



**DACSSA**  
DISABILITY ADVOCACY

# Annual Report 2018/19



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Disability Advocacy and Complaints Service of South Australia Incorporated

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## Acknowledgements

DACSSA acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners and Custodians of this country. We pay our respect to their culture, customs and connection to land, sea and community, as well as Elders past, present and emerging.

DACSSA celebrates the value of diversity. We are accepting, inclusive and respectful of all individuals and would like to thank all those who engaged with our service throughout the year.

DACSSA would like to thank the Australian Government Department of Social Services for its ongoing funding to provide independent advocacy services to people living with disability through the National Disability Advocacy Program (NDAP), as well as NDIS Appeals.

## Purpose

DACSSA believes every South Australian living with disability has the right to be heard.

We advocate for inclusion, equality, choice and social justice.

Established in 1991, DACSSA is a for-purpose organisation providing support, information and advocacy for South Australians living with disability.

## Board Members 2018/19

Caroline Batty (Chairperson)

Fiona Smith (Deputy Chairperson)

Kara Birch (Secretary)

Benjamin Halman

Bill Miliotis

Elizabeth Forsyth (resigned 2018)

Bhupesh Joshi (resigned 2018)

## Values

### Client Focussed

Our approach is person-centred, collaborative and strengths based.

### Integrity

We build relationships of trust and are accountable for our actions.

### Courage

We are confident to challenge the status quo and achieve change for people living with disability.

### Respect

We pursue respectful and inclusive approaches to our work with clients and stakeholders.

### Progressive

We strive to lead the sector with progressive thinking, appreciative enquiry and evidence based practice.



# Chairperson Report

*2018/19 has seen greater public awareness of the experiences and rights of people with disability and the high incidence of violence, abuse, neglect and exploitation of people with disability.*

As a free, independent and person-centred advocacy provider, we are proud that we are contributing to this awareness and supporting change – supporting individuals and their families and carers to be heard as they navigate and resolve issues.

Over the past twelve months DACSSA has continued to improve its operational efficiency, strengthen internal capability and advance systems to improve support and service to clients. Our staff have grown as a team and demonstrated their skill and expertise in managing high levels of demand – customer feedback repeatedly validates that our focus on continuous improvement is having an impact for clients – and stakeholders are increasingly recognising DACSSA for its commitment to improvement, collaboration and innovation.

DACSSA achieved an important milestone this year – re-accreditation for the National Standards for Disability Services. Expectations and requirements are of a high level, and Kendall Field, our Chief Executive, and committed staff ensured that our person-centred focus and values of respect, integrity and courage, were evident through this rigorous process of review.

This year we have been pleased to welcome two new Board members, Bill Miliotis and Ben Halman. They bring valuable social work, health management, business development, relationship management expertise, and networks to the Board. I would also like to acknowledge the significant contribution made by Fiona Smith – her financial skills and acumen in particular helped the Board strengthen financial oversight, as well as Bhupesh Joshi who shared his marketing and communications expertise with DACSSA.

This has been my first year as Chair of DACSSA and I have welcomed the opportunity to work with my fellow Board members and our committed, energised staff.

I look forward to continued strengthening of our organisation and the impact we make for people with disability in South Australia.

**Caroline Batty**  
Chairperson  
DACSSA

# CEO Report

## *'A year like no other' seems a fitting summary for 2018/19.*

Upon reflection, the change we have embraced, challenges we have overcome, and unprecedented demand for services we have met with such limited resources, is really quite remarkable.

Let's start at day one. On 1 July 2018, the NDIS Quality and Safeguards Commission commenced in SA – a new independent agency established to improve the quality and safety of NDIS supports and services. DACSSA delivered over 450 more sessions than the previous year in relation to disability services complaints – strong evidence that demonstrates the need for such a Commission. The DACSSA team have worked collaboratively with the Commission in its first year and have been pleased with their responsiveness, as well as the outcomes achieved for individuals.

The transition to the NDIS continued across South Australia throughout the year. This transition was reportedly complete as at 30 June 2019, with over 29,000 South Australians registered as receiving NDIS benefits. NDIS related issues continued to be the leading cause of business for DACSSA this year. Over the year, DACSSA delivered over 1,100 advocacy sessions relating specifically to NDIS Access & Planning – almost double that of the prior year. In addition, we delivered over 2,500 NDIS Appeals sessions.

