



Expanding Ideas; Creating Change

Annual Report

2017/2018

Community Resource Unit Ltd

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Overview of the Organisation

Purpose

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 120 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 2017/2018

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

CRU STAFF 2017/2018

CEO	Margaret Rodgers
Senior Consultants	Lisa Bridle
Consultants	Suellen Welch Catherine Laherty Danielle Mason Jen Mouritz
Information Consultant	Hugh Rose-Miller
Finance Officer	Janene Parsons
Co-ordinator of Business Supports	Rebecca Blackmore
Administration Officers -	Kim Jensen Bobby Noone Kerrie White Kathleen Fleming

Director's Report

I'd like to begin by acknowledging the traditional custodians of the land on which we meet today. I pay my respects to both the Jagera people and the Turrbul people and their Elders, past, present and emerging, for they hold the hopes, dreams, traditions and cultures of Aboriginal Australia.

I would also like to honour Mike Duggan today. He has played a vital role in CRU for many years, of course he was on the committee when I started and then on the stewardship group more recently. Everyone here probably has a Mike story but I think for me Mike taught me to always keep my values about humanity in the forefront of my thinking and he made me realise how important it is that we be aware of our own personal power in this world and how we respect the power of others, particularly those with disability.

I am hopeful that one year soon, someone will start their report by saying: what a straightforward and relatively cruisy year it has been at CRU for the last twelve months.

But it won't be this year

In last year's report I talked about the excitement that was building for the implementation of the NDIS and even though it was a huge unknown – there was still a lot of excitement. And CRU was trying to find its place in an NDIS world whilst retaining its authenticity as change loomed on the horizon. We were hopeful of attaining ILC funding and finding a 'business as usual' comfort zone.

However, that was not to be.

As I say every year CRU has a very committed and dedicated Board. The work of the board is taken very seriously by its members and everyone's willingness to continually give their time and energy is astounding.

There were nine official board meetings we all attended this year and with so much to think about and discuss at our meetings they went from being a two-hour meeting to a three-hour commitment.

Strategic planning, as it has been for the last few years is still a tricky piece of work. We constantly are looking for options that will allow CRU to continue delivering the much-needed work it does. We have had to think about what else CRU might be able to do if it does not receive funding from the NDIS and we have had to look carefully at the budgets and project how we can best use the surplus if our endeavors to attain an external funding source from the NDIS does not happen.

The guidance of the stewardship group this year has been invaluable so again we thank Mike, Lyn, Pam, Leanne, Tony and Richard. The board and the stewardship group meet three times a year, usually for half a day on Saturday . It is a big commitment by everyone but so very important. It provides us with an opportunity to

discuss, to brainstorm, to listen and look at the bigger picture of what might be possible.

Another undertaking of the Board's this year was to do a personality profiling workshop in order to ascertain the strengths and weaknesses in our overall capacity so we can look at areas in which we might need to pay particular attention. We then discussed how we might all play to our strengths to be more effective.

There were a few big agenda items that kept us going this year.

As a result of adopting ISO 2015 the Quality Sub-committee become referred to as the Quality and Risk Sub-committee and the Annual Compliance Register needed to be updated. Another piece of work resulting from the audit and the change to a CLG was an update to the Quality Policy.

Sherryn led the Business Development and Finance Sub-committee and created not only a budget but an accompanying narrative so we could consider the options and projections available for the next 12 to 18 months.

Work was done on mapping partnerships, looking at the way we attract and retain members, and even the structure of CRU itself was examined, all with a keen insight to know we are doing everything possible to ensure the longevity of CRU.

Before I wrap up I would like to thank the staff of CRU this year also. I think it is a tricky time and I thank them all for their loyalty and I suspect if CRU didn't have the great leadership provided by Marg then we could have a very different situation. And of course, on behalf of the Board I thank Marg for doing the amazing work she does.

I thank the Board for their commitment and dedication to the work they do for CRU, and as I stand down this year I also want to thank them for supporting me in the role as Chair for the past few years. It has been an absolute privilege to get to know you all and work with you and I am honoured to have had that opportunity.

So as I opened this report the same way I did last year I will close it in the same fashion. While there is still a somewhat uncertain future for CRU we know that everyone will continue working hard to see the CRU vision realised of creating full and meaningful lives for people living with disability.

Sharon Daley

Chair

2017-2018

Financial Report

In this time of change and a new funding environment I table the financial position of CRU as at the year-end 30th June, 2018.

The result for the year was a deficit of \$86,457. This is consistent with projections and the previous decisions of the directors to invest in additional core positions. . The positions were to maintain and enhance our online capacity and to explore and trial ways that we can generate income into the future, given the changes with the National Disability Insurance Scheme.

The finance and business development sub-committee met throughout the year to explore and review alternatives to generate income and will continue to meet to ensure our sustainability into the future.

Over the last couple of years we have brought together staff, directors, members and colleagues to explore how CRU can continue after the core funding from the Department of Communities, Disability Services and Seniors finishes on the 30th June, 2019. This has been the main source of income for CRU. To date we have been focusing on fee for service income and will continue to do this and tender for opportunities that align with our vision and mission to 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.

I thank Margaret, Janene, the staff, directors and stewardship group for the ongoing conversations, planning and decisions that brings us to where we are now. It has been difficult at times but I am inspired and reassured to know that we will do all we can to ensure CRU's sustainability into the future.

I also thank Sue Bradnock of Total Audit Services for the audited financial statements.

