

## 2020-2021 ANNUAL REPORT







## Physical Disability Council of NSW Inc.

ABN 26 858 845 702

For the year ended 30 June 2021

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# 2020-2021 ANNUAL REPORT

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## **WHO WE ARE**

The Physical Disability Council of NSW (PDCN) is the peak representative organisation of and for people with physical disability across NSW. PDCN has a majority of people with physical disability in its membership and its governance.

## Membership

Individual membership of PDCN includes people with a range of physical disabilities from young children and their representatives to aged people. Members live across New South Wales, from the greater Sydney metropolitan area to rural NSW, and are from a wide range of socioeconomic circumstances. Organisational membership includes community organisations, human service providers and other organisations that have a commitment to people who have physical disability and to the work of PDCN.

#### Vision

As people living with physical disability we live in a society where our human rights are protected, our equality of opportunity is assured and our full participation is a reality.

### **Purpose**

To build empowered, inclusive communities through:

- Information and education
- Engagement and participation
- Developing individual capacity and resilience

#### **Values**

As we implement our vision we will be guided by our values:

Integritywe are trustworthy, open and honest in all of our undertakingsInclusionwe include people with physical disabilities in all that we doIndependencewe value our independence to remain true to our values

**Innovation** we are committed to finding new ways to better support people

with physical disabilities and the work we do

**Collaboration** we work in partnership with our members, stakeholders and the

broader community to achieve our purpose



# 



\$13 M

Secured \$13 Million dollars per annum

for NSW Disability Advocacy Sector funding (2022 - 2024)



244,130

interactions



153

**Members/Member organisations** 11% increase



31

**Advisory Committees** 

122

Meetings



33

**One-off consultations** 



22

Submissions



21

**New Partnerships** 



## MESSAGE FROM THE

## **PRESIDENT**

Mr Chris Sparks

If we thought 2020 was rollercoaster then 2021 has been the Luna Park, Easter Show and Disney Land all rolled into one! For many of us it was a year of highs and lows as we were washed along with the ebbs and flows of the coronavirus. Remember how cocky all of us in NSW felt when it seemed we had miraculously contained the virus and virtually wiped it out? Yet now as I write this report, most of our fellow citizens are enduring severe restrictions on many of their most basic freedoms.

I could not be more impressed by how well the hardworking PDCN team conducted business as (un)usual throughout 2020-21, maintaining our advocacy efforts and supporting PDCN members along the way. Serena and her team have delivered in spades this past 12 months and PDCN's reputation for positive engagement and change continues to grow.

Our #StandByMe campaign finally delivered a commitment from the NSWG overnment to continue to fund disability advocacy to the tune of \$13M per annum for the next 3 years. It will be a time of significant change for organisations like ours as we now have to compete for funds through an open tender model. Whilst we are still awaiting the final details of the tender, all at PDCN should remain optimistic given our association's strong track record of delivering real results.

PDCN was also the recipient of a \$67K grant from the Walter and Eliza Hall Trust which we were able to utilise to purchase essential equipment for some of our members. A fellow south coast resident was one member who applied for funds for a much needed ultra-light wheelchair. He was one of the many people left out in the cold by the NDIS eligibility criteria that insists you must be less than 65 years old when you enter the scheme. Whilst it was great to be able to fund the wheelchair for him, it highlights just how much remains to be done in advocating for people with disability. This is why PDCN is a supporter of the #DisabilityDoesn'tDiscriminate campaign which is fighting to get governments to address this inequity for older Australians.

Another real area of concern is the failure of the NSW Government to commit to adopting the new minimum accessibility standards in the revised National Construction Code. It was back in April 2021 that a majority of building ministers agreed to the inclusion of these standards in the Code so that it meets the needs of all Australians. Given the ageing Australian population and the needs of those with disability, this very short sighted policy and will push the cost of accessible housing up, as it is much more costly to modify a home for accessibility than it is to include it from scratch. Clearly there remains much to be done by all of us who advocate for improved rights for people with disability.

Now that we're all looking forward to a Christmas without lockdowns, spending time with family and friends again and the possibility of travel opening up, I can only hope for a more typical year in 2022. Thank you to our talented and dedicated PDCN team and all that you do to further our objectives. My thanks also go to Serena and the PDCN Board who have given so much to guide the association through the past couple of tumultuous years.





## REPORT FROM THE

## **CHIEF EXECUTIVE OFFICER**

Serena Ovens

#### What a year!

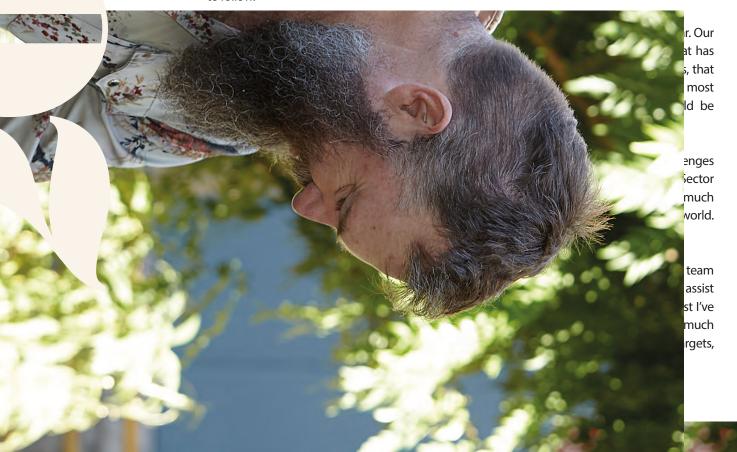
It certainly has been 'one for the record books'!

On a positive note, through the Disability Advocacy Alliance we finally saw results from the long years of campaigning – with the NSW budget delivering \$13 million per annum for at least three years for the funding of a new 'Disability Advocacy Futures Program'. This is a huge relief for the sector and means people with disability will have access to independent advocacy for the long term. As yet the specifics of who/what will be funded through this program are not clear, though we believe all will be finalised by the end of this calendar year.

COVID19 continued to disrupt our plans for face to face delivery of our work, in particular the ILC grant activities, however the pivot to both online learning and activities, and working from home by the team has been exemplary, making it a simple process when at the very end of this financial year the Delta variant's rampage through NSW meant we had to do it all once again.

For some people with disability COVID19 has leveled the playing field and being able to access services such as health consults and social activities through online means has opened up the world to them, when it felt like it was shutting it down to others. PDCN will advocate for online services to remain in place when our communities open back up, ensuring equity of access for those that need it.

