



Community
Resource
Unit Inc.

Expanding Ideas; Creating Change

Annual Report

2015/2016

Community Resource Unit Inc

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Overview of the Organisation

The Association

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 an Incorporated Association, it was incorporated on the 20th of October 1988.

Purpose

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

Vision

To pursue full and meaningful lives for people with a disability.

Our Mission is to:

- Inspire and encourage individuals and organisations to challenge ideas and practices that limit the lives of people with a disability.
- Influence and equip others to lead positive change.

Management of CRU

The direction and management of Community Resource Unit is vested in the Committee of Management that is elected annually. The implementation of CRU programs is the responsibility of the Director and the staff team.

CRU COMMITTEE 2015/2016

President -	Sharon Daley
Secretary -	Matt Stone
Treasurer -	Sherryn West
Committee Members -	Josey McMahon
	Gerhard Tromp
	Fletcher Tame
	Luke O'Sullivan

CRU SEWARDSHIP GROUP MEMBERS 2015/2016

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

CRU STAFF 2015/2016

CEO-	Margaret Rodgers
Senior Consultants -	Lisa Bridle
	Sue Duncan-Kemp
Consultants -	Suellen Welch
	Catherine Laherty
	Danielle Mason
	Virginia Lonsdale
	Jen Mouritz
	Penny Sampson
	Rebecca Monetti
	Lee Kemp
	Amy Stockwell
Information Consultant -	Hugh Rose-Miller
Finance Officer -	Bill Kyle
Administration Officers -	Dee Henry
	Bobby Noone
	Kim Jensen
Administration Support -	Kathleen Fleming

President's Report

So here we are back for another CRU AGM. It certainly seems like a quick turnaround since we were here last year.

This year for me didn't seem quite as hard as the previous year...maybe I've settled in a bit more now, I am not sure. Don't get me wrong, the year certainly presented the committee with plenty of challenges but they didn't seem quite so insurmountable this year. I'd like to be bold enough to say that maybe I am getting better at living with the uncertainty and trusting that everything will turn out for the best....but maybe that's pushing it a bit too far.

For most of 2015, we had a very small committee, with Matt, Sherryn, Josey and myself and we were very aware of how vulnerable that could make us. Plus we had turned into somewhat of a sister club and we knew we needed to round out the team. By the second half of the year we decided to make it a priority to find to find some new committee members. This is a more time consuming process than one might think.

Anyways, we were very successful, to my mind, and by September we had three new members who you will remember were here at the last AGM - Fletcher, Luke and Gerard. I would like to add that they have each brought unique qualities to the committee and we are very grateful you each took up the post. It's not easy coming into the CRU committee, and they have all added value in their own unique way and I would like to publicly thank each of them for joining the committee.

During their induction we updated our induction process to make it smoother and a more complete process. Also you will see that the committee now all have their photos and bio's on the CRU webpage if anyone wants to have a look.

By July of last year it had been decided that CRU would hold a conference in 2016. So the committee contributed to some of the brainstorming sessions for the conference with the staff as well. And it became a regular discussion point at meetings. As many of you would know, we all also attended that conference in May. It was a huge success for CRU and the feedback was very positive so thanks to Marg and the CRU staff for making that happen as it was a huge undertaking.

Also in July, Marg, Matt and myself met with the new Minister for Disability Services, Coralee O'Rourke, raising the profile of CRU and discussing the impacts of the NDIS. At that stage the bilateral agreement had not been signed which caused much angst.

Another important talking point at our meetings was the National alliance. And whilst Marg will talk to that in her report. I would like to thank Marg as well as Matt and Josey who have also been involved in travelling interstate to attend meetings, as well as attending a meeting here at CRU when all the Alliance members came to QLD. This

work might become more and more critical for CRU as we approach a national platform.

As we mentioned last year QPPD held its last meeting in 2015. Josey represented CRU at their special meeting held to dissolve the organisation and CRU were the recipient of QPPD's remaining funds. The committee took that role very seriously and I believe Sherryn will talk to that point. I would just like to say that the committee did not take the gesture for granted as we appreciate that QPPD is very much a part of the CRU heritage.

And whilst we are talking about Sherryn, I would like to thank her for all the work she does for the committee and being on the finance sub-committee. The rest of us depend on her a great deal and this year she prepared a 101 course for us so we could better understand the intricacies involved with the finances. As we move forward, the committee will take on more legal and financial responsibilities so this training is invaluable.

Furthermore, this year, we thought it would be a good idea if the committee, did some more governance training. So some of us have done some extra training and we are all on the lookout for opportunities that will allow us to be the best committee we can.

Which probably leads nicely into another major aspect of committee meetings which is the fact that we are changing from a not-for-profit model to a company limited by guarantee. I remember writing last year about all the legal jargon we had to understand when reinstating the DGR status. Well this year has been no easier on that front. We were led beautifully by our governance subcommittee who had to work very hard (sometimes with the lawyers, I might add) to help the rest of us understand the process needed to make this change. It is our belief that this new structure will allow CRU to operate more successfully in an NDIS space. I would like to thank Josey and Matt for joining Marg and Bill on that sub-committee and guiding us through this process. You are both absolute assets to CRU.

I think the last topic I would like to talk about is the Stewardship Group. We have had a couple of meetings with them this year and I think everyone will agree that they really are very special days. I know when you wake up on a Saturday morning and think, I have to go to meeting all day, it can be a bit overwhelming but by the end of the day I usually feel really good about what we have accomplished....and maybe just a bit brain dead.

The Stewardship Group operate as an advisory group and is very important as they help us rise above the everyday committee agenda into a space where we can try to navigate how we can fulfil CRU's mission. The focus of these meetings is to provide some analysis of broader issues impacting the lives of people with disability both in Qld and within the Australian context. It is a way that we try to step outside the governance issues of our business-as-usual committee meetings and take the time to look a little deeper.

Whilst here, I would like to formally thank all the people who serve on the stewardship group. They do serve in a voluntary capacity and I myself love spending time with them at these meetings. So thankyou to Mike, Lyn, Pam, Anita, Lee-Anne, Tony and Richard I think that is it for me. It has been a pleasure serving on the committee this year and I am sure that I speak for all of us when I say it is an honour to be part of CRU.

Sharon Daley

President

2015-2016

Treasurer's 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. The NDIS Participant Readiness is one strategy and our financial statements demonstrate this – an increase in our grant income, staff expenditure and workshop expenditure.

We also partnered with other organisations and agencies to delivery training to their staff to challenge ideas and practices that limit the lives of people with a disability. This achieves our mission but also helps to diversify our revenue sources.

During the year we also received the distribution of assets (cash) on the winding up of QPPD. The board made a decision to focus the funds on supporting individuals and families in regional and remote locations to attend CRU workshops and events.

CRU has also been the recipient of a regular donation from a family foundation to support its work in family leadership.