Sherryn West

Treasurer
2017-2018

COMMUNITY RESOURCE UNIT LTD
STATEMENT OF PROFIT AND LOSS
YEAR ENDED 30 JUNE 2018

	Note	<u>2018</u> \$	<u>2017</u> \$
INCOME			
Revenue	2	1,151,178	1,291,994
TOTAL INCOME	1(f)	<u>1,151,178</u>	<u>1,291,994</u>
EXPENDITURE			
Cost of Sales	4	441,429	674,551
GROSS PROFIT		<u>709,748</u>	<u>617,443</u>
Administration Costs	3	116,092	88,951
Depreciation		9,218	11,091
Employee Benefits Expenses		580,672	503,964
Motor Vehicle Expense		683	1,805
Interest Paid		45	73
Occupancy Expenses		89,495	97,370
TOTAL EXPENDITURE		<u>796,205</u>	<u>703,254</u>
SURPLUS BEFORE INCOME TAX		(86,457)	(85,811)
Income tax expense	1(b)	-	-
SURPLUS AFTER INCOME TAX		<u>(86,457)</u>	<u>(85,811)</u>

The accompanying notes form part of these financial statements.

COMMUNITY RESOURCE UNIT LTD
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2018

	Note	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash Assets	5	890,126	959,575
Trade Debtors		10,487	79,119
Inventory		19,144	21,273
Other assets		25,469	13,229
TOTAL CURRENT ASSETS		<u>945,226</u>	<u>1,073,196</u>
NON-CURRENT ASSETS			
Plant and equipment	6	23,579	31,064
TOTAL NON-CURRENT ASSETS		<u>23,579</u>	<u>31,064</u>
TOTAL ASSETS		<u>968,805</u>	<u>1,104,260</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	99,793	176,953
Provisions	8	129,416	107,534
TOTAL CURRENT LIABILITIES		<u>229,209</u>	<u>284,487</u>
NON-CURRENT LIABILITIES			
Provisions	8	34,102	27,822
TOTAL NON-CURRENT LIABILITIES		<u>34,102</u>	<u>27,822</u>
TOTAL LIABILITIES		<u>263,311</u>	<u>312,309</u>
NET ASSETS		<u>705,494</u>	<u>791,951</u>
MEMBERS' FUNDS			
Accumulated surplus brought forward		555,922	629,358
Capital Reserve		236,029	236,029
Prior Year Adjustment (lease security deposit)		-	12,375
Surplus/(Loss) for the year		(86,457)	(85,811)
TOTAL MEMBERS' FUNDS		<u>705,494</u>	<u>791,951</u>

The accompanying notes form part of these financial statements.

CEO's Report

The 2017 – 2018 year, was the second year in the three year roll out of the National Disability Insurance Scheme. For CRU this meant another year of working to ensure that people with disabilities in Queensland are as ready as possible to make the transition to this new funding scheme. We want people to be able to make the most of this opportunity. CRU has conducted a particular NDIS Participant Readiness project since late 2014 and that continued during the year, but the broader notion of assisting people to be ready for the NDIS affects all the work of CRU.

We 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 puts them in a stronger position to understand the benefits, limits and place of funding in their lives. It helps them make informed decisions about how they would like to engage with the NDIS if they need it.

During 2017-18 CRU was guided by the following five strategic goals:

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.

I will report on our work in three sections based on our goals – firstly our partnerships and identity second, our work and strategies in leadership and change, and third the governance and organisational sustainability of CRU.

PARTNERSHIP AND IDENTITY

Our 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:

- **Disability Services Organisation (DSO)** advisory group – we accepted the Queensland Disability Network's(QDN) invitation to be part of their advisory group overseeing the building of Peer Support Groups under the NDIA's DSO initiative.
- **National Alliance of Capacity Building Organisations (NACBO)** – CRU has continued to collaborate with five capacity building 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.

The alliance met face to face in October, February and April and met by phone at other times. My thanks to Karen Keogh from Tresscox Lawyers for their pro-bono support in drafting a deed of collaboration which was signed in April 2018. CRU Board Directors, Matt Stone and Josey McMahon have travelled with Marg to represent CRU this year.

Between October and July members collaborated on an innovative workforce project with Julia Farr – Purple Orange as the lead agency. Collectively we produced a research report on issues of self-management, based on interviews with support workers and people managing their own supports. CRU interviewed six people for the research and produced two of the 12 videos. I would like to thank Narissa Niesler, Luke O'Sullivan, Fran Co-Beng, Gerhard Tromp, Bobby Noone, Alison Jones, Gabe Wischki and Mandy Stewart for their assistance with this project. These resources are located on www.selfmanagedsupports.org.au

- CRU continued to be part of a consortium with **QDN, QCOSS, Community Living Association and Micah Projects** to address the NDIS participant readiness needs of people who are considered hard to reach eg people who are homeless, living in hostels or caravan parks, leaving the care of the state or identifying as LGBTQI.
- The Getting on the Grid consortia was initially funded as an 18 month project to finish June 2018 but was extended to December 2018. CRU's part in this initiative has been to participate in the steering group and to contribute to the evaluation of the project providing a mid-project report in September and a final

report in June. Glenys Mann and I met with the steering group and I want to thank Glenys for her work on the evaluation during this year.

- CRU continued its membership of the **Siblings Australia Advisory Group** to participate in their project “Creating Capacity: Support for Adult sibling’s project”. Lisa represented CRU on this national group, which met by teleconference during the year and worked by phone and email. The final report was distributed in August 2017.

