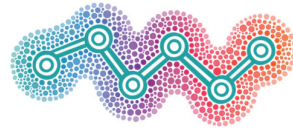




(08) 7122 6030
admin@dacssa.org.au
www.dacssa.org.au

2021-2022 ANNUAL REPORT

Acknowledgements



Disability Advocacy and Complaints Service of South Australia Inc. ('DACSSA') acknowledges the traditional owners of country throughout Australia and their continuing connection to land, sea and community. DACSSA offices are situated on Kurna Land. We recognise that wherever we visit to provide Advocacy, that we are on stolen land.

We pay our respects to Aboriginal and Torres Strait Islander Elders past, present and future.

We sincerely thank Ochre Dawn Creative Industries for DACSSA's featured artwork.



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.

We acknowledge and thank the Australian Government Department of Social Services for its ongoing funding, allowing DACSSA to provide independent advocacy services to people living with disability through the National Disability Advocacy Program (NDAP), Disability Royal Commission Support Services & NDIS Appeals.

Thank you also to the State Government of South Australia for its funding contributions to DACSSA during this year.

PURPOSE

DACSSA is a respectful, client-focussed organisation that provides free and independent individual and systemic advocacy for South Australians living with disability.

DACSSA seeks to build on the individual strengths of people with disability and enable community capacity building. We believe that every South Australian living with disability has the right to be heard.

DACSSA also works to champion the cause of people with disability through developing positive relationships and extensive, productive networks. We advocate for inclusion, equality, choice and social justice.

VALUES



Client

Focussed

Integrity

Courage

Respect

Progressive

CHAIRPERSON REPORT



Caroline Batty | Chairperson | DACSSA

In the last year, DACSSA has truly exceeded what it means to be courageous, progressive and client focussed, overcoming significant challenges to deliver high quality services despite change and ongoing pressure to meet the growing demand for independent disability advocacy.

DACSSA continues to prove its value and excellence, having been lauded a best practice example of service provision in their 2022 re-certification audit against the National Standards for Disability Services. *"Audit team observations evidenced a sustained high performance of advocacy supports including systemic advocacy activities that align with industry best practice"*.

The Board will continue to support DACSSA to secure its deserved and important future, placing emphasis on sustainability and innovation amidst a prolonged period of resource and capacity pressures.

The Board wish Kendall Field the very best as we farewell her and thank her for dedicating nearly 6 years to DACSSA in the CEO role. She has been outstanding in her leadership and leaves behind an enduring legacy of quality and compassion.

Current Board: Caroline Batty, Ellen (Louise) Butler, Kara Birch, Pip Coleman and Bill Miliotis

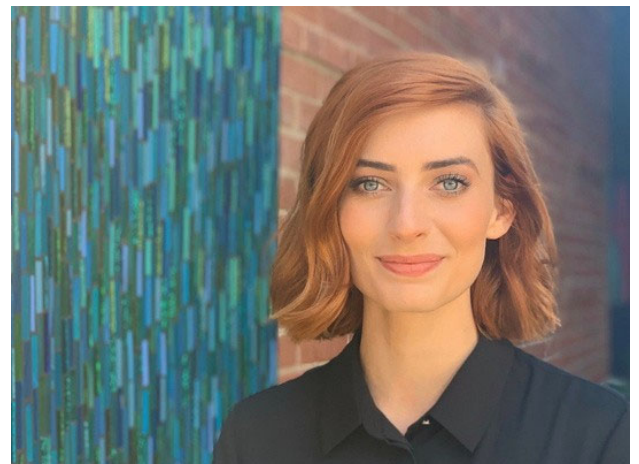
CEO REPORT

DACSSA has continued to do its best to answer to the growing demand for independent advocacy, and the increase in complexity that impacts the quality of life of South Australians with disability. DACSSA's collaborative stakeholder relationships have been pivotal in creating systems change for the betterment of disability rights.

DACSSA's reputation as a leading independent advocacy organisation has allowed us to inform important change in South Australia and support hundreds of people with disability. We thank our valued stakeholders for their trust, continually placed in DACSSA to be an ally and asset.