In summary the various activities have delivered a net surplus for the 30th June, 2016 financial year of \$209,769.

The financial position of CRU gives some stability to members amidst the 'new world' of the NDIS that launched on 1st July, 2016 and will give the board capacity to align the financial resources with the strategic direction of CRU for the coming years.

I thank the Board for their support throughout the year and to Margaret and Bill for their skills and dedication to enable me to have confidence in the financial accountability of CRU.

I also thank Peter Hallahan (Hallahan & Co) Chartered Accountant for the audited financial statements and his continued support of CRU.

Sherryn West

Treasurer

2015-2016

Community Resource Unit Inc.
ABN 16 143 460 250
Statement of Financial Position as at 30 June 2016

	2016 \$	2015 \$
Current Assets		
Cash Assets		
Term Deposit & Cash Management Account	991,621	1,192,623
Petty cash	200	200
Pay Pal Account	399	1,524
Go Via Account	47	42
Go Card Float	15	15
	992,282	1,194,404
Receivables		
Trade debtors	58,473	14,134
Accrued Income	30,000	
	88,473	14,134
Other		
Prepayments	7,307	12,887
Inventory	25,533	15,632
Deposits with Vendors		3,100
	32,840	31,619
Total Current Assets	1,113,595	1,240,157
Non-Current Assets		
Property, Plant and Equipment		
Vehicle, Furniture, Plant & Equipment	326,628	316,842
Less: Accumulated depreciation	(313,757)	(307,368)
Motor vehicles - at cost	35,555	35,555
Less: Accumulated depreciation	(13,839)	(6,600)
	34,588	38,429
Total Non-Current Assets	34,588	38,429
Total Assets	1,148,183	1,278,586

The accompanying notes form part of these financial statements.

Community Resource Unit Inc.
ABN 16 143 460 250
Statement of Financial Position as at 30 June 2016

	2016 \$	2015 \$
Current Liabilities		
Payables		
Unsecured:		
- Workshop Income in Advance	768	21,382
- Sundry Creditors & Accrued Expenses	40,884	44,399
- Super Payable	14,669	7,194
Secured:		
- Other creditors	8,665	
	64,986	72,975
Financial Liabilities		
Unsecured:		
- Visa Credit Card	552	(2)
	552	(2)
Current Tax Liabilities		
GST clearing	19,511	5,533
PAYG Withholding	16,941	10,668
	36,452	16,201
Provisions		
Provision for Holiday Pay	85,501	60,389
Provision for Long Service Leave	57,504	45,149
	143,005	105,538
Other		
Operating Grants -State Gov't Unexpended		25,818
Participant Readiness Grant Unexpended	37,801	399,842
Sundry		2,596
	37,801	428,256
Total Current Liabilities	282,796	622,968
Total Liabilities	282,796	622,968

The accompanying notes form part of these financial statements.

Community Resource Unit Inc.
ABN 16 143 460 250
Statement of Financial Position as at 30 June 2016

	2016 \$	2015 \$
Net Assets	<u>865,387</u>	<u>655,618</u>
Members' Funds		
Reserves		
Capital Reserve	236,029	236,029
Accumulated surplus (deficit)	<u>629,358</u>	<u>419,589</u>
Total Members' Funds	<u>865,387</u>	<u>655,618</u>

The accompanying notes form part of these financial statements.

Community Resource Unit Inc.
ABN 16 143 460 250
Statement of Comprehensive Income
For the year ended 30 June 2016

	2016 \$	2015 \$
Income		
Donations Received	116,500	49,070
Interest received	28,371	25,864
Membership Fees	2,309	2,800
Operating Grants - State Government	474,298	406,956
Quality Grant	3,200	6,400
Other income	2,327	927
Participant Readiness Grant	1,227,041	610,158
Publication Income	10,934	7,316
Workshop Fees & Subsidies	164,214	55,088
Consulting Fees	627	
Project Partnership Income	235,991	37,500
Profit on sale of property, plant, equip		4,000
Total income	2,265,811	1,206,080
Expenses		
Meeting expense	11,452	4,277
Advertising and promotion	1,683	595
Audit fees	2,890	2,890
Bank Fees And Charges	7,312	3,065
Bursaries	50,117	
Internet Expenses	5,960	4,592
Car Expenses	4,358	2,798
Cleaning/rubbish removal	3,406	3,131
Computer Expenses	7,788	8,954
Consultancy Services	88,041	53,643
Depreciation	13,628	12,985
Fees & charges	1,794	2,417
Health & Safety		80
Insurance	8,959	7,440
Interest - Australia		43
Legal fees	3,563	
Annual Leave Expense	25,142	12,466
Long Service Leave Provision	12,325	12,499

The accompanying notes form part of these financial statements.

Community Resource Unit Inc.
ABN 16 143 460 250
Statement of Comprehensive Income
For the year ended 30 June 2016

	2016	2015
	\$	\$
Memberships	4,355	2,706
Postage	3,108	2,231
Printing & stationery	15,370	10,624
Publication Expenses	51,672	17,003
Quality System Audit	3,181	3,180
Rent and Outgoings	86,942	81,268
Salaries	915,384	593,670
Small Assets	4,947	13,961
Staff amenities	1,751	655
Staff training	8,972	
Director's Professional development	6,807	1,085
Sundry expenses	1,153	8,004
Superannuation	86,018	55,615
Telephone	9,166	7,399
Utilities	5,900	5,481
Travel, accom & conference	10,119	2,377
Workers Compensation	5,480	4,909
Workshops & Seminars	491,299	163,973
Video Production Expenses	96,001	
Total expenses	2,056,042	1,106,013
Profit from ordinary activities before income tax	209,769	100,067
Income tax revenue relating to ordinary activities		
Net profit attributable to the association	209,769	100,067
Total changes in equity of the association	209,769	100,067
Opening retained profits	419,589	319,522
Net profit attributable to the association	209,769	100,067
Closing retained profits	629,358	419,589

The accompanying notes form part of these financial statements.

CEO's Report

It says something about the particular combination of circumstances in 2015-16 that leads me to begin this Annual Report with the wisdom of Dr Seuss.

Think left and think right and think low and think high. Oh, the things you can think up if only you try! Dr Seuss.

CRU has 'thought up' and outlined five strategic goals for the period 2014-2016 to help us achieve our mission to engage a broad range of people in a movement for change so that people with disability will be welcomed and appreciated as they take their place in their communities.