We collaborated with other organisations:

- **Education Queensland**, in particular the Autism Hub at Woolloongabba have been very generous in sharing their resources. They also invited CRU to provide feedback and partner with them on a number of initiatives.
- **Uniting Care Community** maintained their investment in staff training again this year sending 40 staff to the 2 day foundation course.
- CRU has been engaged with the **International Initiative for Disability Leadership** (IIDL) since 2011. In late May 2018 Marg participated in a weeklong event attending an exchange on personalized budgets and family leadership in Dublin for 2 days. Bobby Noone also took part in the exchange and Bobby and Marg both did presentations. Marg also travelled to Stockholm for a larger two day gathering.
- **Griffith University** – CRU gave input into the Seven Steps to Self-Direction work giving feedback on the workbook; attending the workshop testing; and will now distribute the book and host the workshop in various parts of Queensland.
- **Inclusion Melbourne** –Circles of Support and Microboards project. Marg participated in a one day forum in Melbourne in December 2017 and CRU made two videos – one on Benefits to circle members and the other on facilitation of circles.
- **Queensland Curriculum and Assessment Authority** - CRU worked with QCAA to convene a focus group of people with disabilities and families on the changes to senior studies and access arrangements and reasonable adjustments.
- **QUT and ‘All Means All’** – CRU assisted with organizing an Inclusive Education seminar in September 2017 and also presented at this event.

In 2017-18 CRU also formed new alliances:

- In August CRU joined a reference group with **Multicultural Development Association and Diverseworks** on NDIS Sector readiness for the CALD community. During the year we took part in the project co-design; developed a

module on contemporary disability practice, attended some of the events and participated in steering group meetings. Lisa, Danielle and Marg were involved at different stages of this project which finished in August 2018.

This is not an exhaustive list. We have allies and partners, across the state, nationally and internationally who are an essential part of the work that CRU does. It is slower and more complex to work with others but we are committed to this strategy as the benefit to what we can offer and the scale and reach we can achieve is greatly increased. This also helps to increase our visibility and raise our profile which are important issues for CRU at this time of change. Being accessible to our followers is important to CRU and while it is a constant challenge to keep up to date, during the year we increased the numbers of people on our mailing list to 8000, increased our Facebook followers by 30% and increased the website visits across the two sites to 22,000 visits.

With regard to identity, CRU's focus on Family Leadership Development and Participant Readiness for the NDIS can give the impression that we are an organization that exists solely for people with disabilities and families. CRU was formed by and for people with disabilities, families and workers from the sector and we remain true to this vision of providing a place for all stakeholders. Many of our workshops are open to all. Some are exclusively for family members and some for workers. During the year, CRU delivered 'Getting to the Heart of What Matters – the Role of the Support Worker' five times to 90 support workers in Ipswich, Kingaroy, Woombye and also Brisbane. CRU also offered three events specifically for managers of organisations to assist with the values questions involved in this transition and we held a consultation session with 23 emerging leaders who are employed in the sector. As our funding base changes we are unclear how we will continue to fund this diversity, but it is our intention to retain our diverse constituency.

LEADERSHIP AND CHANGE

Leadership Development

Each year CRU offers a number of events, designed to provide depth and inspiration to all leaders in our sector. This year we hosted Michael Callahan from Marc Gold and Associates in the United States to speak on Employment for All, and Michael Kendrick presented on Imagining Better and the Importance of safeguards. Michael was joined by Bobby Noone, Kathy Underdown and Jo Lynam who shared personal stories. A highlight of the year was the forum and dinner held in early November to mark the 30 year contribution that Michael has made to our community. Margaret Ward volunteered to work with CRU to organise the event. Danielle Mason, Fletcher Tame, Narissa Niesler and Bianca Gamble joined Michael to speak about different elements of his teaching that resonated with them. At the dinner following the forum, June Arthy,

Jeremy Ward, Anne Cross and Mike Duggan made speeches reflecting on Michael's contribution.

In November we invited a group of 23 younger, emerging leaders who work in the sector to join us for dinner and a consultation. This group gave us valuable insights into the experience of young leaders. We are grateful to them and to their managers and mentors who recommended them for this event and have done our best to incorporate their feedback into our planning for the remainder of the year.

In early 2018, CRU convened two conversations with the leaders of small organisations who are currently serving people individually and who want to continue that under the NDIS. Twenty three people attended. Facilitated by Ann Greer, from Community Connection in Townsville, the groups shared their learnings so far and Ann shared their organisations experience of navigating the transition to the NDIS without compromising the mission and purpose of the organisation.

In recent years, CRU has put a particular focus on the development of family leadership, in particular leadership around Inclusive Education and Employment. While the majority of our family activities focus on parents, once again we offered one evening conversation in August specifically designed for adult brothers and sisters. Senior Consultant, Lisa Bridle takes responsibility for this part of CRU's work. Lisa's commitment to this work over the past six years has really paid off as we see many more family leaders engaged in change.

Inclusive Education

A new parent group, the Queensland Collective for Inclusive Education was formed in early 2017. CRU has contributed to this new parent voice giving assistance with development, facilitation, planning and resourcing families to present and tell their story. CRU and the Collective met during the year to begin to clarify the relationship and differing roles and purpose of the two organisations. The two groups have co-presented on a number of presentations on the topic of Inclusive Education. These included the Heads of Special Education Services conference, Carers Queensland, DSAQ conference, Illume conference, Education Queensland Therapists and Nurses, UQ pre-service education, Inclusive Education Summit (Adelaide) and the QUT seminar on Inclusive Education.

In late July 2017, we held our fourth family leadership weekend event for families at Boonah. This live in event is a chance for the whole family to attend together and this year 43 people from 19 families attended. Our thanks to Meg Sweeney and Jeremy Ward who presented with Lisa and Marg. Our thanks also to Darren, Sarah, Hugh, Jen and the 20 student volunteers who worked with us to ensure an enjoyable weekend for everyone.