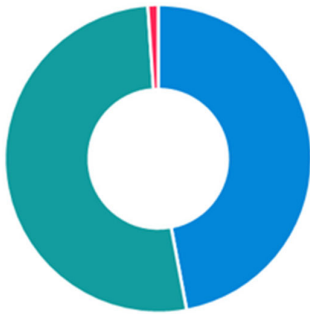
It is overwhelming to think of all that we have faced and achieved in the past year. We have worked to innovate and find new ways to advance the rights of people with disability. We are proud of the service improvements that have supported the delivery of competent and safe advocacy for First Nations people with disability, those from diverse language backgrounds and the LGBTQIA+ community with disability.

We have farewelled one of our Advocates, Mel, and welcomed Jade and Huw to the team. Sadly, we farewelled our fearless leader and CEO, Kendall Field. She has taught us to live our DACSSA values and raise the voices of people with disability. Having worked with Kendall and relished her mentorship for 6 years, I am honoured to lead the organisation as Acting CEO in the interim, so we can continue our important work.



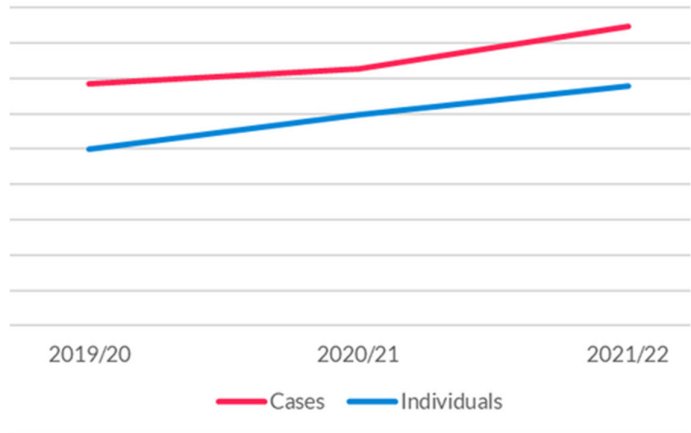
Maggie Rutjens | Acting CEO | DACSSA

YEAR IN VIEW



■ Male ■ Female ■ LGBTQIA+

Clients by Gender Identity

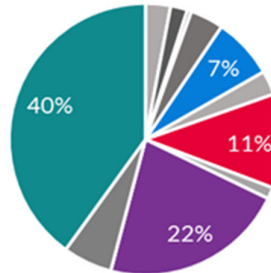


2019/20 2020/21 2021/22

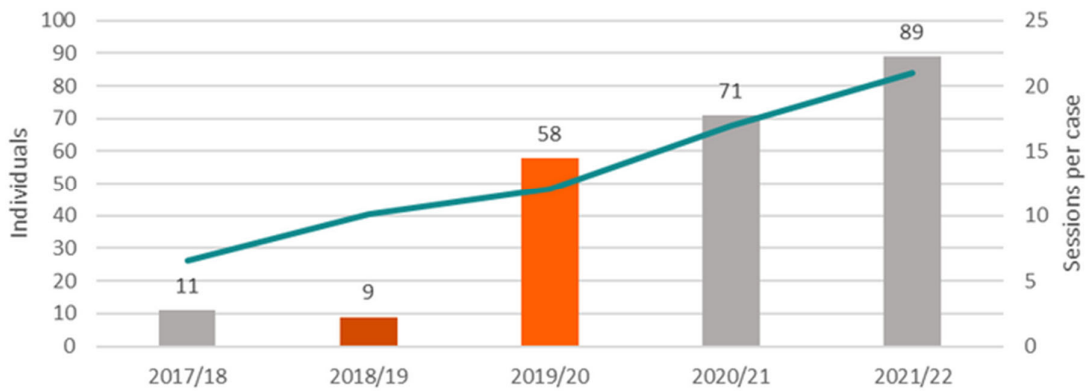
— Cases — Individuals

Increase Demand and Service Delivery

- Access to non NDIS service
- Education
- Housing/homelessness
- NDIS Access
- Health/mental health
- NDIS Appeals



Main Areas of Demand for Advocacy Support



Number of Matters Relating to Inappropriate Housing Situations Continues to Rise

WHERE WE'VE HELPED



We understand that advocacy happens differently for everyone. Everyone is unique. We believe all South Australians have the right to be heard.

