and Jeremy Ward who have served on the advisory group during the year. The advisory committee worked with CRU to prepare for an external review planned for August 2016. By June 2016 all the initial DLP projects were finalised so the grant processes for this year were postponed until after the review.

We were keen to check our progress with this project to make the most of the resources and the opportunity. A broad outline of the evaluation process was discussed with the reviewers, Bruce Uditsky and Anne Hughson, and they were supplied with details of how funds had been expended to date. Grant recipients were invited to individual and group consultation and 103 people responded to an online evaluation survey. Bruce and Anne gave verbal feedback to the Committee and the advisory group after 2 days.

The evaluation found that the original aims of the project were well conceptualised but the strategies were not potent enough to meet the stated aims and so the recommendation was to consider more targeted investments where CRU would have a stronger oversight. Given these findings we decided to discontinue the grants process and instead invest more strategically. Following the review, we decided to focus on the priorities of developing leadership in the areas of inclusive education and meaningful employment over the next two years. Survey Monkey was used to gauge interest in projects on employment and inclusive education in February 2017 with 111 responses.

These findings also influenced CRU's family leadership priorities more broadly. A core group of approximately 40 families have been involved in a range of activities and events to further inclusive education, including the development of Queensland Collective for Inclusive Education. CRU has contributed to this new parent voice giving assistance with planning facilitation and resourcing families to tell their story. Lisa presented at a North Qld Disability Conference in Townsville on 1 December hosted by House with No Steps. She also presented with parents from the inclusive education collective as part of a panel presentation for Education Queensland's Heads of Special Education Services Conference, Carers Australia (Moving Forward parent session) and Education Queensland's supervising therapists.

In late July 2016, we held our third weekend event for families at Boonah. Sixty three people from sixteen families attended. This live in event is a chance for the whole family to attend together; meet other families and hear from interesting presenters. Our thanks to Jeremy Ward, Deb Rouget and Toni Reeves for presenting and to Sarah

Bowman and Bridget Wickert and the 22 volunteers who ran the child care. Our thanks also to the others who worked with Lisa to ensure a smooth weekend.

While the majority of our family activities focus on parents, once again we offered one event specifically designed for adult brothers and sisters.

Following the closure of Queensland Parents for People with a Disability in June 2015, CRU assisted with organising a dinner in August 2016 to celebrate the 30 years of family advocacy in Queensland delivered by the members of QPPD. CRU supported this event, as a family leadership initiative, so that families can learn from the past and that the history can be captured.

Early in 2017, CRU sent a response to the DeLoitte Access Independent Review of Education for students with disability in Queensland State Schools to Minister Kate Jones. CRU's response was strengthened by the addition of input from families. Our thanks to Glenys Mann for working with Lisa and myself on this response.

We were involved in various consultations with government, around the transition to the NDIS in particular the Information Linkages and Capacity Building framework and Self-management of funds. We also gave feedback to the State Government on the National Disability Strategy Five Year Plan.

Providing Information

There was a steady stream of requests for information during the year via phone calls, emails and visits to the CRU office. These averaged around 19 calls per month, across the Organisation. A number of these requests are for papers, articles and written information from the Resource Collection.

Edition 51 of CRUcial Times, "What do we mean by Inclusion?" was developed in the last financial year but printed and distributed this year. Edition 52 "The role of formal support in building better lives" was created this year and distributed in July 2017.

We are indebted to the authors who share their writing with us. Our thanks this year to Sharon Bourke, Karin Swift, Sue Duncan-Kemp, Emma Gee, Kathy Snow, Peter Gregory, Ann Greer, Deanna Parker, Rob and Virginia Lonsdale and Inclusion Press for sharing the work of the late Judith Snow. I want to thank Hugh Rose-Miller for his work on both these editions, which were very well received.

CRU continues to offer its own publications for sale and additional publications that may be of interest or difficult to obtain. In 2016-17 CRU sold a total of 109 books.