Demand for independent advocacy services showed no sign of slowing throughout 2018/19. In fact, the data we have collected over the year paints a concerning picture, particularly when compared to the previous year. Unfortunately, we have seen increased demand in the areas of discrimination / rights, education, health / mental health and housing/ homelessness. Most disturbing is the increased number of sessions delivered relating to abuse, neglect and violence. DACSSA is hopeful the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, announced by the Federal Government on 4 April 2019, will expose the unacceptable lived experiences of so many people living with disability and result in an improved culture where human rights are upheld.

On a more positive note, many stakeholder relationships were strengthened over the year resulting in improved accessibility to services, systemic outcomes and submissions – including a submission in relation to the National Disability Strategy.

Despite the challenging environment, DACSSA's Board – led by incoming Chairperson Caroline Batty, remained focused, allowing the committed team to deliver pleasing results in all strategic priority areas, as well as the highest number of advocacy sessions in the organisations 28 year history.

Some other key achievements for the year 2018/19 included:

- Development and implementation of a new self-advocacy model
- Gold Skilled Mental Health First Aid Workplace Accreditation
- Implementation of a new CRM system
- Amended Constitution; and
- A new website, including improved accessibility and rebranding.

Our progress and successes over the past year would not have been possible without the hard work and dedication of an amazing group of people. Sadly, we have had to bid farewell to some, but we have been fortunate to welcome others to the team. I would like to thank all who have played part in DACSSA's achievements over the year, particularly those who have done so in a voluntary capacity.