We've had a good year all round, surpassing many of our grant targets and outcomes, increasing our membership by another 11%, represented our members on an incredible 30 advisory committees, written more than 20 submissions, and made some significant inroads into some of our proactive strategic outcomes. You can read more about our achievements in the pages to follow.



## MEET THE TEAM

## **BOARD**



Chris Sparks
President



Michael Rabbitt Vice President



Simone Stanford Treasurer



Mary Flanagan Secretary



Matthew Kayrooz Board Member



Jacob Cross Board Member



Diana Ferner Board Member



Rex Betar Board Member

## Board Attendance Record

Chris Sparks 10/10 Matthew Kayrooz 9/10
Diana Ferner 7/10 Michael Rabbitt 9/10
Jacob Cross 8/10 Rex Betar 7/10
Mary Flanagan 9/10 Simone Stanford 10/10

## **STAFF**



Serena Ovens Chief Executive Officer



Wendy Banfield Education and ILC Project Manager



Hayley Stone Senior Policy Officer



Alice Dixon-Wilmshurst
Policy Officer
\*\* to April 2021



Joshua Rhodes Social and Online Media Officer



Heidi Haydon Peer Facilitator and Mentor



Adrian O'Malley Peer Facilitator and Mentor



Stuart Greenfield ILC Project Officer

## Peer Group Facilitators/Support Staff

Astrid Bannah
Carolyn Campbell McLean
Debra Jefferis
Heidi Fletcher \*\* to March 2021

Joanne Ryan Laurece Keith Pip Edgecombe Sean O'Neill



## STRATEGIC FOCUS AREAS

Having set updated strategic focus areas in our strategic planning process in 2020, we are now well on our way to delivering on these. Having this clear focus has assisted in directing our time and energies on the identified priority areas and, as much as possible, not get diverted away from this work unless deemed absolutely necessary.

As ever we work under a Human Rights Framework and social model of disability, aligning what we do with the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), ensuring Australia continues to uphold its obligations to promoting the equal and active participation of all people with a disability in society and community life, having ratified the Convention in 2008.

We believe the work we do contributes to ensuring these rights particularly in line with UNCRPD Articles 8, 9, 11, 16, 17,19, 20, 21, 24, 25, 26, 27, 28, 29 and 30.

https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/convention-on-the-rights-of-persons-with-disabilities-2.html

## **CHAMPION**

Advocate for the full and equitable inclusion of people with physical disability in all parts of NSW society.

## **EDUCATE AND INFORM**

Deliver innovative, outcome focused programs that make a difference to the lives of, and develop the capacity of, people with physical disability.

Provide informed, expert commentary on the issues that affect people living with physical disability.

## **CONNECT AND GROW**

Develop and strengthen partnerships that enhance the work we do, and benefits people with physical disability.

Build a sustainable organisation that remains true to our vision and values.

## **CHAMPION**

# Advocate for the full and equitable inclusion of people with physical disability in all parts of NSW society.

2020-21 was a huge year for systemic advocacy.

The Covid19 pandemic continued to adversely impact the lives of many of our members, while the Federal Government's efforts to introduce major reforms across the National Disability Insurance Scheme caused concern across the disability community.

Despite the significant increase in work required because of these major events and staffing shortages across a significant period of the year, we were able to meet all our benchmarks and make significant headway across some of our proactive projects. Sincere thanks to Serena, who has stepped in to support the policy team on top of her responsibilities as CEO, during this time.

We hope moving into 2021-2022 that we can achieve a greater level of stability and expand the team back to two full time staff so that we can increase our capacity, working to ensure that the rights of our members are acknowledged and advanced across NSW.

We proudly report several strategic advocacy "wins" for our membership over 2020-21.

### **Disability Advocacy Funding Announced**

After what seemed like a never-ending journey the #StandByMe campaign celebrated the announcement in the delayed 19-20 budget (Nov 20) of a commitment to long term funding for the NSW Disability Advocacy sector through a new Disability Advocacy Futures Program of \$13 million per annum for an initial three year period.

The new program will align with the NSW Ageing and Disability Commissioner's review recommendations, though will likely bring about considerable change to the sector and PDCN looks forward to successfully tendering for future systemic advocacy funding under this program when it becomes available in late September this year. In the meantime, the Dept of Communities and Justice has rolled over our current funding until the end of December 2021.

## **NDIS Independent Assessments abolished!**

PDCN was involved in campaign efforts at the NSW level to stop the introduction of a raft of reforms to the NDIS, including the introduction of independent assessments (IA's), which would remove the option for participants to submit documentation from their existing health care providers to inform support plans and funding, as well as amendments to the requirement that participants be granted "reasonable and necessary supports" aimed at limiting plan funding.

PDCN worked to inform our members about the proposed changes and the potential that these changes had to undermine participant choice and control. Our thanks go out to the more than 100 members and stakeholders that attended our IA consultation, providing us with invaluable feedback on the effect these would have on you. We participated as part of a national campaign calling for the changes to be scrapped and expressed members' strong objections and concerns both to State and Federal Ministers and the NDIA.

The strong community push back against the reforms had the desired effect, with the Federal Government announcing that they would scrap all proposed changes to the NDIS in July. This was a major victory for all current and future NDIS participants and their families.

## National Construction Code – Mandatory Minimum Accessibility provisions incorporated

Across this year we also saw the introduction of minimum accessibility standards within the National Construction Code (the NCC) requiring all new homes built under the NCC to be built to no less than Silver Level Livable Housing Design, with the option to build to Gold Level. These changes, which will come into effect in 2022 are significant as they align accessibility requirements across the private housing sector with requirements seen across public building and spaces, employment, and transport.

Unfortunately States and Territories are not mandated to replicate the provisions of the NCC at a state level and as we write this, the NSW Government steadfastly refuses to commit, despite commitments from VIC, TAS, QLD and ACT.

Accessible housing is a proactive project area for the PDCN policy team. We see minimum accessibility standards as the most equitable solution to the shortage of accessible properties across NSW. PDCN has lobbied hard to convince the State Government of the universal value inherent in the introduction of mandatory accessibility standards and will continue to do so as part of the NSW steering committee for the Building Better Homes Campaign.

## Right to plastic straws for people with disability recognised in plans to phase out single use plastics across NSW

PDCN provided a submission to an NSW Government parliamentary inquiry into the phase out of single use plastics across NSW. We were concerned that a blanket ban would leave people who rely on plastic straws for hydration and nutrition without satisfactory alternatives.