We also have a large themed website collection of local, national and international resources entitled "Bringing the Good Life to Life". In September 2016, CRU added another 2 pages of content, with more still being produced. This work is also led by Hugh Rose-Miller.

Workshops

In total, CRU offered 123 open events across the state this year, ranging in length from two hours to 10 days, with a total of 2956 registrations. This does not equate to 2956 individuals as some of these people will have attended more than one event. We were able to make at least one visit to every region with 77 of these workshops being held outside Brisbane.

In addition to the Participant Readiness workshops, we were able to offer 31 events across the state, of these 17 were subsidised by our core grant for Information provision from the Department of Communities – Disability Services and the other 14 were offered as part of our Fee for Service initiative. Twelve of these workshops were held outside Brisbane. A number of the larger events in Brisbane also drew participants from around the state and we were pleased to be able to sponsor quite a few regional families to join us for those, with the assistance of the Disability Leadership project.

You will see from the attached table just how many presenters shared their time and expertise, via CRU, with others this year. Some were paid but many were not. I wish to thank all these people and also acknowledge the many people behind the scenes who helped to make the presentations happen.

Table of Events Offered 2016/2017 year				
Date	Workshop	Region	No. of participants	No. of days/hrs
2016				
19/07/2016	PR Getting Informed: Sharon Bourke, Rebecca Monetti & Catherine Laherty	Lockyer Valley	14	1/2 day
19/07/2016	PR Starting to Plan: Sharon Bourke, Rebecca Monetti & Catherine Laherty	Lockyer Valley	11	1/2 day
20/07/2016	PR Understanding Support: Sharon Bourke, Rebecca Monetti & Catherine Laherty	Lockyer Valley	20	1/2 day
20/07/2016	PR Managing Your Supports: Sharon Bourke, Rebecca Monetti & Catherine Laherty	Lockyer Valley	15	1/2 day
22/07/2016	PR Taking Charge of Change: Sharon Bourke, Rebecca Monetti & Catherine Laherty	Chermside	52	1 day
29/07/2016 - 31/07/2016	Family Leadership Weekend 2 Day Event: Toni Reeves, Deb Rouget, Jeremy Ward, Lisa Bridle	Boonah	63 (16 families)	2 days
16/08/2016	PR Taking Charge of Change: Sharon Bourke, Jen Mouritz, Catherine Laherty	Ipswich	50	1 day
18/08/2016	PR Getting Informed: Sharon Bourke, Jen Mouritz, Catherine Laherty	Wynnum	18	1/2 day
18/08/2016	PR Starting to Plan: Sharon Bourke, Jen Mouritz, Catherine Laherty	Wynnum	12	1/2 day
19/08/2016	PR Understanding Support: Sharon Bourke, Jen Mouritz, Catherine Laherty	Wynnum	24	1/2 day
19/08/2016	PR Managing Your Supports: Sharon Bourke, Jen Mouritz, Catherine Laherty	Wynnum	24	1/2 day
22/08/2016	Inclusive School and Inclusive Communities workshop: Bruce Uditsky, Dr Anne Hughson, Ann Greer, Glenys Mann, Natalie Swayn	Brisbane	160	1 day
22/08/2016	A Celebration of the Power of Family Advocacy QPPD Dinner	Brisbane	70	3 hrs
29/08/2016	PR Getting Informed: Sharon Bourke	Rockhampton	14	1/2 day
29/08/2016	PR Starting to Plan: Sharon Bourke	Rockhampton	16	1/2 day
30/08/2016	PR Understanding Support: Sharon Bourke	Rockhampton	22	1/2 day
30/08/2016	PR Managing Your Supports: Sharon Bourke	Rockhampton	23	1/2 day
1/09/2016	PR Getting Informed: Sharon Bourke	Yeppoon	5	1 day
2/09/2016	PR Getting Informed: Sharon Bourke	Gladstone	6	1/2 day
3/09/2016	PR Getting Informed: Sharon Bourke	Biloela	11	1 day
13/09/2016	PR Getting Informed (Vietnamese Community): Penny Sampson	Inala	5	1/2 day
20/09/2016	PR Getting Informed: Penny Sampson	Indooroopilly	26	1/2 day