We have innovated to overcome challenges associated with COVID-19 and endured ongoing resourcing constraints, to do our best to ensure South Australians with disability, their family and carers, can access safe, high quality, **independent disability advocacy** - DACSSA's advocacy.

FINANCIAL SUMMARY

Statement of Profit or Loss

& Other Comprehensive Income For the Year Ended 30 June 2022

| | Note | 2022 \$ | 2021 \$ |
|---------------------------------------|------|-----------|-----------|
| Revenue | 2 | 1,110,811 | 909,025 |
| Employee Benefits Expense | | (934,779) | (684,513) |
| Depreciation and Amortisation Expense | | (39,536) | (32,744) |
| Rent | | (4,845) | (10,038) |
| Motor Vehicle Expenses | | (1,935) | (3,888) |
| Other Operating Costs | | (131,782) | (114,422) |
| Surplus / (loss) for the year | 3 | (2,065) | 63,420 |



*If you would like to view the full Financial Statements for the year ended 30 June 2022
please contact DACSSA or visit the ACNC website.*

FINANCIAL SUMMARY

Statement of Financial Position

30 June 2022

Assets

| | Note | 2022 \$ | 2021 \$ |
|---------------------------------|------|----------------|----------------|
| Current Assets | | | |
| Cash and other equivalents | 4 | 294,391 | 408,641 |
| Trade Debtors | | 550 | 100 |
| GST Receivable | | 4,735 | - |
| Prepayments | | 20,445 | 6,365 |
| TOTAL CURRENT ASSETS | | 320,121 | 415,106 |
| Non-Current Assets | | | |
| Property, Plant and Equipment | 5 | 37,072 | 61,902 |
| TOTAL NON-CURRENT ASSETS | | 37,072 | 61,902 |
| TOTAL ASSETS | | 357,194 | 477,008 |



*If you would like to view the full Financial Statements for the year ended 30 June 2022
please contact DACSSA or visit the ACNC website.*

Statement of Financial Position Cont.

30 June 2022
Liabilities

| | Note | 2022 \$ | 2021 \$ |
|--------------------------------------|------|----------------|----------------|
| Current Liabilities | | | |
| Trade and other payables | 6 | 125,856 | 262,497 |
| Employee Provisions | 7 | 60,221 | 45,487 |
| TOTAL CURRENT LIABILITIES | | 186,077 | 307,984 |
| Non-Current Liabilities | | | |
| Employee Provisions | | 35,715 | 31,559 |
| TOTAL NON-CURRENT LIABILITIES | | 35,715 | 31,559 |
| TOTAL LIABILITIES | | 221,792 | 339,542 |
| NET ASSETS | | 135,401 | 137,466 |
| Accumulated surplus | | 135,401 | 137,466 |
| TOTAL MEMBER FUNDS | | 135,401 | 137,466 |



*If you would like to view the full Financial Statements for the year ended 30 June 2022
please contact DACSSA or visit the ACNC website.*

TESTIMONIALS



I have to say everything you're doing really does make a huge difference for us given how helpless the situation has felt to date.



They supported everything to make both of us feel safe and gave me 100% support for me to 100% understand the disability support pension point system.



DACSSA is vital to people going through systemic abuse by people who have power over them. With that in mind the services should be properly funded.



I would absolutely use this service again. I can't thank them enough for the compassion and understanding shown, while at the same time being a consummate professional.



They had a lovely blend of warmth and professionalism and they were very responsive and patient in their approach.



I can't thank them enough for all their help or even put into words how much their help has changed my life for the better.