There were two two-day Masterclasses held in Brisbane – one in October with workshops on campaigning by Anita Tang and Influence by Leigh Tabrett. Twenty five Queensland parents were joined by four parents from ACT and four from NSW for the

two days. The second masterclass was held in March with presenters Catherine Allen, Nance Haxton, Glenys Mann and Marlena Katene. These three large gatherings were interspersed with six half day, or one day events with a variety of presenters. Our thanks to Shiralee Poed, Matt Capp, Jan Kruger and the members of the Queensland Collective for Inclusive Education for their presentations.

Employment

In August, CRU hosted a one day forum with Michael Callahan from Marc Gold and Associates in the United States speaking on Employment for All. 150 participants attended this informative and practical workshop, which was a good indicator of the interest in the topic.

CRU received a small grant from Viva Energy for a project "Aiming High: Linking young people with Mentors to build a career mindset". The project aimed to provide a series of workshops to link high school students with disability and their families with youth mentors who can support them in first jobs and work trials. Ten students and their families are involved in the project. Most have been linked with voluntary mentors in this short term project, which is due to be completed in November 2018. This is a small but exciting project and we wish to thank the families and the eight youth mentors for their involvement.

The family leadership 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. This was the fourth year of the five year project. Our thanks to Narissa Niesler, Bianca Gamble, Rebecca Murphy, Leigh Tabrett, Gerhard Tromp, Annette Carrigan, Kathy Rees and Jeremy Ward who have served on the advisory group during the year.

In 2017-18 the project also continued to invest in inclusive education and employment through sponsoring people with disabilities and their families from regional Queensland to attend events and Queensland families to attend interstate events. CRU sponsored or part sponsored seven families to attend the National Summit on Inclusive Education in Sydney in November, and two families to attend the Imagine More conference. The closer alignment of the goals of this project with the goals of CRU's family leadership work in general, following the review in 2016, has been helpful in streamlining efforts and maximising opportunities for more focused progress.

In late 2017, Uniting Care invited us to host a new five year initiative in honour of their retiring CEO, Anne Cross, to be known as the Anne Cross Leadership Initiative. This annual donation will be to foster the leadership development of people with disabilities and their families in Queensland. Preparatory work on establishing principles, guidelines and a memorandum of understanding began this year with a view to starting from 1st July 2018 and a launch in October 2018.

While not an advocacy organization, CRU also believes it is important to participate in strategic conversations and take opportunities to challenge what is not in the interests

of people with disability. During the year, we contributed to a range of consultations and research initiatives. We gave feedback on the new statement on Inclusive Education, the changes to the National Curriculum; Behaviour Management and Restrictive Practices in schools and we responded to the DeLoitte Report into Special Education in Queensland and met with the Assistant Director General and senior staff to discuss our response. We also made a submission regarding the need for independent advocacy in Queensland, attended the Senate Enquiry into the NDIS in Queensland and provided feedback to Workability on workforce issues including tertiary education and training gaps.

Marg has continued to be a member of the Queensland Transition Advisory Group (QTAG) – to advise Minister Coralee O'Rourke on the issues for Queensland in the transition to the NDIS.

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 20 calls per month, across CRU. A number of these requests were for papers, articles and written information from the Resource Collection.

Edition 53 of CRUcial Times was released in April on the theme of Building our Capacity for Inclusion. We are indebted to the authors who share their writing with us. Our thanks for this edition to Sandi and David Cohen; Heather Batt; Deb Rouget; Gerhard Trompe; Antony Jaeger and Brendon Donohue. Work also began on Edition 54 on the theme of "Investing in the Future; what one person can do". I want to thank Hugh Rose-Miller for his work on the development of this periodical and also his contribution to Page Seven of the Bringing the Good Life to Life website which was launched during the year with work continuing on page eight.

CRU continues to offer its own publications for sale and additional publications that may be of interest or difficult to obtain. In 2017-18 CRU sold a total of 150 books.

Workshops

In total, CRU offered 107 open events across the state this year, ranging in length from two hours to two days with a total of 2947 registrations. This does not equate to 2947 individuals as some of these people will have attended more than one event. 1612 people attended Participant Readiness events and 1335 attended events organised under our more general information strategy. We were able to make at least one visit to every region with 21 of these workshops being held outside the Brisbane, Redlands and Logan area.

These events were subsidised by the NDIS Participant Readiness initiative and our core grant for Information Provision from the Department of Communities, Disability Services and Seniors. Our messages also reached an additional 223 people via our fee for service activities.

Six larger events in Brisbane also drew participants from around the state and we were pleased to be able to sponsor some 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.

In addition to the open public events, we accepted invitations to be guest presenters this year for the following organizations.

- Korean study group – a session on Valued Social Roles for 35 professionals who met in Brisbane in October
- Springfield Central High school – 120 students for Community Week
- Tennis Queensland Coaches and Clubs
- Thinking of You gifts – Second Birthday celebration
- Imagine More Conference, Canberra
- QUT – Educational Leaders of South and West Asia on Advocacy and Working with Families.
- Early Days Workshop Facilitators – on working with families.

Courses

CRU delivered the Introduction to Facilitation course on three occasions during the year, twice in Brisbane and once in Cairns. We believe that confident, skilled facilitators are an essential part of the self-direction landscape. This course, developed by CRU is designed to equip people with the skills to facilitate groups, planning sessions and Support Circles.

Participant Readiness for the NDIS

In mid-2017 we were offered an extension to continue our work in Brisbane region and expand to the South East Queensland region for 6 months until December 2017.