Date	Workshop	Region	No. of participants	No. of days/hrs
21/09/2016	PR Sharing Practical Strategies: Penny Sampson	Indooroopilly	20	1/2 day
28/09/2016	Getting to the Heart of What Matters: Bridget Wickert	Toowoomba	23	1 day
29/09/2016	Getting to the Heart of What Matters: Bridget Wickert	Brisbane	23	1 day
08/10/2016, 10/11/2016 & 08/12/2016	Introduction to Facilitation: Catherine Allen	Brisbane	12	3 days
10/10/2016	PR Getting Informed: Jen Mouritz	Tamborine Mountain	18	1/2 day
19/10/2016	Discussion for Brothers and Sisters: Getting Prepared for the Conversations that Matter: Catherine Allen	Brisbane	17	2 hrs
31/10/2016	Getting to the Heart of What Matters: Suellen Welch	Townsville	15	1 day
31/10/2016	Becoming a Better Advocate for your Child's Inclusion: Lisa Bridle	Townsville	9	3 hrs
31/10/2016	CRUCial Conversation- Supporting people with disability to get the good things in life: Lisa Bridle & Suellen Welch	Townsville	15	2 hrs
31/10/2016	PR Getting Informed & Sharing Practical Strategies: Jen Mouritz & Catherine Laherty	Gatton	16	2 x 1/2 day
3/11/2016	PR Getting Informed: Catherine Laherty	Laidley	15	1/2 day
3/11/2016	PR Getting Informed: Catherine Laherty	Rosewood	8	1/2 day
7/11/2016	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Ipswich	25	2 x 1/2 day
7/11/2016	Inclusive Education Evening Discussion: Becoming a Better Advocate for your Child's Inclusion: Lisa Bridle	Brisbane	30	3 hrs
8/11/2016	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Upper Kedron	27 & 27	2 x 1/2 day
15/11/2016	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Hervey Bay	23 & 30	2 x 1/2 day
16/11/2016	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Bundaberg	18 & 18	2 x 1/2 day
17/11/2016	PR Getting Informed: Sharon Bourke	Childers	8	1/2 day
17/11/2016	PR Getting Informed: Sharon Bourke	Gin Gin	8	1/2 day
22/11/2016	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Sunnybank	44 & 32	2 x 1/2 day
23/11/2016	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Springfield	20 & 18	2 x 1/2 day
29/11/2016	PR Getting Informed & Sharing Practical Strategies: Catherine Laherty	Boonah	7 & 12	2 x 1/2 day
6/12/2016	PR Getting Informed & Sharing Practical Strategies: Catherine Laherty & Jen Mouritz	Kenmore	24 & 15	2 x 1/2 day