We were invited as witnesses to speak to the inquiry on the importance of plastic straws for a proportion of our members and were subsequently invited to be part of an Expert Advisory Panel to contribute to the drafting of the Circular Economy and Product Responsibility Bill 2021. The draft bill will allow for exemptions for the use and supply of plastic straws for disability related purposes.

## Taxi Council Disability Expert Reference Group Established

Following from PDCN's participation in the NSW Parliamentary Inquiry into Point-to-Point Transport, where we highlighted several concerns on behalf of members, PDCN was invited by the Taxi Council of NSW to become part of a new Taxi Council Disability Reference Group to explore ways to improve the customer experience for those with disabilities who rely on taxis.

## Fair Ethical Framework on the allocation of ICU resources in pandemic situations developed

A key concern during the Covid19 pandemic has been whether the State hospital system could cope with a major influx of critical care patients, and if not, how ICU resources might be allocated.

Cases overseas of GPs requesting that patients with disability and their families consent to being registered as 'do not resuscitate' to reduce pressure on the health system, gave us grave concern that people with physical disabilities in NSW may not receive equal consideration in the allocation of ICU resources.

PDCN was able to secure a leading health ethicist who shared our concerns to speak to the sector about the need for proactive action to be taken to ensure that people with disability received equal access to lifesaving ICU resources.

We then worked to ensure that PDCN had direct involvement in the development of the Ministry of Health's directive on the allocation of ICU resources. This was a major win for PDCN, since the protocol was not available for public comment – we were the only disability peak body to review the draft and ensure that a just and equitable allocation system was prescribed.

## **Champion Outcomes 20-21**

## 1.1 People with physical disability are equitably considered and catered for during and post the COVID 19 pandemic

The Covid19 pandemic significantly impacted the lives of people with physical disability across NSW. As challenges became apparent in access to a range of supports and services for people with physical disability, PDCN focused on numerous of advocacy efforts lobbying the State and Federal Governments to do the following:

- Continue interim funding of disability advocacy until June 2021
- Expand the Coronavirus Supplement to the Disability Support Pension
- Expand the Coronavirus Supplement to the Carer Payment and Carer Allowance
- Provide access to Personal Protective Equipment (PPE) for any person/s engaging in personal care or other activities requiring close physical contact with people with disability via the National Medical Stockpile
- Commit to the development of a NSW Ethical Protocol led by public consultation, on ICU resource allocation in the event that demand exceeds supply
- Commit to ensuring that supply chains for essentials remain open and that all persons
  with physical disability across NSW have the capacity to access essentials (food, hygiene
  products and medications) via delivery services

#### Key outcomes

- NSW Ministry of Health Ethical Protocol for the allocation of ICU resources drafted with input from PDCN
- PPE secured for those that need it NDIS participants able to claim for the costs of PPE
- Confirmed funding of the NSW Disability Advocacy sector until June 2021
- Members reported increased access to essentials via delivery services

## 1.2 Local Government Areas mandate gold standard accessibility in new residential builds under their Local Strategic Planning Statement

PDCN has been working to ensure that the fundamental rights of people with disabilities to have choices in where and how they live are implemented across NSW. Whilst originally, we had planned to address this at a local council level, an opportunity arose with the review of the National Construction Code (the NCC) to aim more ambitiously towards universal minimum accessibility across all new homes. PDCN joined the Building Better Homes Campaign and lobbied both to include minimum accessibility standards for residential dwellings in the NCC for the first time, and for NSW to commit to the NCC standards at a State level.



1.2 Local Government Areas mandate gold standard accessibility in new residential builds under their Local Strategic Planning Statement

#### **Key Outcomes:**

- Successful lobbying to have minimum accessibility standards included for the first time in the NCC (Silver Level Livable Housing Design)
- Prescription to build above minimum standard (Gold Level Livable Housing Design Level) included in the NCC
- To date, PDCN has been the only NSW disability peak body to secure a meeting with Kevin Anderson MP, Minister for Better Regulation and Innovation, to lobby for NSW to apply the NCC standards at a state level.

## 1.3 People with physical disability experience better disability related in-hospital care through the implementation of a standardised disability care admission plan

The Care Passport is a project by the Physical Disability Council of NSW (PDCN) and Health Consumers NSW (HCNSW) to develop a single state-wide resource to document the unique health care needs of an individual with disability across their hospitalisation journey, from the point that they engage with ambulance paramedics to discharge from hospital.

Our plan is for the Passport to be recognised and incorporated into standard admission processes for all patients with disabilities who attend NSW hospitals.

#### **Key Outcomes:**

- Project plan and costings finalised
- Steering group established consisting of PDCN, Health Consumers NSW and Dr. Annmarie Watharow, a GP and academic with lived experience of disability
- Working group established with 9 unique subcategories of disability represented
- Ministry of Health representative secured to be a part of the working group
- Preliminary meetings with the Ministry of Health to discuss Ministry support and funding

## 1.4 Consistent national standards and regulations in place for the use of motorised mobility devices (MMDs) and personal mobility devices (PMDs)

PDCN has been lobbying to remove current weight restrictions on motorised mobility devices (MMDs - otherwise known as powered wheelchairs and motorised mobility scooters) in NSW which cause difficulties for people with disability who seek to use newer models of MMDs that fall considerably above the current weight limits. This is usually due to the technical advancements these devices can now deliver, adding significant weight to these devices.

We are currently in a frustrating situation where newer power wheelchairs and some mobility scooters are technically prohibited to be used in NSW because they weigh amounts in excess of the current regulatory weight maximums. This is not the case in other States and Territories, where these jurisdictions have readily put into place the updated Australian Road Rules and there is a real need for national consistency.

Unfortunately, our advocacy work in this area has become complicated by a secondary issue around the speed capabilities of newer overseas manufactured vehicles.

Many MMDs imported from overseas can travel up to 15km an hour, which exceeds the NSW speed capacity of 10kms. PDCN is working hard to make sure that people are not blocked from importing and using newer (and better!) models of MMDs on account of the capacity of these imported models to exceed the maximum speeds, as we know that this can be easily managed through manual adjustment.