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

This report will outline the activities undertaken by the staff of CRU during 2015-2016 to achieve these goals. It is not my intention to report goal by goal but to report on our work in 3 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) – this group was convened in May 2015 and continued to meet regularly during the year, to advise Minister Coralee O'Rourke on the issues for Queensland in the transition to the NDIS.
- Griffith Symposium Partnership – during 2015-16 CRU continued to partner with Griffith University and Queenslanders with a Disability Network (QDN) to host symposia in August, November and February. The three organisations met in January 2016 to plan the year and decided that the focus should be on the overlap with mainstream services in particular housing and health. As partners we are sometimes engaged in presenting or chairing on the day but we also play a role behind the scenes in program development, speaker selection and promotion.
- CALD Project - as part of the Participant Readiness project, CRU along with QDN and Mamre Association worked with Amparo Advocacy to resource us to engage more successfully with people from culturally and linguistically diverse backgrounds.
- Communication Rights Alliance- a small group of facilitated communication users, family members, service workers and interested professionals who are concerned about a threat to people's right to communicate in the manner of their choice. Lisa Bridle represented CRU on this alliance.
- Centre for Inclusion and Citizenship – from September 2014 to October 2015, CRU participated in a small international working group to contribute to planning the 'Claiming Full Citizenship conference "in Vancouver in October 2015. CRU delivered a ninety minute presentation at the conference with Kalpana and Staffing Options.
- Julia Farr Trust, South Australia – an independent assessor of Trust applications.
- 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. The group was convened in mid-2015 and met at regular intervals through the year. Eighteen projects were funded across Australia but only one in Queensland which makes this a particularly important initiative.

We collaborated with other organisations:

- Participant Readiness Initiative – the Queensland Government funded eleven organisations to deliver this initiative across the state. There have been regular gatherings of these organisations, initiated both by the Department and by the Group and this has generally been very useful and productive.
- Deep Quality: Optimal Individual Service Design (OISD) – In the lead up to the seventh Queensland OISD course in August/ September 2015, we worked with seven organisations – Kalpana, A Place to Belong, Uniting Care Community, Staffing Options, Endeavour Foundation, Trinity Lutheran Care and Staff Connections to ensure the ongoing viability of the ten day course. These organisations assisted us to recruit participants; keep prices down; invest in young leaders and work co-operatively. 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. Some members of this group also did guest presentations during the event.
- As part of the 'My Future: My Life' initiative for high school students, CRU signed a fifteen month agreement with Centacare on 1st October 2014 to provide planning and pre-planning opportunities to 50 high school students and their families in the Brisbane and South West regions during 2015 . Trina Steed was the project worker for the first part of the project, supervised by Lisa Bridle, with Virginia Lonsdale replacing her at CRU in mid-June. During the project, CRU met with some students and their families in regional Queensland, however the majority of the work has been in Brisbane and surrounds. We appreciated the assistance of key people in the various high schools who worked to link us with families to ensure they got access to this opportunity.
- In the latter part of 2015, CRU continued to partner with Staffing Options to offer a series of local information sessions and forums, with and for people with disabilities or families who are already directing their own supports but who have had little opportunity to proactively plan for their succession. These forums were held in North Lakes, Redlands, Mt Gravatt and the Sunshine Coast.

In 2015-16 CRU also formed new alliances:

- Service wide training with Uniting Care Community. In July 2015 we began a twelve month project to develop and deliver values based training to 750 staff. Sixty one workshops have been delivered in the 2015-16 year. We welcomed this opportunity to work with UCC in their attempts to bring about change in their organisation. My thanks to Danielle Mason, Suellen Welch

and Bridget Wickert for their work on this large project and to Deborah Lugsden and June Arthy for their guest presentations.

- National Disability Services – CRU convened two focus group meetings of people with disabilities and families to provide NDS with a personal and family perspective of the NDIS and what is required.
- National Alliance of Capacity Building organisations – CRU convened a gathering with five other small, values based, capacity building organisations from around Australia in Brisbane in July 2015 to explore the potential of strengthening our network as a safeguard for the future. The five organisations, 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 all participated and the group has continued to meet in Melbourne, on a regular basis through the year. Members of this network have also engaged in other one off collaborations as a result of the strengthened connection.
- Local Area Co-ordination induction program development. In October 2015 CRU was invited by the NDIA to tender for the development of the induction training package for Local Area Co-ordinators nationally. We were awarded the contract and undertook to develop 4.5 days of training by early December. A small team of people at CRU developed the content and all associated training material, in line with the LAC Framework. CRU was then invited to deliver the material in Townsville with new LACs in early December as a trial. This contract was finalised in mid-December. We agreed to a further extension of the contract til mid-April to address some other associated training requirements. Changes were made to both the training package and the agreement during this time and that contract was finalized in July. Given the scale of the LAC induction training required, and on the understanding that there could be ongoing contracts for CRU to deliver the material or to train the trainers, CRU invited a small number of allied consultants from across Australia, to meet with us and familiarize themselves with the training material. We did this to boost our capacity to deliver multiple workshops across the country. Seven people gathered in Sydney for three days in June and another group in Brisbane in late July. At the end of the financial year it was very unclear what role CRU would play in delivering the training in the future.

Thanks to Rebecca Cohen and her family for agreeing to have a film made about how an LAC had made a difference in their life. Throughout this period Jane Sherwin, Catherine Raju, Kathy Rees, Lee Kemp worked as contractors alongside CRU staff, Lisa, Suellen and Danielle to meet these tight timeframes. Their commitment to this project was very much appreciated.

This is not an exhaustive list as we know we have allies and partners, too numerous to mention, who engage us to do training; sometimes opening that up to their colleagues; promote our workshops and also encourage people to attend in their town or region . We appreciate the many people who respond to our requests for local knowledge and who are an essential part of the work that CRU does.

During 2015 –2016, CRU contributed to a number of consultations on key issues, in particular the development of the Information Linkages and Capacity Building framework for the NDIS.

This year we have had the opportunity to communicate our message more broadly and to reach much greater numbers than previous years. With such a broad constituency, we need to communicate across many channels.

CRU has had a Facebook page for some years but we have used it more this year averaging posts twice per week; the ease with which people can then share and distribute material is very helpful. CRU has worked to increase the number of followers this year and at 800 in June, that number has doubled.

Along with that, we have also bought radio advertising and featured in local newspapers and relied on email, snail mail and our networks to get our message out. The numbers of people on our mailing list has more than doubled in the year and work on the database is continual as we work on ways to efficiently include new people who are attending CRU events.

CRU uses the website both for promotion of and communication about events as well as a repository of ideas, concepts and frameworks.

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. Each year CRU offers a number of events that are particularly offered to promote leadership development.

In late July 2015, we held our second weekend event for families at the Outlook at Boonah. Fifty six people from fifteen families attended. This live in event is a chance for the whole family to attend together; meet other families; engage with interesting presenters, many of whom also stay for the weekend. Our thanks to Jan Kruger (Imagine More Canberra), Margaret and Jeremy Ward and Kathy Rees for sharing their stories and insights over the weekend.

With the wind up of QPPD in June 2015, CRU committed to supporting the members of the Inclusive Education Sub-committee to continue their work with one event offered during the year. The topic of inclusion in school was also taken up in some of the larger events including the conference.