Date	Workshop	Region	No. of participants	No. of days/hrs
12/12/2016	Getting to the Heart of What Matters: Suellen Welch	Longreach	4	1 day
13/12/2016	Getting to the Heart of What Matters: Suellen Welch	Longreach	29	1 day
14/12/2016	PR Getting Informed: Suellen Welch	Longreach	4	1/2 day
14/12/2016	PR Getting Informed & Sharing Practical Strategies: Catherine Laherty & Jen Mouritz	Fortitude Valley	12 & 9	2 x 1/2 day
14/12/2016	PR Getting Informed: Sue Duncan-Kemp	Bundaberg	15	1/2 day
15/12/2016	PR Getting Informed: Sue Duncan-Kemp	Maryborough	10	1/2 day
15/12/2016	PR Getting Informed: Sue Duncan-Kemp	Hervey Bay	13	1/2 day
2017				
15/02/2017	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Yeronga	25 & 16	2 x 1/2 day
16/02/2017	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Nundah	41 & 10	2 x 1/2 day
21/02/2017	PR Getting Informed: Sue Duncan-Kemp	Biggenden	13	1/2 day
21/02/2017	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Maryborough	13 & 12	2 x 1/2 day
22/02/2017	PR Getting Informed: Sue Duncan-Kemp	Gayndah	13	1/2 day
22/02/2017	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Bundaberg	16 & 16	2 x 1/2 day
23/02/2017	PR Getting Informed: Sharon Bourke	Gin Gin	13 & 12	2 x 1/2 day
23/02/2017	PR Getting Informed: Sue Duncan-Kemp	Mundubbera	16	1/2 day
24/02/2017	PR Getting Informed: Sue Duncan-Kemp	Eidsvold	14	1/2 day
27/02/2017	The Critical Role of Families in Change Dinner: Anne Wilkinson, Jan Kruger, Alison Oulette & Sue Robertson	South Brisbane	81	3 hrs
13/03/2017	Learning together in inclusive classrooms: Christa van Kraayenoord	South Brisbane	22	3 hrs
14/03/2017	PR Getting Informed & Sharing Practical Strategies: Sue Duncan-Kemp	Emerald	13 & 12	2 x 1/2 day
16/03/2017	Facilitation Course Alumni Day: Catherine Allen	Brisbane	11	1 day
22/03/2017	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Biloela	14 & 10	2 x 1/2 day
23/03/2017	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Monto	10 & 12	2 x 1/2 day
23/03/2017	PR Getting Informed: Catherine Laherty & Penny Sampson	Murgon	19	1/2 day
24/03/2017	PR Getting Informed: Catherine Laherty & Penny Sampson	Kingaroy	29 & 27	2 x 1/2 day

Date	Workshop	Region	No. of participants	No. of days/hrs
24/5/2017 & 25/5/2017	Inclusive Education Masterclass: Dr Linda Graham, Melanie White, Vera Zappala, Trish Brady, Jeremy Ward, Michelle O'Flynn, Lynn Walmsley, Anita Speed, Sue Boyce, Dr Rhonda Faragher, Lisa Bridle, Margaret Rodgers	Brisbane	41	2 days
27/03/2017	Deep Quality – Optimal Individual Service Design Pre-Course Evening: Suellen Welch	Brisbane	17	3 hrs
28/03/2017	PR Getting Informed & Sharing Practical Strategies: Jen Mouritz	Sherwood	24 & 15	2 x 1/2 day
29/03/2017	Making the Most of Change - Understanding and Managing your supports: Sharon Bourke	Sunshine Coast	15	1 day
03/04/2017 - 08/04/2017 & 08/05/17 - 12/05/17	Deep Quality – Optimal Individual Service Design: Michael Kendrick, Lorna Sullivan & Margaret Rodgers	Brisbane	20 full + 6 theory	10 days
11/04/2017	PR Getting Informed : Catherine Laherty	South Brisbane	25	1/2 day
19/04/2017	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke & Penny Sampson	Rockhampton	36 & 21	2 x 1/2 day
20/04/2017	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Gladstone	35 & 33	2 x 1/2 day
20/04/2017	Equipping Organisations for the NDIS: Jane Sherwin	Brisbane	20	1 day
27/04/2017	PR Getting Informed & Sharing Practical Strategies: Catherine Laherty	Carina	31 & 24	2 x 1/2 day
27/04/2017	Making the Most of Change - Understanding and Managing your supports: Suellen Welch	Gold Coast	14	1 day
3/05/2017	Making the Most of Change - Understanding and Managing your supports: Sharon Bourke	Cairns	10	1 day
4/05/2017	PR Getting Informed: Catherine Laherty	Coopers Plains	7	1/2 day
10/05/2017	Becoming a Better Advocate for your Child's Inclusion Palmwoods: Lisa Bridle & Chloe Friend	Palmwoods	21	3 hrs
17/05/2017	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Maryborough	22 & 18	2 x 1/2 day
18/05/2017	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Hervey Bay	31 & 22	2 x 1/2 day
18/05/2017	PR Getting Informed: Worker & Service Providers: Penny Sampson	Hervey Bay	23	1/2 day
18/05/2017	Imagining Better: The importance of exploring what might be possible: Michael Kendrick	Brisbane	41	1 day
19/05/2017	Getting to the Heart of What Matters: Bridget Wickert	Caboolture	26	1 day
20/05/2017	PR Getting Informed: Catherine Laherty	Nundah	31	1/2 day
26/05/2017	Responding Well to Challenging Behaviours: Ann Greer and Rod Mills	Brisbane	73	1 day
27/05/2017	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Kenmore Hills	23 & 20	2 x 1/2 day
27/05/2017	Challenging Behaviours - Family Follow up Day: Ann Greer	Brisbane	7	1/2 day