#### **Key Outcomes:**

- Positive changes to the use of MMDs relating to unladen mass requirements incorporated into the Australian Road Rules (accepted Federally in May 2021)
- PDCN met with Transport for NSW in May 2021 to push for NSW to adopt the changes
- We have directly lobbied Minister Constance on these issues

## 1.5 All new public transport in NSW is designed and tested in consultation with people with physical disability

PDCN is a key member of Transport for NSW's Accessible Transport Action Committee (ATAC) and attends regular meetings to provide advice on the access needs of our members across the public transport network and key infrastructure. In addition, we are also consulted on a one-off basis to test new infrastructure and ensure the resulting improvements meet both National Standards, and if possible, extend beyond these and increase the level of access to the whole of journey experience for people with physical disability. This year, due to Covid19 requirements, a number of these consultations were run in the virtual space, and we commend Transport for NSW for finding innovative solutions to consultation that allowed for the continuation of these consultations.

We were also fortunate to be invited to be a part of a LaTrobe University tender to address accessibility requirements for Connected Automated Vehicles in line with the review of the Disability Standards for Accessible Public Transport (DSAPT) as these vehicles begin to feature in the transport system.

#### **Key Outcomes:**

- Ensured PDCN member needs were met in the design and development of the New Intercity Fleet (Trains), Rivercat Ferry updates, the Great River City Light Rail (Parramatta), Sydney Metro (Trains) and new transport precinct water bubbler/drinking fountains
- NSW Taxi Council Disability Reference Group established
- Represented on Transport for NSW Taxi Transport Subsidy Scheme (TTSS) smart card working group
- Additional 10 NSW train stations, and 2 ferry wharves now fully accessible

#### 1.6 Ticketek online bookings allow for booking of accessible seating

With COVID19 virtually shutting down the event industry over this period, we were unable to progress our work with Ticketek on delivering online ticketing for all bookings. We will look to re-establish work in this area once Ticketek bring staff back online. PDCN feel this is a lost opportunity as we saw great value in using the 'downtime' to work on the intricacies involved in updating online platforms and systems to cater for accessible bookings – whilst they were not in use!

# EDUCATE AND INFORM

Deliver innovative, outcome focused programs that make a difference to the lives of, and develop the capacity of, people with physical disability.

Provide informed, expert commentary on the issues that affect people living with physical disability.

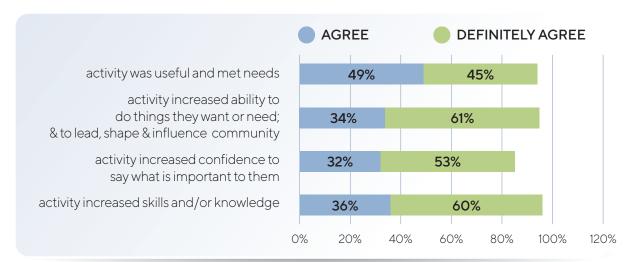
In early 2020, PDCN were the recipients of a Disabled Peoples and Family Organisations (DFPO), Information Linkages and Capacity Building (ICL) three year funded grant. This funding was provided by the National Disability Insurance Scheme (NDIS). The increased amount and length of funding gave PDCN greater scope when employing people with disability and in providing a broader range of capacity building activities.

Our peer group project continued and has grown within this project, with nine peer groups in operation during this financial year. We've also increased the numbers and scope of our individual mentoring sessions and workshop topics have been expanded to include workshops in NDIS Self-Management, Speaking Up (Self-Advocacy) and Resilience.

All activities within the project provide opportunities for connection, as a place to receive information, learn new skills, to learn to advocate and protect individual rights and to seek and develop opportunities to lead shape and influence the broader community. A crossover of skills occurs in most of the activities we run. For example, both the resilience and self-advocacy workshop discuss the importance of speaking up whilst also maintaining and building on well-being.

To understand the effectiveness and impact of the activities we provided, PDCN conducts regular surveys. The feedback received via surveys, alongside of verbal comments shared during and after the events, ensures participants' experience and needs are heard, allowing us to be responsive, and continually improve on the work we do. PDCN has also engaged an external evaluation consultant to provide independence in measuring impact.

#### CAPACITY BUILDING ACTIVITY OUTCOMES SURVEY DATA





Peer groups have also provided opportunities to connect with other people. Nine peer groups met regularly throughout the year - ninety three meetings in total. Five peer groups were facilitated by PDCN and four peer groups were facilitated by our partner organisations which include Noah's Inclusion Services and Muscular Dystrophy NSW. The mode of delivery has varied based on Covid19 restrictions, location and group types. Several group meetings have occurred in person, others via Zoom and some groups have stayed in contact via telephone. PDCN appreciates the flexibility and commitment of group leaders in ensuring continuity of connection during the pandemic.

A deeper connection and individual growth have also been facilitated via our peer-to-peer mentoring sessions. Peer mentoring has been provided by PDCN peer mentors and by the peer mentors at Noah's Inclusion services. A total of 352 peer mentoring sessions were delivered this year. This is an additional 42 session above the 310 sessions stipulated in our funding contract.

"The peer groups were very informative and great for social interactions. The group provided an opportunity to make new friends and have a feeling of shared experiences."

"After months of not being heard, I have finally found an organisation that will listen, assist me with terminology and assist me in starting the process of reapplying for the NDIS and finally getting the help I have needed for so long."

## 2.2 People with disability have the skills and confidence to participate, contribute and protect their rights

The NDIS Self-Management workshop assisted individuals in building skills in understanding the budgets within an NDIS plan, in options for choosing and paying for supports and additional resources. It also provided information on applications that may assist in managing plan funding and in developing a broader understanding of plan review types and reasons. This workshop has assisted individuals in making informed decisions on whether self-managing a plan is right for them and individuals who are plan managed have gained a greater understanding in the flexibility of their funding, how funding can be spent and a better understanding of the role of a plan manager.

The Resilience workshops assisted individuals in building skills to clarify what resilience means and why it's necessary to review our resilience. The workshop assists individuals in understanding their values and purpose; in how emotions, thoughts, language and negativity bias impacts on how we react to stressors. The importance of connecting well with others, and tools to review intentions and building positive habits are also provided.

The Speaking Up for Yourself workshop assisted individuals in building skills in clarifying issues, in understanding communications styles, thoughts, emotions and emotional thresholds, in gathering information, understanding rights and responsibilities, identifying useful contacts and in developing planning skills.

Peer-to-peer mentoring has assisted individuals in building skills across a broad range of concepts - from understanding the requirements for an NDIS access application, in preparing for NDIS plan reviews, understanding terminology when engaging with the NDIS or other government departments, recognising assistive technologies that may assist in building independence, improving on interpersonal skills, communication skills and in speaking up for ones needs.

All activities have assisted individuals in developing decision-making skills.