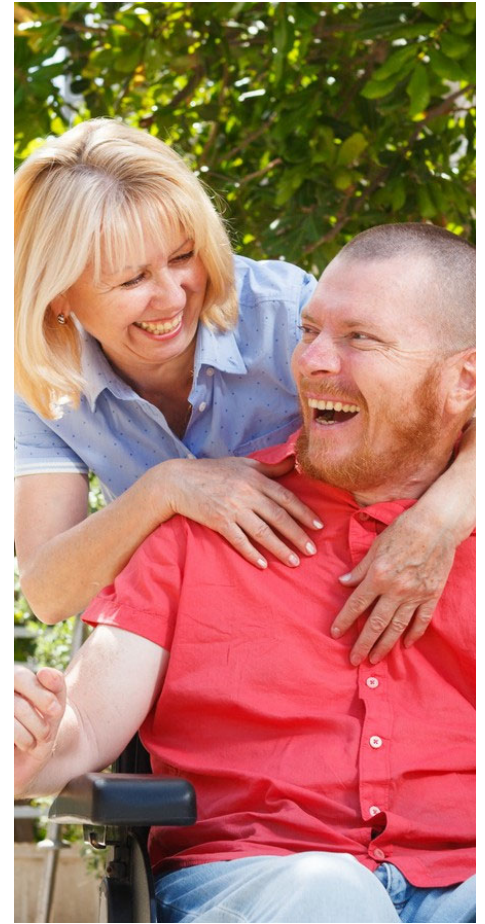


Extremely considerate, thoughtful and thorough in their assistance. I can't understate what a huge help the service has been. Thank you!

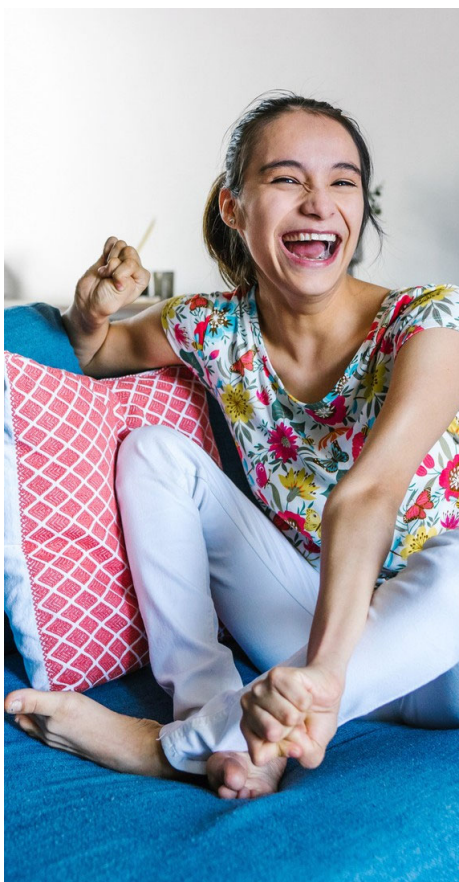


KEY ACHIEVEMENTS

- Full re-certification and best practice evidenced in several domains of service delivery.
- Recruitment of a Community Indigenous Advocate and Diversity Ally in the Disability Royal Commission Program.
- Launch of the GIRLS IN AWE(tism) Podcast with the help of the South Australian Government.
- Successful Disability Royal Commission collaborations to highlight issues such as homelessness, youth issues, regional and remote issues and stories from First Nations and culturally diverse communities.
- Progressive systemic advocacy to effect social policy and law reform in domains such as mental health, adult safeguarding and restrictive practices.



THANKS



- Federal Government Department of Social Services
- Government of South Australia
- The Disability Royal Commission
- First Peoples Disability Network Australia
- Relationships Australia South Australia
- Dr David Caudrey
- SA Law Reform Institute
- Adult Safeguarding Unit
- Our Lady of La Vang
- The Foundry
- Natalie Wade

Special thanks

- Kendall Field





(08) 7122 6030
admin@dacssa.org.au
www.dacssa.org.au

2021-2022 ANNUAL REPORT