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.
- Opportunities for one to one conversations

CRU delivered 38 general Getting Informed workshops in the six months, and facilitated 15 half day conversations, known as Sharing Practical Strategies. This included one each for the Vietnamese and Chinese community and one specifically designed for people with Vision impairment. Of the 38 events, 23 were in partnership with, or by request of other organisations which really helped to extend our reach. The CRU team offered Individual conversations, mostly by phone, to 45 family members.

CRU also delivered specific resources for the families of people supported by the government run Accommodation Support and Respite Services (AS&RS) from July til June. Through this strategy, CRU had contact with 133 family members either face to face, by phone or in small groups. The small personalised approach was also helpful to families from culturally and linguistically diverse backgrounds.

In October 2017 CRU offered two forums entitled, “Real Stories of the NDIS: New opportunities for a good life”. Gary Matthews, Joe and Tom Condon and Carl Emmerson and Adrienne Gault travelled to Brisbane and the Gold Coast 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 these important and popular forums.

The eleven Participant Readiness providers met early in 2018 to discuss and collect the project outcomes and four representatives, including CRU presented our findings to the Director General in April. MIFQ was also commissioned by Department of Communities to prepare a report, in collaboration with the providers and that was released in late May.

CRU met with the NDIA in Chermside in February to brief them on our Participant Readiness work, but were unsuccessful in connecting with NDIA Robina. My thanks to Catherine Laherty and Jen Mouritz who worked to deliver high quality information to such a large number of people. My thanks also to our other presenters Sharon Bourke, Penny Sampson and Bridget Wickert who worked on a contract basis to assist with this project to give us maximum flexibility in the delivery. Their wisdom, experience and flexibility has been a great asset to this project during the year.

Events 2017 -2018

Program	Date	Event	Location	Region	Presenter	No. Participants	Event Length (hours)
PR	20/07/2017	Getting Informed by Request: Staffing Options	New Farm	Brisbane	Catherine Laherty	9	2.5 hrs
PR	21/07/2017	Getting Informed by Request: Kwest 4 Learning (peer groups)	Nundah	Brisbane	Catherine Laherty	22	2.5 hrs
INFO	26/07/2017	Making the Most of Change - Understanding & Managing your Supports	Brisbane	Brisbane	Sharon Bourke	16	1 day
LEAD	28 - 30/07/2017	Family Leadership Weekend	Boonah	South West	Lisa Bridle, Jeremy Ward, Meg Sweeney & Margaret Rodgers	43	2.5 days
PR	31/07/2017	Getting Informed by Request: Western Suburbs Special School AM & PM	Inala	Brisbane	Penny Sampson	34 + 21	2.5 hrs
PR	2/08/2017	Getting Informed by Request: Staffing Options	New Farm	Brisbane	Catherine Laherty	9	2.5 hrs
INFO	3/08/2017	Getting to the Heart of What Matters	CRU Office	Brisbane	Suellen	21	1 day
PR	7/08/2017	Getting Informed by Request: Gold Coast Sport & Recreation	Varsity Lakes	SEQ	Jen Mouritz	27	2.5 hrs
PR	9/08/2017	Getting Informed & Sharing Practical Strategies	Jindalee	Brisbane	Catherine Laherty & Jen Mouritz	49 + 44	1 day
INFO	10/08/2017 14/9/2017 12/10/2017	Introduction to Facilitation - Day 1 Introduction to Facilitation - Day 2 Introduction to Facilitation - Day 3	CRU Office	Brisbane	Catherine Allen	14	1 day
INFO	15/08/2017	Employment for ALL: Getting and keeping jobs for people with disability	Brisbane	Brisbane	Michael Callahan	145	1 day

PR	24/08/2017	Getting Informed & Sharing Practical Strategies	Zillmere	Brisbane	Sharon Bourke	62	1 day
PR	25/08/2017	Getting Informed & Sharing Practical Strategies	Capalaba	SEQ	Sharon Bourke	52	1 day
LEAD	30/08/2017	An evening conversation for brothers and sisters	CRU Office	Brisbane	Catherine Laherty & Lisa Bridle	11	3 hrs
PR	31/08/2017	Getting Informed & Sharing Practical Strategies	Carina	Brisbane	Penny Sampson	64	1 day
INFO	31/08/2017	Attending the local school - Inclusion that's good for everyone	CRU Office	Brisbane	Bob Jackson	43	1 day
PR	6/09/2017	Getting Informed & Sharing Practical Strategies	Logan Central	SEQ	Sharon Bourke	57	1 day
PR	7/09/2017	Getting Informed & Sharing Practical Strategies	Mount Gravatt	Brisbane	Sharon Bourke	76	1 day
INFO	7/09/2017	Getting to the Heart of What Matters	Ipswich	SWQ	Bridget Wickert	23	1 day
INFO	7/09/2017	Equipping Organisations for the NDIS: Keeping in Touch with What Matters	CRU Office	Brisbane	Jane Sherwin	20	1 day
PR	11/09/2017	Getting Informed Victoria Point	Victoria Point	SEQ	Catherine Laherty	19	2.5 hrs
PR	13/09/2017	Getting Informed & Sharing Practical Strategies	Upper Coomera	SEQ	Penny Sampson	98	1 day
PR	14/09/2017	Getting Informed by Request: Salvation Army	Stafford	Brisbane	Jen Mouritz	22	2.5 hrs
PR	18/09/2017	Getting Informed by Request: GC Sport and Rec	Varsity Lakes	SEQ	Jen Mouritz & Bridget Wickert	10	2.5 hrs
PR	21/09/2017	Getting Informed by Request: Logan Hyperdome	Shailer Park	SEQ	Jen Mouritz	14	2.5 hrs
PR	22/09/2017	Getting Informed By Request - UQ Social Work Students	St Lucia	Brisbane	Catherine Laherty	25	1 hour