Date	Workshop	Region	No. of participants	No. of days/hrs
3/06/2017	PR Real Stories of the NDIS - New Opportunities For a Good Life: Jan Kruger, Peter Gurr,	Brisbane	134	1 day
12/06/2017	CRUcial Conversation: Inclusive Education - Everybody's Business: Glenys Mann	South Brisbane	16	3 hrs
12/06/2017	PR Getting Informed: Sharon Bourke	Rockhampton	17	1/2 day
12/06/2017	Getting Informed - Workers & Service Providers: Sharon Bourke	Rockhampton	30	1/2 day
13/06/2017	Getting Informed & Sharing Practical Strategies: Sharon Bourke	Rockhampton	20 & 12	2 x 1/2 day
14/06/2017	Getting Informed - Workers & Service Providers: Penny Sampson	Mount Gravatt	40	1/2 day
14/06/2017	Getting Informed - Workers & Service Providers: Penny Sampson	Mount Gravatt	19	1/2 day
14/06/2017	PR Getting Informed & Sharing Practical Strategies: Sharon Bourke	Gladstone	25 & 20	2 x 1/2 day
15/06/2017	Self-Direction for Bigger and Better Lives: Jane Sherwin	Brisbane	21	1 day
17/06/2017	PR Getting Informed: Catherine Laherty	Coopers Plains	39	1/2 day
18/06/2017	What you always needed to know about intellectual impairment but were mostly never told: John Armstrong	Brisbane	34	1 day
21/06/2017	PR Getting Informed -Chinese community: Penny Sampson	Sunnybank	2	1/2 day
23/06/2017	Getting to the Heart of What Matters: Bridget Wickert	Brisbane	27	1 day

In addition to the open public events, we accepted invitations to be guest presenters this year for the following organisations. This put CRU in touch with another 516 people during the year.

- Endeavour Coopers Plains
- Baby Bridgers Auchenflower
- Fresh Futures Market
- Ipswich Special School
- Bremer State High School
- Mercy Family Support workers
- Mount Gravatt Early Intervention Families
- UQ Social Work Students
- My Time Kangaroo Point
- Ipswich Resident Support Program Providers
- Mitchelton Special School
- Mt Ommaney Special School
- Calamvale Special School
- Choice, Passion, Life (CPL)
- Somerset Lockyer interagency group
- Inala Ipswich Multicultural network
- SVDP New South Wales - LAC
- Allamanda Housing
- Vision Australia group
- Caxton Legal Centre
- Occupational Therapy Students – Griffith Uni
- Brisbane catholic education teachers group

Courses

In addition to short conversations and one day workshops, CRU delivered a number of courses during the year. These give people more time and opportunity to engage with the material and to connect with CRU staff and the other participants.