The main focus for leadership development this year was the conference in May. This event was designed to renew, inspire and connect people who are interested in change. We were keen to ensure that a high percentage of the 40 speakers were people from across Queensland who are taking up leadership roles. For some it was their first opportunity to speak at a conference.

Disability Leadership Project

In July 2014, CRU accepted a private donation, to be paid annually for five years to contribute to the development of strong, principled leadership amongst people with disability and families throughout Queensland. During 2015-16, the funding allocation was again broken into four categories to support foundational leadership development events; for one off responses e.g. to attend a conference; and grants for longer, deeper leadership projects either individually or as part of a group.

We continued to work with the successful applicants from the previous year and also sought Expressions of Interest for grants for a second round in mid-2015. There were two successful applicants, Anita Speed and Kathy Rees. During 2016, three of the successful applicants from these Rounds needed to withdraw due to changed circumstances. By June 2016 all the Round 1 and 2 projects were finalized and we decided to delay calling for applications for a third round until we conducted a small review in August 2016.

The Ignite Your Leadership grants for small one off initiatives proved popular in 2015-16 with eighteen applications, fourteen of which we were able to fund. Funds from this project also supported some of the family leadership activities offered by CRU and conference bursaries.

An advisory group met regularly throughout 2015-16. Our thanks to Narissa Wilson, Dave Cohen, Bianca Gamble, Rebecca Murphy, Lesley Chenoweth, Leigh Tabrett, Matt Stone and Jeremy Ward who have served on the advisory group.

The advisory committee worked with CRU during the year, to prepare for the review planned for August 2016. We are keen to check our progress with this project to make the most of the resources and the opportunity. We have really appreciated their commitment, creativity and focus as together we have explored how to make the best use these funds.

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 30 calls per month, across the organisation. A number of these requests are for papers, articles and written information from the Resource Collection.

Edition 49 of CRUcial Times, on the topic of Friendships and Informal supports was developed in the last financial year but printed and distributed this year. Only one edition of CRUcial Times was published during the year, Edition 50 with a theme of the blending of formal and informal supports. Our thanks to the authors Adrienne McGhee, Pam Termont Schenk, Michael Kendrick, Lynn and Robert Walmsley and Sarah Scown. Danielle Mason from CRU worked on both these editions. We are indebted to the authors who share their writing with us, for many it is the first time they have written and we really appreciate their willingness to share their story and try something new. These two editions have been printed in large numbers and distributed to all CRU workshops.

CRU continues to offer its own publications for sale and additional publications that may be of interest or difficult to obtain. In 2015-16 CRU sold a total of 362 books.

We accepted invitations to present this year at the following conferences:

- Scripture Union conference – Virginia Lonsdale and Roschell Van den Brink.
- Claiming full Citizenship Conference – Margaret Rodgers, with June Arthy, Leanne Burke, Bronwyn Moloney and Carol Brosi.
- Think Prepare Plan Conference in Brisbane and Townsville- Lisa Bridle as a keynote speaker.

And for the following organisations :

- Health Dept. Social Workers in Toowoomba and Ipswich
- Calamvale Special School
- Mitchelton Special School
- Fresh Futures Ipswich
- Mantle Housing
- Breakaway Toowoomba
- QUT – Disability Advocates from the Philippines
- Narbethong Special School
- Mt Ommaney Special School
- Maryborough Special School
- Developing Foundation –Baby Bridges Program
- Flagstone School and My Time group
- My Time Camira

- Goodna Special School
- Young parents group Ipswich.
- Young parents group Nundah
- Service Provider forum, Gatton
- Allamanda Housing

Workshops

In total, CRU offered 118 events across the state this year, ranging in length from two hours to 10 days, with a total of 4050 registrations. We were able to make at least one visit to every region with 69 of these workshops being held outside Brisbane. Using CRU's original core resources, we offered a total of eight workshops in the North Queensland, Far North Queensland, North Coast and South East Regions – these are the regions not covered by our PR project. A number of the larger events in Brisbane, in particular the conference in May, also drew participants from around the state.

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 in July 2015- June 2016

Date	Workshop	Region	No. of days/hrs	No. of participants
2015				
7/07/2015	Getting to the Heart of What Matters- Support Worker Evening: Suellen Welch	Brisbane	½ day	27
13/07/2015 - 17/07/2015	PR: Understanding Changes in Disability Support - Conversations about the NDIS Murgon, Kingaroy, Mundubbera, Yarraman and Nanango Road trip: Sharon Bourke & Catherine Laherty	Murgon	5 days	73
14/07/2015	Getting to the Heart of What Matters- Support Worker Evening: Danielle Mason	Brisbane	½ day	27
18/07/2015	PR: Finding My Place: June Arthy, Marisha Targett and Cindy Martin, Trish Dietz, Narissa Wilson, Michael Vallance	Brisbane	1 day	116
22/07/2015	PR: Finding My Place : Peter Rowe, Jane Litster, Zach Roberts Ruby Lawler, Robbie Mandeville	Rockhampton	1 day	58
24/07/2015	Family Leadership Weekend 2 Day Event: Jan Kruger, Margaret Ward, Jeremy Ward & Kathy Rees	Boonah	2 days	56 (29 parents & 27 younger family members)
25/07/2015	PR: Taking Charge of Change	Indooroopilly	1 day	42
29/07/2015	PR: Taking Charge of Change	Inala	1 day	31
30/07/2015	PR: Taking Charge of Change	Jindalee	1 day	42
1/08/2015	PR: Taking Charge of Change	Beauresert	1 day	25
3/08/2015	OISD Participant Conversation	Brisbane	½ day	27
8/08/2015	PR: Taking Charge of Change	Toowoomba	1 day	41
10/08/2015 - 14/08/2015	PR: Understanding Changes in Disability Support - Conversations about the NDIS & Taking Charge of Change : Biloela, Monto, Theodore and Taroom Road Trip: Sharon Bourke & Sue Duncan-Kemp	Monto,	5 days	43
17/08/2015 & 7/09/2015	Deep Quality – Optimal Individual Service Design: Michael Kendrick ,Margaret Rodgers & Neil Barringham	Lutwyche	10 days (full) 5 days (theory)	27 8
22/08/2015	PR: Taking Charge of Change	Ipswich	1 day	32
31/08/2015	Towards a Better Life (SRV for families): Jane Sherwin and Meg Sweeney	Bardon	1 day	19
2/09/2015 - 5/09/2015	PR: Understanding Changes in Disability Support - Conversations about the NDIS Emerald, Blackwater and Clermont Road trip: Sue Duncan-Kemp & Catherine Laherty	Blackwater Emerald	4 days	45