LEAD	6 & 7 /10/2017	Family Leadership	Woolloongabba	Brisbane	Lisa Bridle, Anita Tang, Leigh Tabrett & Margaret Rodgers	32	2 days
PR	13/10/2017	Real Stories of the NDIS: New Opportunities for a Good Life	South Brisbane	Brisbane	Jen Mouritz & Catherine Laherty	107	1 day
PR	14/10/2017	Real Stories of the NDIS: New Opportunities for a Good Life	Broadbeach	SEQ	Jen Mouritz & Catherine Laherty	84	1 day
LEAD	17/10/2017	Becoming a Better Advocate for Your Child	Gladstone	CQ	Lisa Bridle	11	3 hrs
LEAD	17/10/2017	Becoming a Better Advocate for Your Child	Yeppoon	CQ	Lisa Bridle	15	3 hrs
LEAD	18/10/2017	Becoming a Better Advocate for Your Child	Rockhampton	CQ	Lisa Bridle	10	2 hrs
INFO	18/10/2017	Getting to the Heart of What Matters	Kingaroy	CQ	Suellen Welch	10	1 day
PR	19/10/2017	Getting Informed By Request: Forest Lake State School	Forest Lake	Brisbane	Jen Mouritz	24	2.5 hrs
PR	24/10/2017	Getting Informed & Sharing Practical Strategies	Richlands	Brisbane West	Penny Sampson	47 + 25	1 day
PR	24/10/2017	Getting Informed By Request: DSQ Service Centre ECEI	Mount Gravatt	Brisbane	Jen Mouritz	11	2.5 hrs
PR	25/10/2017	Getting Informed By Request: Berrinba East State School	Berrinba	SEQ	Bridget Wickert	35	2.5 hrs
PR	27/10/2017	Getting Informed By Request: Connect2Group	Wellington Point	SEQ	Catherine Laherty	31	2.5 hrs
INFO	31/10/2017	Securing the Good Life: Developing Safeguards for Vulnerable people	Gaythorne	Brisbane	Michael Kendrick, Kathy Underdown & Bobby Noone	37	1 day
LEAD	1/11/2017	Getting a Quality Inclusive Education for your Child	Townsville	NQ	Lisa Bridle	23	5 hrs

INFO	2/11/2017	Imagining Better	Townsville	NQ	Michael Kendrick & Jo Lynam	31	1 day
INFO	3/11/2017	Investing in the Future: What One Person Can Do - Forum & Dinner	Brisbane	Brisbane	Michael Kendrick, Narissa Niesler, Fletcher Tame, Bianca Gamble & Danielle Mason	129	4 hrs
PR	7/11/2017	Getting Informed By Request: Red Hill Special School	Red Hill	Brisbane	Jen Mouritz	29	2.5 hrs
PR	9/11/2017	Getting Informed & Sharing Practical Strategies	Beenleigh	SEQ	Sharon Bourke	22 + 18	1 day
PR	10/11/2017	Getting Informed & Sharing Practical Strategies	Chermside	Brisbane	Sharon Bourke	45 + 33	1 day
PR	11/11/2017	Getting Informed By Request: Logan ASD Family Group	Marsden	SEQ	Bridget Wickert	13	2.5 hrs
PR	11/11/2017	Getting Informed by Request: Mt Gravatt Community Centre	Mount Gravatt	Brisbane	Sharon Bourke	48 + 34	1 day
PR	15/11/2017	Getting Informed By Request: Kwest 4 Learning	Broadbeach	SEQ	Bridget Wickert	15	2.5 hrs
PR	15/11/2017	Getting Informed & Sharing Practical Strategies Cleveland	Cleveland	SEQ	Penny Sampson	23 + 19	1 day
PR	16/11/2017	Getting Informed by Request: Share and Care Palm Beach	Palm Beach	SEQ	Jen Mouritz	6	2.5 hrs
INFO	16/11/2017	Responding Well to People with 'Challenging Behaviour'	Toowoomba	SEQ	Ann Greer	45	1 day
INFO	17/11/2017	Belonging & Contributing: Strategies for Including People Labelled as Challenging	CRU Office	Brisbane	Ann Greer	18	1 day
PR	21/11/2017	Getting Informed By Request: CPL	Mt Gravatt	Brisbane	Penny Sampson	15	2.5 hrs
LEAD	22/11/2017	Emerging Leaders Dinner and Conversation	CRU Office	Brisbane	Margaret Rodgers & Danielle Mason	25	3 hours