**Kendall Field**  
Chief Executive Officer  
DACSSA

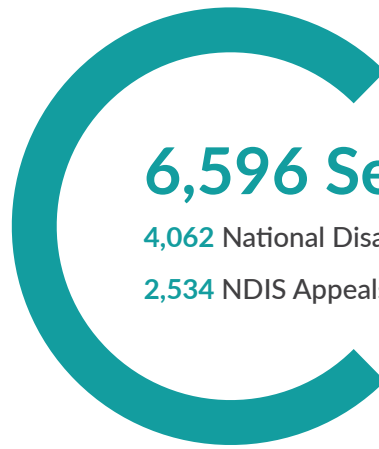


# 2018/19 Performance



361 National Disability Advocacy Program (NDAP)

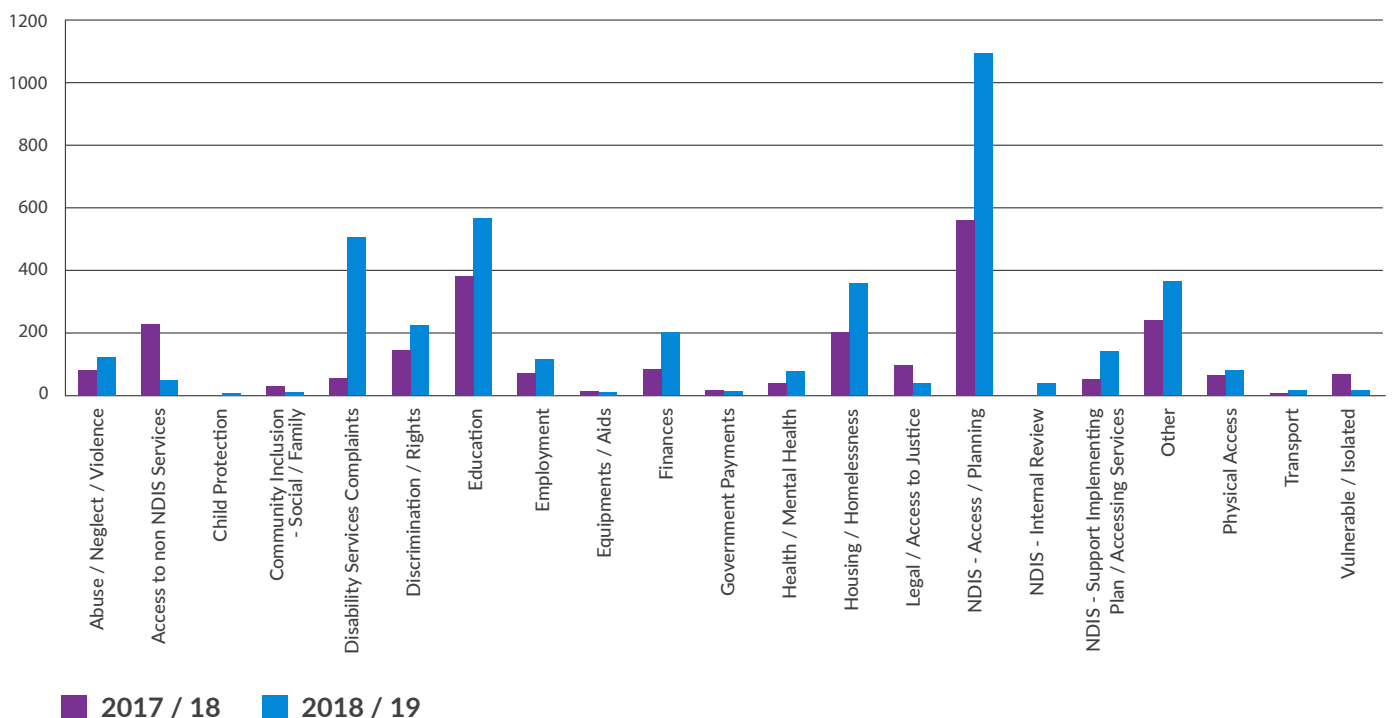
172 NDIS Appeals



4,062 National Disability Advocacy Program (NDAP)