2/09/2015	Agency Transformation: Aoife O'Toole	Brisbane	1 day	21
14/09/2015	Dilemmas in Supporting Choice: Michael Kendrick	Indooroopilly	1 day	51
15/09/2015	Staffing Options - Succession Planning Forums	Redlands	½ day	8
16/09/2015	PR: Taking Charge of Change	Lowood	1 day	13
17/09/2015	PR: Taking Charge of Change	Carindale	1 day	27
29/09/2015	Staffing Options - Succession Planning Forums	Mt Gravatt	½ day	15
10/10/2015	PR: Finding My Place: Tammy Noone, Sally Foote, Adrian Kooistra, Dale Speed, & Kate Alcorn.	Toowoomba	1 day	50
17/10/2015	PR: Finding My Place: Dan Read, Belinda Buckler, Joe Condon, Rodney Mills & Kathleen Fleming	Ipswich	1 day	50
19/10/2015 - 23/10/2015	PR: Understanding Changes in Disability Support - Conversations about the NDIS Longreach, Winton, Barcaldine Road Trip: Sue Duncan-Kemp & Lyn Farrell	Longreach, Winton, Barcaldine	5 days	40
21/10/2015	PR: Taking Charge of Change	Chermside	1 day	45
31/10/2015	PR: Taking Charge of Change	Coorparoo	1 day	40
5/10/2015	Staffing Options - Succession Planning Forums	Maroochydore	½ day	12
10/11/2015	Responding well to challenging behaviours: Ann Greer	Rockhampton	1 day	34
10/11/2015	PR: Young Families Taking Charge: Sue Duncan-Kemp & Lisa Bridle	Chermside	1 day	64
15/11/2015	PR: Taking Charge of Change Conversation	Coopers Plains	1 day	12
19/11/2015	PR: Taking Charge of Change Conversation	Toowoomba	1 day	46
26/11/2015	PR: Taking Charge of Change Conversation	Goodna	1 day	11 Fam +4 workers
2016				
3/02/2016	PR: Evening: Getting Informed	South Brisbane	½ day	6
4/02/2016	PR: Taking Charge of Change	Chermside	1 day	18
9/02/2016	PR: Starting to Plan	Maryborough	½ day	13
10/02/2016	PR: Understanding Supports	Hervey Bay	½ day	18
12/02/2016	PR: Getting Informed	Gatton	½ day	10
12/02/2016	PR: Getting Informed	Gatton	½ day	20
12/02/2016	PR: Starting to Plan	Gatton	½ day	19
13/02/2016	PR: Taking Charge of Change	Mt Gravatt	1 day	21
16/02/2016	PR: Getting Informed	Gladstone	½ day	18
16/02/2016	PR: Starting to Plan	Gladstone	½ day	15

17/02/2016	PR: Understanding Your Supports	Gladstone	½ day	19
17/02/2016	PR: Managing Your Supports	Gladstone	½ day	19
17/02/2016	Introduction to Facilitation	Brisbane	1 day	16
18/02/2016	PR: Starting to Plan	Brisbane	½ day	7
24/02/2016	PR: Taking Charge of Change	Esk	1 day	30
1/03/2016	Building Partnerships with School to Support your Child's Inclusion: Prof Suzanne Carrington	Brisbane	½ day	35
2/03/2016	PR: Understanding Support: Sue Duncan-Kemp, Catherine Laherty and Jen Mouritz	Brisbane	½ day	6
4/03/2016	PR: New Opportunities for a Good Life: Kathy Spowart, Linda and Jacob Hughes, Sheree Henley and Isaac Peel	Toowoomba	1 day	95
5/03/2016	PR: New Opportunities for a Good Life: Kathy Spowart, Linda and Jacob Hughes, Sheree Henley and Isaac Peel	Brisbane	1 day	113
5/03/2016	PR: Taking Charge of Change: Sharon Bourke	Jindalee	1 day	63
9/03/2016	PR: Making the Most of the NDIS: Worker & Service Providers	Maryborough	½ day	22
9/03/2016	PR: Making the Most of the NDIS: Worker & Service Providers	Hervey Bay	½ day	27
10/03/2016 & 11/03/2016	Support Workers Training: Bowen Flexicare: Suellen Welch	Bowen	2 x ½ day	24
14/03/2016	PR: Getting Informed	Rockhampton	½ day	15
14/03/2016	PR: Starting to Plan	Rockhampton	½ day	13
15/03/2016	PR: Understanding Supports	Rockhampton	½ day	12
15/03/2016	PR: Managing Your Supports	Rockhampton	½ day	13
17/02/2016, 16/03/2016, 13/04/2016,	Introduction to Facilitation: Catherine Allen	Brisbane	3 x 1 days	19
17/03/2016	PR: Managing Your Supports	Brisbane	½ day	12
21/03/2016	PR: Getting Informed	Bundaberg	½ day	52
21/03/2016	PR: Starting to Plan	Bundaberg	½ day	45
22/03/2016	PR: Understanding Supports	Bundaberg	½ day	58
22/03/2016	PR: Managing Your Supports	Bundaberg	½ day	57
22/03/2016	Self-Direction for bigger and better lives: Jane Sherwin	Robina	1 day	31
22/03/2016	PR: Young Families Taking Charge	Ipswich	1 day	27
30/03/2016	PR: Getting Informed	Coorparoo	½ day	10
30/03/2016	PR: Starting to Plan	Coorparoo	½ day	10
31/03/2016	PR: Understanding Supports	Coorparoo	½ day	9

31/03/2016	PR: Managing Your Supports	Coorparoo	½ day	13
8/04/2016	PR: Taking Charge of Change	Boondall	1 day	20
9/04/2016	PR: NDIS Conversation	Toowoomba	1 day	
11/04/2016	PR: Getting Informed	Chermside	½ day	22
11/04/2016	PR: Starting to Plan	Chermside	½ day	
12/04/2016	PR: Understanding Supports	Chermside	½ day	35
12/04/2016	PR: Managing Your Supports	Chermside	½ day	35
13/04/2015	Introduction to Facilitation: Catherine Allen	Brisbane	2ndDay	16
13/04/2016	PR: Young Families Taking Charge: Sue Duncan-Kemp & Lisa Bridle	Mount Gravatt	1 day	23
18/04/2016	PR: Taking Charge of Change	Toowoomba	1 day	55
19/04/2016	SRV for Families: Jane Sherwin	CRU Office	1 day	13
19/04/2016	PR: Getting Informed	Warwick	½ day	4
19/04/2016	PR: Starting to Plan	Warwick	½ day	4
20/04/2016	PR: Understanding Supports	Warwick	½ day	2
20/04/2016	PR: Managing Your Supports	Warwick	½ day	3
20/04/2016	Responding Well to People with "Challenging Behaviours": Ann Greer & Rod Mills	Cairns	1 day	17
21/04/2016	PR: Young Families Taking Charge: Sue Duncan-Kemp & Amy Stockwell	Rockhampton	1 day	29
22/04/2016	PR: Getting Informed: Young Families	Yeppoon	1 day	6
27/04/2016	PR: Getting Informed	Ipswich	½ day	12
27/04/2016	PR: Starting to Plan	Ipswich	½ day	12
28/04/2016	PR: Understanding Support	Ipswich	½ day	17
28/04/2016	PR: Managing Your Supports	Ipswich	½ day	17
29/04/2016	PR: Taking Charge of Change	Calamvale	1 day	19
29/04/2016	PR: New Opportunities for a Good Life: Jan Kruger, Joanne Cregan, Kathy Spowart	Rockhampton	1 day	98
5/05/2016	PR: Taking Charge of Change	Beaudesert	1 day	17
9/05/2016 - 13/05/2016	PR: Making the Most of the NDIS: Roma, Mitchell, Morven, Cunnamulla, Charleville, St George Road Trip: Amy Stockwell & Catherine Laherty	Roma, Mitchell, Morven, Cunnamulla, Charleville, St George	5 days	55