"Understanding what I can and can't do makes it easier to the talk about what I need and expect from my services."

"I learnt more about the NDIS budgets and how it all works in this workshop than from reading all the information on the NDIS website, which gets overwhelming. Hearing it summarised and in easy language is so much easier to understand and follow. The experience shared by the presenters is invaluable."

All activities assisted individuals in building skills and confidence to protect their rights. Peer groups provided a collective environment for individuals to discuss their needs and concerns, to hear peer experiences and to encourage and support each other in speaking up for their own individual needs.

The resilience workshops assisted individuals in clarifying their values and in developing strategies in problem solving, and reflection on and learning from, challenging situations. The NDIS Self-Management workshop has helped clarify how funding can be used and how participants can take a lead in engaging supports and in developing a service agreement that meets their needs. Self-advocacy workshops assisted individuals in understanding the benefits of speaking up, in considering their communication styles and approaches and in developing a well thought out and researched plan when advocating for individual needs, all of which has built on individual confidence to speak up.

Peer mentoring sessions assisted individuals in approaching the NDIS when plans or plan renewals are inadequate. Individuals have also been supported in gathering data and in developing reports for the NDIS Quality and Safeguards Commission.

"Thank you immensely for the powerful and informative presentation and collaborative workshop. The outcome contributed to my feelings of empowerment, confidence, and hope. It was a very relaxed environment with many wonderful contributions and sharing from the other participants."

#### 2.3 People with disability contribute to leading, shaping and influencing their community

Peer groups assisted individuals involved in leading, shaping and influencing community by bringing in representatives from local councils, government agencies or varying organisations. The aims of these events were to ensure participants' voices are heard and are considered in developing policy, in developing or redeveloping disability inclusion action plans and other important matters that impact the lives of people with disability. Information sessions from organisations such as Legal Aid have also been provided to assist individuals in understanding their legal rights and supporting them in sharing their stories for the disability royal commission.

The NDIS Self-Management workshop and individual peer mentoring has encouraged people to take the lead when considering the type of supports they need and in ensuring service agreements are representative of their support needs and lifestyles.

One participant who attended the Speaking Up Workshops and individual peer mentoring used what they had learnt and the improvements they had experienced to encourage and support others in their community to speak up and request changes in services which were having a significant impact on their lives.

"I believe the discussions you (peer mentor) and I (participant) have had over the past several months have finally sunk in, as I am beginning to see most of my requests and replies are genuinely reasonable, constructive, informative, to the point, and do not appear biased. Six months ago, my mindset would have struggled with this concept, feeling it to be too confrontational. But this morning I can see that in the last few weeks there has been a change... I am communicating my needs!"

"One thing that I practice daily that I learnt from your workshop is around values and using them to guide my every interaction now – I also talk about this with our young people I work with too, so thank you!"

## 2.4 People with disability are provided with expert, accurate commentary on the issues that affect their lives.

PDCN provides commentary on systemic issues affecting people with disability when we have a policy position and believe that our input will further the civic discussion. We achieve this through a combination of social media, website blog posts, newsletters and media appearances.

This year we focused on regular blog posts from the Policy team as a source of fresh website content. An opportunity to look more deeply into the most pressing issues, over the year we published several think pieces examining how the framing of disability-related issues in civic discourse is often negatively influenced by society's perceptions of people with disability. Blogs were then shared on Facebook and Twitter and were consistently among the most engaging and far-reaching of our posts on both platforms. Key topics were the NDIS independent assessments and other legislative changes, and the need to mandate accessible housing. These blog posts were a factor in the steadily increasing website traffic over the year.

2.4 People with disability are provided with expert, accurate commentary on the issues that affect their lives.

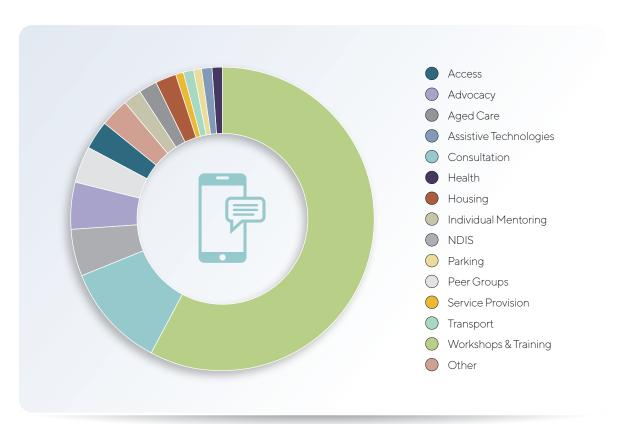
We also utilise social media in a considered manner to share news articles discussing issues on which we have a well-founded policy position, as well as to promote multi-organisation campaigns such as the Building Better Homes campaign, and the push to halt the rollout of independent assessments. With all social media content there is a focus on monitoring and maintaining engagement rates as an indicator of the perceived relevance and usefulness of content to our subscribers.

Regular monthly email newsletters reach over 770 people with measured commentary on vital policy issues, and we have a high percentage of people on the mailing list who open and engage with our emails (47% considered 'highly engaged' and an open rate of 35.1% against NFP sector average of 25.17%.) 'PDCN Live', our quarterly paper newsletter formulated specifically for PDCN members, is able to provide a deeper look at key issues alongside PDCN's advocacy project work.

In a year where media was dominated by COVID19, we were still able to get our stories and issues heard on 16 occasions - discussing issues such as COVID vaccination for disability workers, NDIS reform concerns, recreational activity accessibility, and on a positive note, praise the government for the provision of long term funding for NSW advocacy organisations announced in the Nov 20 budget!

Both our members, and the broader NSW public often come to us for information – via our information line and this year we dealt with 356 calls, a 30% increase on the previous year. Whilst a number of these enquiries were able to be dealt with easily (registering for a workshop, individual support or peer group) issues requiring an advocate, the NDIS and general access still featured prominently. Enquiries of this type often take a team member up to 3hrs to resolve, when taking into account research, call back and onward referral.

#### INFORMATION LINE CALL BREAKDOWNS



# MEDIA HIGHLIGHTS 20-21





18,305 \*\*\*
Website page views



3,028

Individual engagements



3.528\*\*\*

Twitter followers



2,055



16
Media Mentions



**17**Enews & newsletters



12 Blog Posts

\*Lifetime facebook, twitter and CEO twitter accounts

\*\*(26% increase on 2019-20)

\*\*(2519 @PDCNSW, 1009 @pdcnswEO)

## 2.5: NSW Government and the broader community are provided with expert, accurate commentary on the inclusive needs of people with physical disability

PDCN's core business is, as ever, to ensure the NSW community, from government to local councils, to corporate and commercial environments are aware of and continue to improve access and inclusion for our members, and all people with a physical disability. We are able to achieve this through written submissions, the provision of expert advice on the many advisory boards and panel on which we sit, and in the numerous, varied one off consultations to which we are invited to participate.