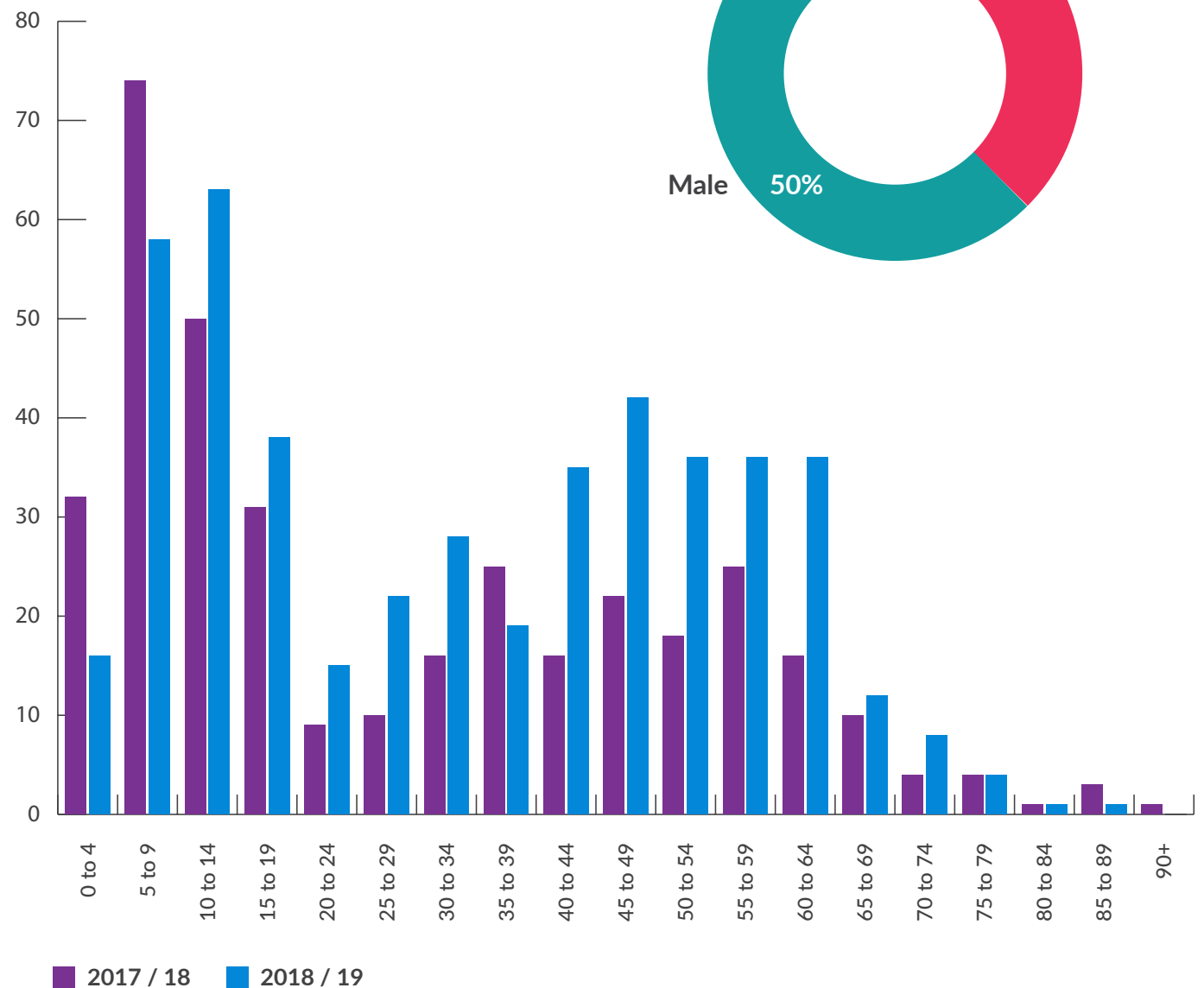
2,534 NDIS Appeals

## NDAP Advocacy by Session Type

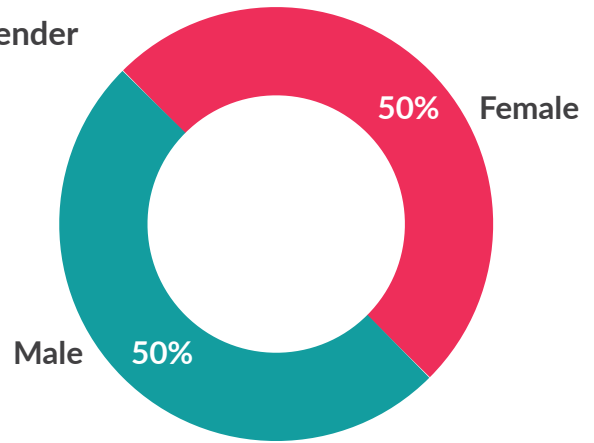




Clients by Age Group



Clients by Gender



# Case Studies

*\*Individual names have been changed to protect their privacy.*

## Female; 60 Physical Disability

### Issue

Martha's\* NDIS Access Request Form was rejected. The National Disability Insurance Agency ('NDIA') quoted that criterion in the disability requirements outlines in Section 24 of the Act weren't satisfied including the permanence of her disability and substantially reduced functional capacity.

### Goal

Martha wanted to be seen as eligible for the National Disability Insurance Scheme ('NDIS') in order to receive funded supports to assist with daily living tasks that she was unable to do such as cooking, cleaning and personal care.

### Intervention

DACSSA assisted Martha to submit a Section 100(2) Internal Review of the reviewable decision to deny access within the required timeframe. DACSSA assisted Martha to understand the review mechanism and educated her about the supporting documentation required.

### Outcome

Four months later, Martha received a written decision from the NDIA granting her access to the NDIS.

## Male; 8 Culturally & Linguistically Diverse (CALD); Intellectual Disability (ID) and Autism Spectrum Disorder (ASD)

### Issue

Aashi\* was required to leave a private rental due to property damage from her son Sai\* who experienced significant challenges associated with his diagnoses of Autism Spectrum Disorder and Intellectual disability. Aashi felt discriminated against and was at risk of imminent homelessness due to financial burden.

### Goal

The family wanted to secure accommodation that met their disability needs and safeguarded them from homelessness.

### Intervention

Advocacy supported the family to learn about discrimination and options for recourse and assisted them to articulate disability needs to homelessness services and housing providers.

### Outcome

Acquisition of Housing SA accommodation that was stable and accessible for the family.



*"I really appreciated the empathy and understanding I was shown, and DACSSA's level of knowledge and expertise with our issue."*



**“Couldn’t have resolved my dispute without DACSSA’s assistance. Very happy with the service and results.”**



## **Female; 13** **Deaf**

### **Issue**

Mia\* was born deaf and received National Disability Insurance Scheme ('NDIS') funding for interpreters. This funding was insufficient in providing support for Mia to engage in her community, resulting in inhibited access to services, social isolation and disadvantage. Additionally, funding was insufficient in providing assistive technology.

### **Goal**

To acquire funding to participate in all required activities including community and mainstream activities and services.

### **Intervention**

DACSSA supported Mia's family to navigate the mechanism of appeal in the Administrative Appeals Tribunal ('AAT') and access associated supports like legal representation from the Legal Services Commission.

### **Outcome**

Settlement in the AAT was achieved resulting in adequate funding to provide interpreting services and assistive technology for required activities.

## **Male; 45** **Concerned Citizen for anonymous person with disability**

### **Issue**

Joseph\* raised concerns with DACSSA for a person he observed in his neighbourhood who was wheelchair bound with intellectual disability. He suspected the person was being abused by their paid carer.

### **Goal**

For the person with disability to be safeguarded from all forms of abuse and exercise rights to live free of abuse, violence, neglect and exploitation

### **Intervention**

DACSSA assisted Joseph to make a report to the NDIS Quality and Safeguards Commission ('NDIS QSC') and communicate his concerns and observations of abuse.

### **Outcome**

DACSSA worked collaboratively with Joseph and the NDIS QSC to safeguard the person with disability and responsive action was taken to address abuse.