20/05/2016 & 21/05/2016	CRU Conference: Paige Armstrong, Donna Best, Maria and Leanne Burke, Kevin Cocks, Anne Cross, Maureen Fordyce, Peter Gurr, Katrina Fredberg, Emma Gee, Ann Greer, Dan Habib, Darren Hammer, Damien Kenny, Alison Maclean, Gary Matthews, Kate McGinnity, Meg McManus, Michelle Moss, Rebecca Murphy, Anita O'Brien, Bobby and Tracey Pate, Wilfred Thomas Prince, Shane Rence, Chris Sarra, Bernadette Scalora, Vanessa Scott-White, Glen Sheppard, Jane Sherwin, Sam Smith, Sue Smith, Lorna Sullivan, Meg Sweeney, Peter Symonds, Gerhard Tromp, Roschell van den Brink, Narissa Wilson, Connie Young	Brisbane	2 days	Day 1: 356 Day 2: 339
23/05/2016 - 27/05/2016	PR: Making the Most of the NDIS: Dalby, Tara, Miles and Chinchilla Road Trip: Amy Stockwell & Troy Wolski (QDN)	Dalby	5 days	156
30/05/2016 03/06/2016	Introduction to SRV : Jane Sherwin	Cairns	2 x 2 days	44
1/06/2016	Getting to the Heart of What Matters- Support Worker Training: Bridget Wickett	Sunshine Coast	1 day	28
1/06/2016	PR: Taking Charge of Change	Red Hill	1 day	53
6/06/2016	PR: Getting Informed	Springfield	½ day	32
6/06/2016	PR: Starting to Plan	Springfield	½ day	31
7/06/2016	PR: Understanding Support	Springfield	½ day	39
7/06/2016	PR: Managing Your Supports	Springfield	½ day	38
9/06/2016	PR: Getting Informed	Stanthorpe	½ day	16
9/06/2016	PR: Starting to Plan	Stanthorpe	½ day	12
10/06/2016	PR: Understanding Support	Stanthorpe	½ day	15
10/06/2016	PR: Managing Your Supports	Stanthorpe	½ day	17
13/06/2016	PR: Getting Informed	Toowoomba	½ day	51
13/06/2016	PR: Starting to Plan	Toowoomba	½ day	51
14/06/2016	PR: Understanding Support	Toowoomba	½ day	58
14/06/2016	PR: Managing Your Supports	Toowoomba	½ day	57
17/06/2016	PR: New Opportunities for a Good Life: Kathy Spowart, Belinda and Ron Prince and Margo McAdam	Hervey Bay	1 day	92
20/06/2016 - 23/06/2016	PR: Making the Most of the NDIS: Longreach, Muttaborra, Barcaldine, Blackall and Alpha Road Trip: Amy Stockwell & Troy Wolski (QDN)	Longreach, Muttaborra Barcaldine Blackall, Alpha	4 days	52
31/06/2016	PR: Making the Most of the NDIS Pittsworth and Millmerran Road Trip: Amy Stockwell & Troy Wolski (QDN)	Pittsworth & Millmerran	2 days	9

Conference

In May 2015, CRU held a very successful two day conference at the Brisbane Convention and Exhibition Centre, entitled "Claiming a Positive Future; the power of possibility". Planning for this large event with over 350 participants, started in mid-2015, intensifying as the event approached. In her role of Leadership Consultant, Lisa Bridle focused on this event during the year, ensuring that it offered leadership development opportunities on many levels. There were nearly 40 presenters over the two days, some who had not presented before along with very experienced presenters. We welcomed three international guest presenters, Kate McGinnity and Sam Smith in Brisbane and Dan Habib via skype. On her return from maternity leave, Kim Jensen provided part time admin support from February to May. Kathleen Flemming provided the artwork for the flyers and Pauline Heaney from Lettuce Create assisted with design. CRU provided 26 bursaries or fee waivers to cover a variety of costs and enable people with disabilities and families from regional Queensland to attend. Funds for this were drawn from the Disability Leadership Project, the QPPD donation and the Participant Readiness initiative.

CRU also reduced the registration fee for delegates under 30 years of age in an attempt to attract young people who are often casual workers and not subsidized to attend large events. Seven people took up this opportunity. The conference was a great opportunity to bring together the many threads of CRU's work and this was evident both in the program and topics as well as the participants who joined us. Feedback indicated high levels of satisfaction with all presentations and the overall running of the event. People particularly noted that they felt inspired and re-energised. My thanks to Lisa and Kim for taking the lead on this event and our thanks to everyone involved who helped to make this such a wonderful gathering.

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 to equip people with the skills to facilitate groups, planning sessions and Support Circles was offered again early in 2015. We believe that confident, skilled facilitators are an essential part of the self-direction landscape.

Twenty seven participants took part in the ten day "Deep Quality - Optimal Individual Service Design" course offered by CRU for the seventh time in August and September. We continue to invest in this course because of the feedback we receive about its lasting impact on participants thinking and practice.

CRU was able to offer some individual follow up to assist one of the OISD volunteers to establish a Circle of Support. Suellen Welch assisted this man and his network with this during the year.

'Getting to the heart of what matters: The role of the support worker' was offered four times in different formats and was very well received. We were pleased to be able to offer this in regional Queensland as well as Brisbane.

We were delighted to partner with Disability Services Cairns to offer two two-day courses to provide an introduction to Social Role Valorization. The Department opened this opportunity to the community and forty four people were involved in total. Our thanks to Jane Sherwin for delivering this event with CRU.