PR	23/11/2017	Getting Informed by Request: Logan City Special School	Logan	SEQ	Penny Sampson	20	2.5 hours
PR	23/11/2017	Getting Informed for people who are blind or have low vision	Coorparoo	Brisbane	Linda Blaik & Jen Mouritz	50 + 39	1 day
PR	25/11/2017	Getting Informed & Sharing Practical Strategies	Woolloongabba	Brisbane	Sharon Bourke	48 + 48	1 day
INFO	28/11/2017	Getting to the Heart of What Matters: Training for support workers	CRU Office	Brisbane	Suellen Welch	18	1 day
PR	28/11/2017	Getting Informed by Request: Elanora State School	Elanora	SEQ	Bridget Wickert	16	2.5 hrs
PR	30/11/2017	Getting Informed & Sharing Practical Strategies	Robina	SEQ	Penny Sampson	34 + 32	1 day
PR	6/12/2017	Getting Informed Gaythorne (Workers Sessions) AM & PM	Gaythorne	Brisbane	Sharon Bourke	29 + 15	2.5 hrs
PR	7/12/2017	Getting Informed & Sharing Practical Strategies	Wynnum	Brisbane	Sharon Bourke	30 + 22	1 day
INFO	7/02/2018	Getting to the Heart of What Matters: Training for support workers	CRU Office	Brisbane	Suellen Welch	18	1 day
INFO	14/02/2018	What You Always Needed to Know about Intellectual Impairment but were Mostly Never Told	Upper Coomera	SEQ	Suellen Welch	27	1 day
INFO	15/02/2018	What You Always Needed to Know about Intellectual Impairment but were Mostly Never Told	Gaythorne	Brisbane	Suellen Welch	48	1 day
INFO	21/02/2018	Inclusive Education School Meeting: Are you Prepared AM & PM	CRU Office	Brisbane	Lisa Bridle	19 + 20	2.5 hrs
ASRS	23/02/2018	AS&RS Getting Informed Mt Gravatt	Mount Gravatt	Brisbane	Catherine & Jen Mouritz	2 w/s	2.5 hrs
ASRS	6/03/2018	AS&RS Getting Informed Nundah	Nundah	Brisbane	Penny Sampson	7 w/s	2.5 hours
INFO	15/03/2018	NDIS Readiness Session for Small Providers	CRU Office	Brisbane	Ann Greer	14	1 day

INFO	16/03/2018 & 17/3/2017	Inclusive Education Masterclass	Woolloonga bba	Brisbane	Catherine Allen, Lisa Bridle, Nance Haxton, Glanys Mann & Margaret Rodgers	8+6+20	1 day
ASRS	20/03/2018	AS&RS Getting Informed Gold Coast	Gold Coast	SEQ	Penny Sampson	7 w/s	2.5 hrs
INFO	22/03/2018	CRUcial Conversation: Virtues, Values and Better Lives	CRU Office	Brisbane	Penny Sampson	12	1
INFO	27/03/2108	NDIS Readiness Session for Small Providers	CRU Office	Brisbane	Ann Greer	14	1 day
INFO	18/04/2018 16/05/2018 13/06/2018	Introduction to Facilitation - Day 1 Introduction to Facilitation - Day 2 Introduction to Facilitation - Day 3	CRU Office	Brisbane	Catherine Allen	12	1 day
ASRS	17/04/2017	AS&RS Getting Informed Oxley	Oxley	Brisbane	Penny Sampson	7 w/s	2.5 hrs
ASRS	1/05/2018	ASRS Getting Informed Loganlea	Kingston	SEQ	Sharon Bourke	11 w/s	2.5 hrs
INFO	3/05/2018	NDIS Readiness Session for Small Providers	CRU Office	Brisbane	Ann Greer	10	1 day
INFO	10/05/2018	Getting to the Heart of What Matters	Sunshine Coast	North Coast	Suellen Wlech	12	1 day
ASRS	16/05/2018	AS&RS Getting Informed Bokarina	Bokarina	North Coast	Sharon Bourke	12	2.5 hrs
INFO	24 - 25/5/18	Introduction to Facilitation Course 1.5 days	Cairns	FNQ	Catherine Allen & Suellen Welch	6	1.5 Days
INFO	25/05/2018	Ensuring school inclusion is more than "BeingThere". Building participation in curriculum & supporting students to belong.	Woolloonga bba	Brisbane	Dr Matt Capp, Tracey Pate & Jan Kruger	48	1 day
ASRS	30/05/2018	AS&RS Getting Informed Strathpine	Redcliffe	North Coast	Sharon Bourke	9	2.5 hrs
INFO	27/06/2018	Postive Behaviour for Learning	Woolloonga bba	Brisbane	Dr Shiralee Poed	22	8

GOVERNANCE AND ORGANISATIONAL SUSTAINABILITY

The other goals of governance and sustainability form the supporting structure that helps this work to happen. During the 2017-18 year we were busy with the usual routine tasks required to keep the organisation functioning well.

In addition to the monthly meeting, the 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 and I want to thank them for their support to the staff and myself during the year.

The Stewardship Group met with the Board three times in the 2017-18 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 and Mike Duggan 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.

The Board, Staff and Stewardship Group met together in early December 2017 to review 2017 and to set priorities for 2018. The Board used this as the base for their operational planning in February 2018.

In December, we circulated our Biennial survey seeking feedback on our work. 320 people responded and overall the feedback was positive. There were a number of constructive suggestions which the CEO, Staff and Board were able to put in place. We engage 99 Consulting as a third party to ensure anonymity but this means that we are unable to respond to individual issues raised in that forum.

We successfully maintained our ISO accreditation, passing our surveillance audit under ISO 9001:2015 in late January. My thanks to Lisa Bridle and Danielle Mason who played a key role in ensuring our Quality Systems are maintained. Quality and Risk subcommittee members Matt Stone, Sherryn West, Danielle Mason met regularly through the year with the CEO.

CRU had a total staff team of thirteen across the year namely Margaret Rodgers, Lisa Bridle, Janene Parsons, Kim Jensen, Suellen Welch, Rebecca Blackmore, Bobby Noone, Kathleen Fleming, Hugh Rose-Miller, Danielle Mason, Kerrie White, Catherine Laherty and Jen Mouritz.

There were various comings and goings, with Suellen Welch leaving Brisbane and full time employment at CRU after seven years, but fortunately for CRU, continuing with us as a casual presenter. Catherine Laherty took up this vacancy part time from April and full time from July 2018.