When providing our feedback, we ensure we are speaking with the voice and concerns of our membership at the forefront of all our interactions and gather this perspective through member surveys and consultations run throughout each year.

## Summary of Submissions 2020 - 2021

#### July 20

NSW Dept of Planning, Industry and Environment - A Housing Strategy for NSW

#### August 20

Australian Building Code Board -Consultation RIS for minimum standards for housing in the National Construction Code

#### September 20

Joint Submission with PIAC – Australian Energy Market Commission Review of Life Support conditions for electrical suppliers

Australian Human Rights Commission on Australasian Railways Association request for exemption under the Disability Standards for Accessible Public Transport

City of Sydney Have Your Say – Inclusion and Accessible City

#### October 20

National Health and Medical Research Council – Ethical Framework for Pandemics Dept of Social Services – National Disability Strategy Stage 2 (Endorsed by ACCAN) NSW Government 2020–21 Pre-Budget Submission

#### November 20

City of Sydney Have Your Say - Community Gardens Policy

#### December 20

NSW Dept Communities and Justice -Review of the NSW Disability Inclusion Plan

Dept Social Services – Improving outcomes for people with disability under the NDIS and NDS

#### January 21

Federal Government 2020-21 Pre-Budget Submission

#### February 21

Dept Communities and Justice - Submission on the Persons with Disability (Regulation of Restrictive Practices) Bill 2021

NDIS - Access and Eligibility Policy with Independent Assessments

#### March 21

Joint Standing Committee on Independent Assessments (NDIS)

Dept Social Services - Legislation Amendment (Strengthening Income Support) Bill 2021

#### April 21

Disability (Access to Premises-Buildings) Standards Review

Dept Infrastructure, Transport Regional
Development and Communications - Reform
of the Disability Standards for Accessible
Public Transport recommended timeframes

#### May 21

NSW Parliamentary Inquiry - Waste Avoidance and Resource Recovery Amendment (Plastics Reduction) Bill 2021

#### June 21

Federal Senate Inquiry into the purpose, intent and adequacy of the Disability Support Pension

Disability Royal Commission - Submission on Emergency Planning and Response

Dept Social Services - Assistance Animals

#### **Advisory Committee Positions Held**

These are committees that the policy team attended on a regular basis representing the interests of our membership (a total of 122 meetings attended in 20-21)

- Australian Communications Consumer Advocacy Network- Disability Advisory Forum
- 2 Australian Network on Universal Housing Design
- 3 Central and Eastern Sydney Public Health Network Disability Network
- 4 Council of the Ageing NSW Policy Advisory Group
- **5** Genetic Alliance Forum
- **6** Health Consumers NSW Advisory Group
- 7 ICARE Care Services Advisory Group
- 8 National Inclusive Transport Advocacy Network
- **9** NDIA Community Update Forum
- 10 NSW Ageing and Disability Commission Expert Reference Group
- 11 NSW Ageing and Disability Commission Roundtable
- 12 NSW Council of Social Services Forum of Non-Government Agencies
- 13 NSW Council of Social Services Health Equity Forum
- 14 NSW Council of Social Services Peaks Advisory Group
- 15 NSW Council of Social Services Policy Officers Group
- NSW Dept of Communities and Justice Disability Advocacy Futures
  Program Working Group
- 17 NSW Dept of Communities and Justice NSW Disability Stakeholders Committee
- 18 NSW Disability Advocacy Alliance
- 19 NSW Electoral Commission Equal Access to Democracy Advisory Group
- NSW Minister for Families, Communities and Disability Services Disability Sector Advisory Group
- 21 NSW Ministry of Health Disability Community of Practice
- 22 NSW Ministry of Health Admission to Discharge Working Group
- 23 NSW Ministry of Health Non-Government Organisations Advisory Council
- NSW Ministry of Health Non-Government Organisations Community of Practice
- 25 NSW Taxi Council Disability Representative Group
- **26** PDCN Disability Interagency Policy Officers Group
- 27 Public Interest Advocacy Centre Energy and Water Consumers Advisory Panel
- **28** Transport for NSW Accessible Transport Advisory Committee
- 29 Transport for NSW Taxi Transport Subsidy Scheme Smartcard External Stakeholder Advisory Group
- 30 University of Sydney 'Leave No-one Behind' Emergency Preparedness ARC Project Advisory Committee
- 31 UNSW Home Modifications Information Advisory Committee

#### One off Consultations attended

One-off invitations to provide expert member informed input across a broad range of issues -33 in total

- 1 13Cabs one to one consultation
- **2** AFDO & Western Sydney University Roundtable on the future of social security
- **3** Ageing and Disability Commission one to one consultation
- 4 Ageing and Disability Commission Standing Review of the NDS Consultation
- **5** Carers NSW Disaster Planning Pilot
- **6** Carers NSW Review of Emergency Preparedness Resources
- 7 Country Care Group employing people with disability consultation
- 8 Disability Council NSW NSW NGO Forum
- **9** Federal Disability Minister NDIS Roundtable
- 10 Health Issues Centre Covid19
- 11 NCOSS Post Budget Briefing
- NDIA Eligibility and Access Policy Consultation
- NDIS Independent Assessment Consultation
- 14 NDIS Roundtable Access and Planning
- **15** NSW Anti-Discrimination Commission consultation
- 16 NSW Dept of Communities and Justice Restrictive Practices Bill Roundtable
- NSW Dept of Planning Infrastructure and Environment Roundtable on the use of Plastic Straws
- 18 NSW Greens Disability Portfolio Meeting
- 19 NSW Greens Housing Consultation
- 20 NSW Ministry of Health Budget Briefing
- 21 NSW Ministry of Health Community of Practice Evaluation
- 22 NSW Treasury DIAP consultation
- 23 Our Energy Future Have Your Say
- 24 Public Interest Advocacy Centre Review of Life Support Submission
- 25 Safework NSW Transition of Patients between services
- **26** Taxi Council of NSW Consultation to set up a disability reference group
- **27** Transport for NSW First Fleet Ferry Consultation
- **28** Transport for NSW Great River City (Parramatta) Light Rail
- **29** Transport for NSW New Intercity Fleet Information Session
- **30** Transport for NSW one to one consultation
- **31** Transport for NSW Regional Rail Mobility Consultation
- **32** Transport for NSW Rivercat Ferry Consultation
- **33** UTS Disability consultation

### **Specific Issue Member consultations:**

730 participants provided lived experience input to the following specific issue consults – with over 400 responding on the need for advocacy, and more than 100 engaging in our online Independent Assessments consultation alone, helping inform PDCN's submissions and advisory council positions.