Participant Readiness for the NDIS

This large project, to assist people with disabilities and their families in the Brisbane, South West and Central Queensland regions to prepare for the NDIS began in late 2014. During the 2015-16 year we continued the work we had started. The project was delivered via a number of strategies:

1. Face to face introductory workshops
2. Forums of people with disabilities and families sharing their story
3. Forums of speakers from the trial sites.
4. Development of online information to supplement what could be conveyed at a workshop;
5. Opportunities for one to one conversations
6. CALD project
7. Trips to regional, rural and remote areas, which we referred to as road trips.
8. A particular strategy for the families of people supported by the government run Accommodation Support and Respite Services (AS&RS)

Face to face workshops – CRU delivered 87 Participant Readiness events – this included the eight one day forums and 79 other sessions, ranging from two and a half hours to six hours duration. During the year, CRU developed new options in response to feedback from participants. Another four workshops were offered specifically to families with children under 8 years of age, as we believe their preparation is somewhat different to families with older children. 130 people attended these workshops in Brisbane, Ipswich and Rockhampton. Our thanks to Autism Queensland, Parent Connect and Carers Queensland, Better Start program for their contribution to the planning of this.

In late 2015, in response to a change of principles and direction, CRU developed a series of four short sessions that could be attended either as one-offs or as a series. This was known as Making the Most of the NDIS.

One day forums with local people with disability and their families as the presenters, sharing their stories of self-direction and the steps they have taken to create good lives were held in Toowoomba, Ipswich, Brisbane and Rockhampton in the latter part of 2015.

Twenty one people presented their story, for us. For some this was the first time they had done that and it was great to be able to support them to make that contribution. Our thanks to their family members and friends who also spoke and

assisted with the presentations. Sharing these local stories is always well received. These events were also filmed for further circulation.

In 2016, CRU offered four forums titled, "New Opportunities – Speakers from the Trial Sites". Ten people with disabilities and their families travelled to Queensland to share their experiences of engaging with the NDIS so far. This initiative was developed from participant suggestions.

During 2015-16, CRU did extensive work on designing an additional eight pages of content for a new website, entitled "Bringing the Good Life to Life". The first four pages were launched in early March and bring together good quality video, articles and ideas from around the world. We have developed a significant amount of new local material during the year, including 17 new videos. In addition to filming 6 local stories, with Soul Vision Films, we also recorded footage from our events and speakers to share their ideas more broadly and produced 5 montage videos on the subjects of home, work and the good life. Our thanks to Luke Farrelly, Sean Fisher, Julia Listopad, Joe Condon, Lisa Lehman and Cathy McMahon for agreeing to share their stories. At the end of the financial year, there were two more under production. My thanks to Hugh Rose Miller, Sue Duncan Kemp and Matthew Stone who worked with me on this big and ambitious project and who have developed a great resource. Our thanks also to Brendan Donohue, Lisa Lehman and Rebecca Monetti for their assistance with previewing the site for accessibility. There are more pages yet to be added.

During the year we continued the work started in September 2014, when we linked with Mamre and QDN to engage Amparo Advocacy for 13 months to assist us to reach more people from CALD backgrounds. Griffith University undertook a small evaluation of this project to scope what was happening now; identify better practices and to make some recommendations to guide future policy and practice. This report was completed in December 2015. CRU contributed to the cost of translation of information about disability and information about the NDIS into twenty languages and held just one workshop in Vietnamese in Inala in July. Eighty four people who identified as coming from a CALD background attended an event or met with CRU for an individual conversation. Amparo, as part of the joint venture, met with 385 people during this period. CRU also participated in a one day gathering convened by Amparo and QPASTT to develop strategies for raising the profile of people from CALD backgrounds in the scheme.

CRU was able to undertake eight regional and remote road trips this year, three of which were in partnership with QDN. Covering the cost of visiting these towns to connect with small populations has always been difficult for CRU to achieve so we were delighted to be able to spend the time and resources travelling to many towns that we have not visited before. The partnership with QDN harnessed the respective organisations' strengths in working with families and people with disabilities. Each organization gained a greater reach from fewer resources

Some trips took us to smaller regional towns such as Pittsworth, Tara, Chinchilla, Miles. Murgon, Yarraman, Theodore and Taroom. The others took us to more

remote centres such as Mitchell, Morven, Charleville, Clermont, Muttaborra, Barcardine, Blackall and Alpha. We visited 28 towns during these trips. Our thanks to the various members of the CRU team who went on these trips; a volunteer Lyn Farrell who accompanied staff on one of them and to Amy Stockwell who worked with CRU on a four month project to build our connections in small towns where we are not known. For example, at five of the meetings participants planned to follow up with each other and in the south west alone, eighty eight new people signed up to the CRU mailing list.

After many delays, agreement was reached to offer 3 half day sessions for families who have a member supported by AS&RS through attending the existing Service user advisory groups in the Brisbane area. This was to provide information but to also learn from them what might be most useful to families in this situation. The first of these was held in Oxley/Wacol in June 2015. A project strategy was then developed with every family receiving a letter and fact sheet from CRU explaining the project and the NDIS and inviting them to information sessions or individual conversations. We worked closely with the managers and staff of AS&RS to contact and support the families during this project. Three part time staff were engaged for this project in January 2016. Lee Kemp, Rebecca Monetti and Penny Sampson worked in these roles for five months. CRU hosted nineteen information sessions in Toowoomba, Logan, Rockhampton, Gold Coast, Townsville and various locations within Brisbane. We were pleased that over one hundred families requested a follow up conversation to explore their own situation further. CRU is very happy to support this group of families but undertaking a complex project like this with such short time frames was never our intention.

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

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. However, we appreciate people's interest and have taken the opportunity, particularly while visiting country towns to have separate conversations with interested people so that they can resource the families they work with.

The work of the Participant Readiness Initiative during 2015-16 has been achieved in an ever changing and challenging environment. In July we were advised of an extension of funding from January to June 2016. This was with changed Principles to guide the work, changed messages and a reduced budget. At that stage, CRU had sufficient resources to retain the current staff. To meet the new principles and messages, we needed to review our strategies and content and this meant planning was very rushed. We were also keen to extend the CALD project with our partners, without compromising our own funding base.

In late February, CRU in partnership with Parent to Parent and QDN, on behalf of all the PR Providers , gave feedback to the Department on what we felt we had

achieved and what was still required in terms of participant readiness for the NDIS in Queensland. In March 2016 we were advised of a further extension from mid-2016 til mid-2018, though the budget has only been allocated til mid-2017. These negotiations commenced prior to the signing of the bilateral agreement which in itself was creating uncertainty about the rollout in Queensland. My thanks to Sue Duncan- Kemp for leading the Participant Readiness team to successfully deliver this large project in spite of the many obstacles.

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 2015-16 year we were busy with the usual routine tasks required to keep the organisation functioning well.

The work of CRU and the supporting structure that enables the work to happen depends on the people of CRU. In addition to the monthly meeting, the Management Committee of Matt Stone, Sharon Daley, Sherryn West, Josey McMahon, Gerhard Trompe, Luke O'Sullivan and Fletcher Tame also took on other tasks and roles between meetings and I want to thank them for their support to the staff and myself during the year.

The CRU staff team started the year with Lisa Bridle, Suellen Welch, Bill Kyle, Bobby Noone, Kathleen Fleming, Hugh Rose-Miller, Dee Henry, Danielle Mason, Sue Duncan- Kemp, Catherine Laherty, Penny Sampson and Jenn Mouritz.