Our finance role was held by both Janene Parsons as book keeper and Rebecca Blackmore worked with us from October to April as a Co-ordinator of Business supports. We made further changes to the structure in May and June, with Kim Jensen

taking up the role of Office manager and Kerrie White taking up extra administration duties. The introduction of a resource officer position, held by Bobby Noone has proved very valuable as we have held more events in house. Our admin and finance team of Kim, Kerrie, Kath, Bobby and Janene provide critical support to the day to day work of CRU. I thank them for their flexibility and skill in resourcing the rest of the team from behind the scenes.

At year's end there were eleven staff; two of whom are full time with the full time equivalent being seven. Uncertainty of funding and inability to plan 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 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.

In addition to the employees of CRU, a number of people took up contracts to present or work with CRU during the year. We are grateful to be able to call on people of such high calibre who share our mission and values. My thanks to Sharon Bourke, Penny Sampson, Bridget Wickert, Glenys Mann, Catherine Raju, Jane Sherwin, Catherine Allen and Margaret Ward. The fluctuating funding and inability to plan also impacts on them and I thank them too for their patience and commitment to CRU.

I want to take this opportunity to also thank Paul Hebinger, Dave Drinkall, Brendon Donohue, 99 Consulting, Josh Boothman, Pauline Heaney, Stephen Tonge and Tresscox Lawyers who deliver a range of tasks that support and underpin our work. Many of these people have had a long commitment to CRU and are a critical support layer that is often invisible

Investing in the development of the Staff and Board continued to be a priority for CRU with people attending a variety of forums and conferences both in Queensland, interstate and overseas during the year. Four people, two staff members and two Board directors attended the seven day Moral Coherency workshop in Sydney. This was a big personal commitment but such a valuable investment for CRU. Staff and Directors also attended the Restrictive Practices workshop with Marc Tumeinski, the Paxton Hall Breakfast, NDS Conference; Imagine More Conference, Connecting Up Conference and Masterclasses and the IIDL. The practicalities of First Aid, Building and Fire warden training and ILC training were also attended to. The Board engaged Catherine Allen to lead them through the Team Management Systems framework and also signed up for online learning through Better Boards Australasia. In addition to attending the International Initiative on Disability Leadership in Dublin and Stockholm in late May, I also took the opportunity to meet with individuals and organisations in England and Ireland.

Future sustainability

We are acutely aware that after decades 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. Following operational planning by the Board in March 2018, we developed a Vision Statement of what we want CRU to look like post June 2019. That was a very helpful step in feeling that we have some control in determining our future.

We have worked to replace our existing funding with a more diverse range of income sources:

- We submitted three state-wide tenders in August and September 2017. Two of these were for Department of Social Services Inclusive Communities grants and one as lead agency for the National Alliance in the National ILC rounds. All were delayed for eight months, through till March and April 2018. The size of these potential projects, and the complete lack of information, meant that planning anything else was really problematic as we did not want to be over committed if we suddenly found we had three new large projects to deliver. We eventually heard that we were unsuccessful in all three but no individual feedback is provided. Information Linkages and Capacity Building remains an important potential funding source for CRU and we have begun planning for the next round.
- We have researched becoming a provider under the NDIS so that all people would be able to use their NDIS funding to engage CRU, however this has been a stop start process as we have responded to changing thinking and at years end we have not proceeded with registration. People who are plan managing or self managing can use their funding to engage CRU and we will continue to seek grants to ensure that people who are not eligible for the NDIS or whose funds are agency managed can continue to be connected with us.
- The Board committed funds to employ Danielle Mason as a part time consultant to focus on the development of the Fee for Service arm of CRU. Danielle has embraced and developed this role and I thank her for her commitment and hard work during the year.
- CRU has responded to training requests from eight organisations – Moreton Bay Regional Council, Amparo Advocacy, Office of Public Guardian, Uniting Care Community, Enhanced Care, Mamre, Stepping Stones Clubhouse and Uniting Care Early Childhood Early Intervention.
- We are very aware that CRU has not advertised training for many years and that these requests came from word of mouth. During the year we worked on understanding the real cost of delivering our work and designed and released a brochure and fee structure to advertise our work. Apart from organisational training,

CRU has begun offering individual consultations for people with disabilities and their families. We started this work in response to the request of one organisation and have slowly expanded. We have also developed workshops for people in the general community on how to welcome people with disability well.

- In July the terms of reference and membership of the Finance subcommittee was expanded to become the Finance and Business Development subcommittee. This group has met regularly through the year to give a focus to our future planning. This group and other Board members undertook Business Model Canvas planning in April, facilitated by Professor Verrayne from UQ School of Business.
- CRU participated in the University of Queensland MBA – Innovation Course in October 2017. This involved us making a pitch, and then being linked with three students for about a week. The students asked some great questions and approached our funding dilemma in a very different way to what we typically do. After a lot of discussion they came up with a number of ideas for income generation for CRU.
- We have explored expanding our training options. We consulted with a number of service managers in the latter part of 2017 about their training and development needs and we also consulted with owners of four registered training organisations. This was helpful research and CRU will continue to expand this in the coming year.

So it has been a year of juggling:

- building the new while sustaining the old
- making the most of what we have while we still have it
- trying to predict, plan and analyse when nothing around us is certain
- trying to predict the flow on effects before they happen
- clarifying our vision and finding the places where we can take control
- learning to wait
- responding to opportunities but not at the cost of proactive work
- developing new alliances; refining some existing ones
- appreciating the support of our many friends and allies
- embracing the contribution of many, not just a few
- being cautious but not too cautious
- being brave but not reckless
- remembering what we know to be most important
- and keeping on going because people with disabilities and their families in this state deserve nothing less.

Margaret Rodgers

CEO

2017-2018