The “Introduction to Facilitation” course developed by CRU and run over 2 months, to equip people with the skills to facilitate groups, planning sessions and Support Circles was delivered to 12 participants. Another 11 past participants joined us for a follow up day in March. We believe that confident, skilled facilitators are an essential part of the self-direction landscape.

Twenty participants took part in the ten day “Deep Quality - Optimal Individual Service Design’ course offered by CRU for the eighth time in April and May. Another six people joined us to hear the presentations but did not undertake the whole course. We continue to invest in this course because of the feedback we receive about its lasting impact on participants thinking and practice.

Participant Readiness for the NDIS

During the 2016-17 year we continued to assist people with disabilities and their families in the Brisbane, South West and Central Queensland regions to prepare for the NDIS.

As the NDIS starts in different areas we need to withdraw six months in advance. This meant that we finished our work in Toowoomba and some parts of the south west in July 2016 but continued in Ipswich, Somerset and Scenic rim until 31st December 2016. We continued in Central Queensland and Brisbane Regions until 30th June 2017. In mid-2017 we were offered an extension for the 2017-2018 year to continue our work in Brisbane region and expand to the South East Queensland region until December 2017. We will also continue our work with families of people supported by AS&RS until mid 2018.

As the NDIS started in Queensland the nature of this readiness work changed. All of our workshop material was reviewed in July and August 2017, resulting in significant change to the length, structure and content of our workshops. This was very disappointing, given our understanding of the usefulness of and the need for those workshops. It was also time consuming and meant a significant delay as that was negotiated, rewritten, budgeted and conveyed to our contractors. There was a further delay to give adequate notice between advertising and running an event. Incredibly, with all of those challenges, the CRU PR team still reached all targets for that quarter. We offered some of the material that had to be discarded as a fee paying event three times during the year.

The project was delivered via a number of strategies:

- *Face to face half day introductory workshops – Getting Informed open to all*
- *Facilitated half day conversations – Sharing Practical Strategies.*

CRU delivered 59 *Getting Informed* workshops, which included one each for the Vietnamese and Chinese community and facilitated 27 half day conversations, known as *Sharing Practical Strategies*. Before the changes to messaging, we had delivered 14 of our previous workshops.

- *Face to face introductory workshops – Getting Informed – by request, when invited by a group*

CRU provided guest speakers by request to many organisations reaching approximately 500 people this way

- *Opportunities for one to one conversations*

The CRU team offered Individual conversations to 149 family members.

- *A particular strategy for the families of people supported by the government run Accommodation Support and Respite Services (AS&RS)*

AS&RS – CRU had contact with 129 family members connected to AS&RS during the year and an additional 12 staff. We had finalised contracts with staff at the end of June

2016 in the understanding that our work with AS&RS was to finish. In July we found that was not the case and we began to plan for workshops in Ipswich, Brisbane and sunshine coast and individual meetings face to face or by phone in Ipswich, Brisbane, wide bay and sunshine coast.

- *Forums of speakers from the trial sites.*

In 2016-17, CRU offered one forum entitled, "New Opportunities – Speakers from the Trial Sites". Jan Kruger from the ACT and Michael Vallance and Peter Gurr from Townsville travelled to Brisbane to share their personal experiences of engaging with the NDIS so far. Our thanks to them and to their supporters for assisting us to deliver this important forum.

This funding is intended for people with disabilities and their families and therefore we have not been able or willing to include workers in all of the general workshops. This year we offered workshops designed for staff to understand what the families are being told and 125 workers attended these sessions.

We engaged presenters to work on a contract basis to assist with this project to give us maximum flexibility in the delivery. Sharon Bourke, Penny Sampson and Bridget Wickert contributed to the project as contractors and their wisdom, experience and flexibility has been a great asset to CRU this year.

My thanks to Sue Duncan-Kemp for leading the Participant Readiness team until April this year to successfully deliver this large project in spite of the many obstacles. With the diminishing project size and resources, we did not replace the senior consultant role when Sue resigned. My thanks to Catherine Laherty and Jen Mouritz who have worked collaboratively and independently to deliver high quality information to such a large number of people.