- 1 Accessible Housing Member interviews
- 2 Covid19 Member Calls
- 3 Disability Alliance Survey Need for Advocacy
- 4 National Disability Strategy Consultations x 2
- 5 National Disability Strategy Survey
- 6 NDIA Independent Assessments Consultation
- 7 Online Consultation Review of the Disability (Access to Premises) Standards
- **8** Water Bubbler Member Survey
- **9** PDCN Member Surveys x 2



## CONNECT AND GROW

Develop and strengthen partnerships that enhance the work we do, and benefits people with physical disability.

Build a sustainable organisation that remains true to our vision and values.

As a systemic advocacy organisation, it is imperative that we are aware of the issues that affect our members across the whole of NSW – from the city centre, to regional and rural communities equally. Being relatively small in size, it is not always possible to be onsite in all local areas, especially over the past year, where COVID19 has reduced our capacity to be face to face with our members, and the broader disability community.

One way to achieve greater reach and inform our work is to connect with other organisations that may have knowledge of regions where we may not be, or cohorts that may differ to those that connect with us directly, yet need us as the peak body, to be aware of and speak to their access and inclusion needs.

Alongside of this PDCN must continue to ensure we have the funds to support the work we do, and diversifying our income sources ensures that we strengthen our capacity to remain in business should any one source of funding cease. Additionally, untied funds allow PDCN to expand the work we do into areas that may be beyond those our current sources of funding will allow, or to target issues we deem imperative to resolve.

## **Connect and Grow Outcomes 20-21**

3.1 PDCN has developed and strengthened partnerships throughout NSW that broaden and enhance the work we do and benefits people with disability

Under the initiative of PDCN's policy lead Hayley Stone, we set up a sectorwide policy working group that now incorporates 17 organisations – First Peoples Disability Network, NSW Council for Intellectual Disability, People With Disability Australia, NSW Council of Social Services, Blind Citizens Australia, Guide Dogs NSW /ACT, Australian Communications Consumer Action Network, Regional Disability Advocacy Service, Spinal Cord Injuries Australia, Council of the Ageing NSW, Family Advocacy, Combined Pensioner and Superannuates, Cerebral Palsy Alliance, Children and Young People Australia, Western Sydney Community Forum and Assistive Technology Suppliers Australia.

This group meets monthly to discuss the issues that each organisation's membership may be facing – helping to identify broad systemic areas of concern. It also facilitates collaboration across the sector, be it in combining to write joint submissions, supporting those that may not have capacity where others may do, meeting as a combined representative group with government and MP's, assisting each other with links in government or other sectors who may also be of assistance where needed.

These connections are invaluable, have added strength to our calls for change in numerous arenas, and assist in providing a collective voice on many of the issues we jointly face.

Another great partnership has been that with Health Consumers NSW as we developed the Health Care Passport - one of our policy priorities. Along with the University of Sydney, who have come into this project more recently, the group and an advisory committee of a number of additional organisations representing various disability cohorts have worked over the 20-21 year to scope up a strong project for the Passport, that is currently designing an 'App' and in negotiations with NSW Health for funding of a broader project and pilot roll out in hospitals and other health settings across NSW.

Additionally, we have built strong working relationships with the Public Interest Advocacy Centre (PIAC), supporting an airline discrimination case they are taking to the Federal court, and regularly meeting to analyse areas of concern and seek advice on how we may address these issues. It has been fabulous to have the support of PIAC's lawyers who can guide PDCN in the legal opportunities or legislative 'stumbling blocks' that may hinder our advocacy work.

We also joined two major campaigns in the 20-21 year - the Building Better Homes Campaign, advocating for the mandating of minimum silver level liveable design into the National Construction Code, which we are proud to say was successful, and the implementation of these into State level regulation - which is still 'in limbo' at the current time. The second campaign we've aligned with is the Disability Doesn't Discriminate Campaign - addressing the inequity for people with significant disability over 65 who cannot access the NDIS, and struggle to have their needs met under My Aged Care. This issue has some considerable legislative barriers and is likely to take a considerable amount of time and effort to reach a successful conclusion, however PDCN believe it is an important one for us to be speaking out on and are looking to do more proactively to address this in the 21-22 year.

Lastly, in the ILC grant we've partnered with Muscular Dystrophy NSW & Noah's Inclusion Services to assist in the delivery of peer groups and peer mentoring for the grant. Both organisations align with our vision and values and have been instrumental in assisting us to meet our targets for the 20-21 year. We are incredibly pleased to be able to work with them to broaden our reach, especially into regional NSW and to a greater range of cohorts.

#### 3.2 PDCN has built a sustainable organisation that remains true to our vision and values

After a very long four years of advocating and campaigning as the convenor of the NSW Disability Advocacy Alliance, we were finally successful in gaining long term funding for the sector. Following the recommendations of the 2019 Ageing and Disability Commissioner's Review into Disability Advocacy, \$13M per annum for an initial period 2022 – 2024 was announced in the State budget in late 2020.

Whilst we are still currently running on rolling 6 monthly funding contracts, we expect to be able to tender for long term funding under the new 'Disability Advocacy Futures Program' late in 2021, with the program to begin in January 2022. Wish us luck!

PDCN was also successful in bringing in funds under several other grants, and contractual agreements throughout 20-21.

The Walter and Eliza Hall Memorial Trust Grant of \$66,458 allowed us to purchase vital assistive technology for a number of our members, including two mobility scooters, a car hoist, a manual wheelchair, a basketball wheelchair and calipers. Additionally, we have purchased numerous wheelchair ramps which can be loaned by our members, and which we will use to show businesses how they can make their properties accessible to people with disability in a simple, low cost manner.

3.2 PDCN has built a sustainable organisation that remains true to our vision and values

This equipment goes a long way to making members lives easier and providing tailored solutions to open up people's worlds especially where cost can be prohibitive.