## **Male; 7** **Autism Spectrum Disorder (ASD)**

### **Issue**

Callum's\* National Disability Insurance Scheme ('NDIS') plan was insufficient in meeting his needs in light of new disability related needs such as support of complex outburst behaviours. His family were experiencing breakdown as they had insufficient NDIS funded supports in order to sustain his high and complex support needs. His Core Supports at the time were under \$1,000.

### **Goal**

Secure increased supports for Callum.

### **Intervention**

DACSSA assisted the family to learn about NDIS processes including acquisition of documents, goal planning and navigating review mechanisms. DACSSA assisted the family to apply and prepare for a Section 48 Unscheduled Review and supported them to describe their lived experience of disability and present supporting documents.

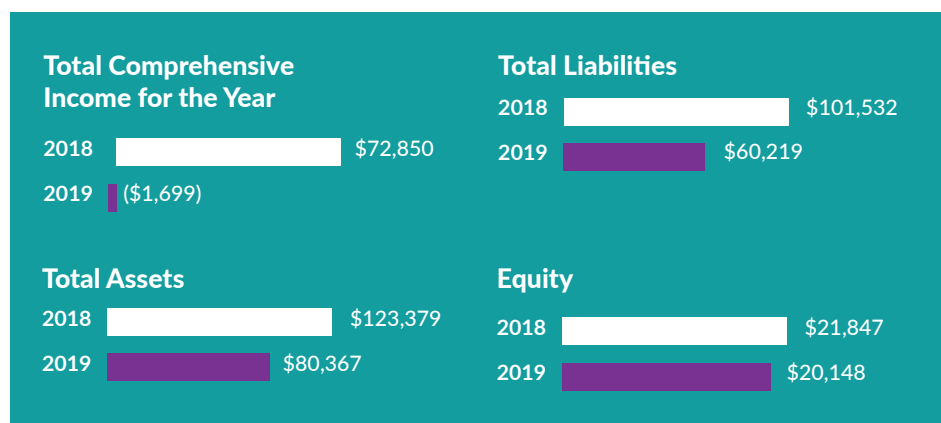
### **Outcome**

The family received approved NDIS supports in Core Supports in excess of \$100,000. A few months later after implementation of funds, the family reported substantially improved wellness and great outcomes for their son.

# Financial Summary

For the Year Ended 30 June 2019

## Quick Summary



## Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2019

	Note	2019 \$	2018 \$
Revenue		561,019	577,269
Employee Benefits Expense		(450,962)	(357,548)
Depreciation and amortisation expense		(1,029)	(1,395)
Rent		(39,787)	(38,377)
Motor Vehicles Expense		(8,760)	(11,217)
Other Operating Costs		(62,180)	(95,882)
Profit/ (loss) from continuing operations		(1,699)	72,850
Profit/ (loss) for the year		(1,699)	72,850
<b>Total Comprehensive income for the year</b>		<b>(1,699)</b>	<b>72,850</b>

If you would like to view the full Financial Statements for the year ended 30 June 2019, please contact DACSSA.





## Statement of Financial Position

30 June 2019

	Note	2019 \$	2018 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	4	57,779	80,220
Trade and other receivables		-	853
GST receivable		4,941	3,864
Prepayments		7,756	36,566
<b>TOTAL CURRENT ASSETS</b>		<b>70,476</b>	<b>121,503</b>
<b>NON-CURRENT ASSETS</b>			
Plant and equipment		9,891	1,876
<b>TOTAL NON-CURRENT ASSETS</b>		<b>9,891</b>	<b>1,876</b>
<b>TOTAL ASSETS</b>		<b>80,367</b>	<b>123,379</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Trade and other payables		50,232	82,705
Employee provisions		9,987	18,827
<b>TOTAL CURRENT LIABILITIES</b>		<b>60,219</b>	<b>101,532</b>
<b>Non-Current Liabilities</b>			
<b>TOTAL LIABILITIES</b>		<b>60,219</b>	<b>101,532</b>
<b>NET ASSETS (LIABILITIES)</b>		<b>20,148</b>	<b>21,847</b>
<b>EQUITY</b>			
Retained profits/(losses)		20,148	21,847
<b>TOTAL EQUITY</b>		<b>20,148</b>	<b>21,847</b>



# DACSSA

DISABILITY ADVOCACY

## Contact Us

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DACSSA is accredited with regard to the National Standards for Disability Services for the provision of disability advocacy in a manner which supports people living with disability, their carers, families and associates through individual and systemic advocacy.