We will aim to achieve sound governance and sustain the organisation into the future.

The other goals of governance and sustainability form the supporting structure that helps this work to happen. During the 2016-17 year we were busy with the usual routine tasks required to keep the organisation functioning well. We negotiated our lease until June 2019; bought a new car and a new server, and replaced our phone system. We are mindful of attending to some of these needs now while we have some income security.

In addition to the monthly meeting, the Management Committee/Board of Directors Matt Stone, Sharon Daley, Sherryn West, Josey McMahon, Gerhard Tromp, Luke O'Sullivan and Fletcher Tame also took on other tasks and roles between meetings as outlined by Sharon and I also want to thank them for their support to the staff and myself during the year.

The Stewardship Group met with the Committee three times in the 2016-17 year. This group was formed to support and safeguard CRU by ensuring that there is a broader group of people taking the time to think about and discuss the many issues in the sector and to keep CRU in touch with a diversity of opinions and issues. We thank Tony Swords, Leanne Burke, Lyn Farrell, Pam Spelling, Richard Warner, Mike Duggan and Anita Speed for bringing a breadth and depth of experience to the conversations. Their contribution to CRU has been very much appreciated during the year as conversations have focused on planning for the future.

During October and November, the Committee led a strategic planning process, which involved staff and the Stewardship group. The new Strategic Plan for 2017-19 was signed off at the November committee meeting and the staff and committee then entered into Operational planning for the 2017 year. This comprehensive process involved 25 people and was very useful at this time of great change. Our thanks to Jon Eastgate and Helen Wallace from 99 Consulting for their assistance with the process.

On 9th March 2017 CRU transitioned from an Incorporated Association to become a Company Ltd by Guarantee. I want to acknowledge the work of the subcommittee of Bill Kyle, Josey McMahon and myself and led by Matt Stone who worked with Paxton Hall Lawyers to facilitate this transition. I also want to acknowledge the significant work undertaken by the Admin and Finance staff to complete the requirements of the transition. Our transition to a Company meant that Peter Hallahan, after 29 years as CRU's financial auditor, could no longer play that role. A special thanks to Peter for his support of CRU over such a long time and his commitment to ensuring the finances of CRU were in good order. We met with our new auditor, Sue Bradnock of Total Audit Services in the lead up to the end of the financial year.

We successfully gained reaccreditation under ISO 9001:2015 at our audit conducted by HDAA in mid-December. There was one minor non-conformance related to the change to ISO2015. My thanks to Lisa Bridle who played a key role in ensuring our Quality Systems are maintained and also to Kathy Rees who worked with us to address the issue that had led to the non-conformance.

A number of people raised concerns with us during the year but there were no formal complaints.

The CRU staff team for this year was Lisa Bridle, Kim Jensen, Suellen Welch, Bill Kyle, Bobby Noone, Kathleen Fleming, Hugh Rose-Miller, Danielle Mason, Sue Duncan-Kemp, Kerrie White, Catherine Laherty and Jen Mouritz. Dee Henry, Alana Omundsen and Megan Hardaker also worked with us for short periods in casual administration roles.

To address changing needs, CRU restructured the admin team in April and Kerrie White joined the team in May. She and Kim Jensen share the reception role and Bobby Noone now plays a resource officer role, assisting CRU consultants with the many practicalities involved in workshop preparation and delivery.

With the various comings and goings, the total number of CRU employees for the year was sixteen with the full time equivalent being just under 9. We consider ourselves very fortunate to have had so many skilled and committed people join us during the year

The “relatively” smooth, calm and efficient running of the office on a day to day basis is essential to enable us to do the work we do. I want to thank Kim, Bobby and Bill for their commitment, common sense and patience in ensuring that CRU ran well this year. I also want to thank Alana, Meegan, Dee and more recently Kerrie and Janene who have come in and worked constructively and co-operatively with Bobby and Kim on particular tasks. . I particularly want to congratulate and thank Kathleen Fleming who has worked for CRU for 10 years.