Hall Trust recipient Simon Kirkman (left), receiving his new wheelchair basketball chair from Jamie Parker MP and the PDCN team

The NSW Government Social Sector Transformation Fund of \$20,000 allowed us to purchase much needed information technology that has assisted us in pivoting to online and working from home environments, and to pay for skills development and training for all PDCN staff.

With the rollout of the Disability Royal Commission, we were also fortunate to received \$10,000 a year for the 3 years of the Commission to assist us in engaging with the Commission, including promoting the Commission to our members, supporting members to tell their stories, and providing written submissions where the topics are relevant to our membership.

We also contracted our services on a LaTrobe University project (\$10,000) that saw us bring together numerous disability peak bodies to provide expert advice on Connected Automated Vehicles, and the considerations for these vehicles within the Disability Standards for Public Transport; and with Sydney University's Centre for Disability Policy and Research "Leave No-one Behind" Disability Inclusive Disaster Risk Reduction Australian Research Council Project.

Our contract with Icare on the fee for service Well Being Visitor Project wrapped up in 2020, however Icare is keen to continue to have us deliver these visits to identified Icare participants and we are currently negotiating a new contract for a period of 3–5 years.

All in all, PDCN continues to strengthen our financial position, with a healthy equity of \$1,233,781 and is now also looking at a fundraising strategy to further broaden our income streams.

# DONATIONS AND FUNDING

## **Major Funders**

National Disability Insurance Agency (NDIA)

- now transferred to the Australian Department of Social Services (DSS)

NSW Department of Communities and Justice (DCJ)

Walter and Eliza Hall Trust - Memorial Grant

## **Disability Royal Commission Grant**

Australian Department of Social Services (DSS)

## **Accommodation Grant**

City of Sydney

## **Volunteer Grant**

Australian Department of Social Services (DSS)

## **One Off Donations Received**

Sensory Disability Hub Serena Ovens

University of Technology Janet West

Serena Corporate Photography Ellen Small

Keysha Milenkovic







214,271

184,926

## **AUDITED FINANCIAL STATEMENT**

## FOR THE YEAR ENDING 30 JUNE 2021

Physical Disability Council of NSW Incorporated ABN 26 858 845 702

Other comprehensive income

Total comprehensive income for the year

The following data is an excerpt from the 2021 Financial Statements only. To view a full copy of the Audited Financial Report please visit our website **www.pdcnsw.org.au** or call **1800 688 831** to request a hard copy via the post.

## Statement of Profit or Loss and Other Comprehensive Income For the year ended 30 June 2021

	Note	2021	2020
	Note	2021	2020
Income			
Revenue	За	930,667	650,033
Otherincome	3b	150,934	182,998
		1,081,601	833,031
Expenditure			
Administration costs		71,695	57,698
Fundraising costs		9,019	2,776
Project costs		786,346	587,631
		867,330	648,105
Surplus (deficit) from ordinary activities before income t	ax		
Income tax expense relating to ordinary activities		214,271	184,926
Net surplus (deficit) from ordinary activities after income tax		-	-
Other comprehensive income			

# STATEMENT OF FINANCIAL POSITION

## AS AT 30 JUNE 2021

	Note	2021	2020
Current assets			
Cash and cash equivalents	4	2,016,328	1,977,598
Trade and other receivables	5	388	16,210
Other current assets		-	-
Total current assets		2,016,716	1,993,808
Non-current assets			
Property, plant and equipment	6	69,153	18,537
Right of use asset	7	-	8,739
Total non-current assets		69,153	27,275
Total assets		2,085,869	2,021,083
Liabilities			
Current liabilities			
Trade and other payables	8	55,994	52,311
Provisions	9	41,468	54,269
Other liabilities	10	754,626	894,993
Total current liabilities		852,088	1,001,573
Non-current liabilities			
Provisions	9	-	-
Total non-current liabilities		-	_
Total liabilities		852,088	1,001,573
Net Assets		1,233,781	1,019,510
Equity			
Reserves	11	11,364	11,364
Accumulated surpluses/(deficits)		1,222,417	1,008,146
Total Equity		1,233,781	1,019,510

## INDEPENDENT AUDITOR'S REPORT

# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF PHYSICAL DISABILITY COUNCIL OF NSW INCORPORATED

ABN 26 858 845 702

### **Auditor's Opinion**

We have audited the accompanying financial report of Physical Disability Council of NSW Incorporated (the 'Council') which comprises the statement of financial position as at 30 June 2021 and the statement of comprehensive income, statement of changes in equity, statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Declaration by Management Committee.

In our opinion:

- (a) the financial report of Physical Disability Council of NSW Incorporated is in accordance with Division 60 of the Australian Charities and Not for Profits Commission Act 2012, including:
  - (i) giving a true and fair view of the Council's financial position as at 30 June 2021 and of its performance for the year ended on that date; and
  - (ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australia Charities and Not-for-profit Commissions Regulations 2013

## **Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standard Board's APES 110 Code of Ethics for Professional Accountants (the code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## **Emphasis of Matter - Basis of Accounting**

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Council's financial reporting responsibilities under the Australian Charities and Not for Profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.





## COUNCIL MEMBERS' RESPONSIBILITY FOR THE FINANCIAL REPORT

The Council members of the Council are responsible for the preparation of the financial report that gives a true and fair view in accordance with the basis of preparation as described in Note 1 to the financial report and the Australian Charities and Not for Profits Commission Act 2012, and for such internal control as the Council members determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Council member are responsible for assessing the Council's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Council members either intend to liquidate the Council or to cease operations, or have no real alternative to do so.

#### **AUDITORS' RESPONSIBILITY**

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement. A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/Home.aspx. This description forms part of our auditor's report.

Name of Firm: Camphin Boston

Chartered Accountants

Name of Partner:

Justin Woods

**Address:** Level 5, 179 Elizabeth Street, SYDNEY NSW 2000

Dated this 15th day of October 2021



1. The financial statements and notes of Physical Disability Council of NSW Incorporated are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

(a) Giving a true and fair view of its financial position as at 30 June 2021 and of its performance for the financial year ended on that date; and

(b) Complying with Australian Accounting Standards (including the Australian Interpretations to the extent disclosed in Note 3) and the Australian Charities and Not-for-profit Commission Regulation 2013; and

2. There are reasonable grounds to believe that the Physical Disability Council of NSW Incorporated will be able to pay all of its debts, as and when they become due and payable.

Signed in accordance with a resolution of the Management Committee.

**President** – Chris Sparks

Dated this 14th day of October 2021



## CONTACT DETAILS:

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