A number of people took up short term contracts to work on particular projects with CRU during the year, Virginia Lonsdale from July to December; Lee Kemp and Rebecca Monetti from January to June and Amy Stockwell from March to June. Suellen Welch and Bill Kyle both increased their hours at CRU.

As the year went on, we ran out of ways to rearrange the furniture to fit more people in. We were unsuccessful in our bid to find a short term rental close by, so in 2016, we resourced the four newcomers with laptops and phones and contracted them to work from home. We also rented the meeting room at the nearby Capitol Apartments for 30 days over the 6 month period to create some additional meeting space.

Danielle Mason finished at CRU in early January. Kim returned from maternity leave in February 2016. Meegan Hardaker, Alana Omundsen and Kathleen Wozniak also joined us during the year as temporary admin support. With the various comings and goings, the total number of CRU employees for the year was twenty. We consider ourselves very fortunate to have had so many skilled and committed people join us during the year.

2015-16 also saw CRU engage a lot of contractors to work with us in developing or delivering information. I am not exaggerating when I say that we could not have

done what we did without them. My thanks to Jane Sherwin, Catherine Raju, Kathy Rees, Catherine Allen, Michael Kendrick, Bridget Wickert, Sharon Bourke and Jeremy Ward.

I want to thank each one of these people for their contribution to CRU during the year – the existing staff who welcomed, inducted and supported the new staff and the newer people who have so willingly contributed their skills and experience. It has been a little crowded and at times frantic and I think the team has done a great job of pulling together to do what we set out to do.

The uncertainty of funding that I have described above has implications for the many staff whose employment is dependent on project funding and I want to thank the staff and contractors for their patience and commitment during some particularly uncertain periods during the year. Their willingness to live with some uncertainty has provided stability and consistency to our work through uncertain times and that is greatly appreciated.

To further complicate this busy year, I needed to take extended sick leave with very little notice. Matt Stone and Lisa Bridle shared the CEO role in my absence, from April to June 2016. Their willingness to step in to this role, at a very busy time, was very important to me personally and to CRU and I want to thank them for that. I also want to thank the rest of the team who assumed added responsibility during that period and to thank the Management committee for their flexibility and support.

In addition to the delivery, we also contract people for particular 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, Dave Drinkall, 99 Consulting, Peter Hegedus, Patrick Herd, Pauline Heaney, Peter Hallahan, Stephen Tonge and Paul Paxton-Hall

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. In 2015-16 this included resourcing staff in Workplace Health and Safety and good governance. CRU staff attended state conferences such as the NDS conference; 'Think Prepare Plan' and the Griffith Symposia and national or interstate conferences including SRV10; the NDIA New World conference; Belonging Matters Conference and the international IIDL and Claiming Full Citizenship Conferences in Vancouver. CRU staff and Committee have of course, also had the opportunity to attend a whole range of very high quality CRU events.

We successfully gained reaccreditation under ISO 9001:2008 at our Audit conducted by HDAA in early February. My thanks to Lisa Bridle who plays a key role in ensuring our Quality Systems are maintained.

After a review and some delays during 2014, the Stewardship Group was reconvened in August 2015 and met three times in the 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.

There were over 200 responses to our Annual Survey which was conducted for the fourth time in late 2015. This is conducted on survey monkey and all material is collated by a third party, 99 Consulting. The annual survey is an avenue for people who can't attend to have a say and also to get feedback on the other activities of CRU. We were pleased that many people who were new to CRU responded and the review highlighted the need for us to continue to communicate CRUs role and purpose. During the year, it was decided to send the survey every two years from now on.

A critical factor influencing our activities during the 2014-15 year has been the uncertainty of current and future government funding. We started the year with a funding agreement with the state government until mid-2016 for our long term recurrent funding. In early January we heard that there would be an extension of our original funding but we were unclear of the amount, timing or outcomes expected until late March. We were very relieved to sign a Service Agreement in May at a similar rate of funding for a further 3 years. Running parallel to these discussions, in July 2015 we had a service agreement til January 2016 for the Participant Readiness Initiative. In July, we heard that the Participant Readiness Initiative would be extended from January til June 2016 with a reduced budget. A two year extension to this funding was announced in March 2016 with budgets agreed for the first year only. The budget for the 2016-17 year is approximately 50% of the initial years which has resulted in significant reduction of capacity.

The late notice and changeability of these funding agreements has made planning more stop-start and far less efficient then we would prefer. It has also made it harder to offer contracts to both our contractors and our staff.

Given the particular circumstances, namely the late notice of extension of funding to the PR initiative; the conference planned for early 2016 and the lack of information about funding post June, CRU departed from its usual pattern of operational planning for the whole staff team and instead invested time in developing work plans for key positions and projects. The Management Committee undertook Operational planning in March for the 2016 year

In 2014-15 the Governance sub-committee recommended to the committee that CRU should become a Company Ltd by Guarantee. The subcommittee continued to meet throughout the year with Paxton Hall Lawyers to facilitate arrangements for this proposed transition. Drafting a new constitution required a lot of thinking and decision making as the group endeavored to predict CRU's needs in the future. My thanks to Bill, Matt and Josey for their assistance with that work.

At a Special general meeting in June 2015 members of Queensland Parents for People with a disability (QPPD) decided to wind up the organization and give their

assets to CRU. CRU was clear that we could not take up the systems advocacy work of QPPD. The process of allocating assets was completed in October 2015.

Reflections

It has been another very busy year with a lot more activities across the state than in any of my previous years as CEO. Having more people in the CRU team has increased our capacity to travel further, speak with more people and to be more visible. We were very keen to ensure that the increased resources would mean that more people with disabilities and their families will hear a message that a 'good life is possible'.

Short workshops serve as an introduction to that thinking but we have tried to combine this broad spread of short conversations with an invitation to further opportunities to explore that concept in more depth. Our mission is about change and leadership not just information provision and we are keen to use the whole variety of resources we have across CRU to achieve this mission. We have continued to do our best to invest in collaboration with people and organisations in the sector in preference to being swept up into the competitive agenda.

One of the things that has made this year particularly busy, is that we have also needed to consider projects that would diversify our funding base or have potential for that in the future to help ensure our survival. The risk of taking on too much or too many different things and losing focus has had to be weighed against the risk of not being as prepared as possible for new funding realities. We anticipate that we will need to operate in the midst of uncertainty for the foreseeable future.

And so, for an organization committed to change and leadership and in the midst of great change, it seems apt to draw once again on the wise words of Dr Seuss as we know very well that:

***Unless someone like you cares a whole awful lot,
nothing is going to get better. It's not. Dr Seuss.***

The many people connected to CRU have cared an awful lot during the past year and I look forward to working with you to see things get better in 2016-17.

Margaret Rodgers

CEO

2015-2016.