In addition to the employees of CRU, a number of people took up contracts to work on particular projects with CRU during the year. Sharon Bourke and Penny Sampson continued with the Participant Readiness workshop delivery. Bridget Wickert also assisted with that work and the delivery of CRU workshops and UCC training. Glenys Mann worked with us on the Getting on the Grid project and the response to the Education report.

The uncertainty of funding that I have described above has implications for the many staff whose employment is dependent on project funding or who are funded year by year from CRU's funds and I want to thank the staff and contractors for their patience and commitment during yet another uncertain year. I have no doubt that their willingness to live with some uncertainty has provided great stability and consistency to our work through uncertain times and that is greatly appreciated.

We also contract people to deliver a range of tasks that support and underpin the work. Many of these people have had a long commitment to CRU and are a critical support layer that is often invisible. I want to take this opportunity to thank Paul Hebinger, Lee Kemp, Kathy Rees, Dave Drinkall, Brendon Donohue, 99 Consulting, Josh Boothman, Pauline Heaney, Peter Hallahan, Stephen Tonge and Tresscox lawyers.

Investing in the development of the staff and committee continued to be a priority for CRU with people attending a variety of forums and conferences both in Queensland and interstate during the year. CRU staff attended the Imagine More conference in Canberra, Disability Services Conference in Cairns, “Real Work for Real Pay”, the Griffith Symposia, Paxton Hall Breakfast, in-house facilitation training and First Aid, Building and Fire training. CRU staff and Committee have of course, also had the opportunity to attend a whole range of very high quality CRU events.

Future sustainability

By this stage in the report you have no doubt realised that we are concerned about our future. We are acutely aware that after 29 years of relatively stable, paid-in-advance Government funding, we are moving into a new era where that will not be available. We have some Government funding until June 2019. There are some possible funding

streams to apply for after that time, but nothing yet promises the security that we have had. This will have implications for the way we operate; plan financially, engage staff and lease buildings. CRU is very conscious of this change and is doing everything we can to safeguard the organisation into the future. We are particularly concerned, that in the quest for funds we don't move or subtly drift away from our mission.

Some of our safeguarding activities this year have included:

In January 2017, CRU re-engaged Danielle Mason to work with us part time on the development of a Fee for Service arm of CRU. I want to thank Danielle for her contribution to this work. Danielle has managed the training and consultancy requests. During the year CRU was engaged by Moreton Bay Regional Council, Uniting Care Community, Staffing Options, Disability Services, Homeswest and St Vincent De Paul, NSW on a fee for service basis. CRU also worked with Amparo, QAI and Griffith University in web development and AV production. These requests came from word of mouth. We are in the process of designing a brochure, fee structure etc so that we can advertise our work.

- We have worked proactively to research alternative funding streams.
- We have submitted tenders for funding – some of them as part of the National Alliance.
- We have researched becoming a provider under the NDIS so that people can use their funding at CRU.

So, in summarising the year, when we placed our vision of full and meaningful lives for people living with disability side by side with our small and uncertain resources, we had some decisions to make about what we did with what we had:

- We chose to invest in grassroots leadership development as a powerful and potent way to support change for people with disability
- Whether small or large, when people know, reinforce and stand up for what creates full and meaningful lives for people with disability and they challenge those that don't, they are demonstrating leadership
- We chose to believe that the combination of all those acts of leadership - some at home and some in the wider world will create change for people who live with disability.
- We believed that a contribution CRU could make was to resource the many people across our state, who are taking these daily steps to equip them with information, frameworks, skills and connections with each other, and together build a movement for change.

Margaret Rodgers

CEO

2016-2017