



DACSSA
DISABILITY ADVOCACY

2022-2023 ANNUAL REPORT

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

Please note all Stock Imagery

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

Disability Advocacy and Complaints Service of South Australia Incorporated ('DACSSA') is a respectful, client-focussed not-for-profit organisation, operating since 1999, providing independent individual and systemic advocacy for people with disabilities, their families and carers across the lifespan.

DACSSA seeks to build on the individual strengths of people with disability and enable community capacity building. Our effective advocacy services act to safeguard individuals, protect human rights, and resolve disability-related issues, while also strengthening systems and linkages with government agencies and community organisations.

We believe that every South Australian living with disability has the right to be heard. We advocate for inclusion, equality, choice and social justice.

VALUES



CHAIRPERSONS REPORT

In a year of significant change DACSSA continues to be client focused, progressive and courageous in our efforts to amplify the voices of South Australia's living with disability.

As a Board we made a significant decision to implement a new organisational structure, to create capacity for change and growth. I thank the Board for the many many volunteer hours contributed this year as we developed, evaluated, consulted and debated how we could best position the DACSSA team for long term success to continue to deliver more of what our clients want, and where we are truly influential in achieving systemic change for South Australian's living with disability.

We are seeing progress on our ambition, deepening our relationships with significant stakeholders, strengthening organisational capacity and enhancing well-being of staff.

The emotional stress of navigating a complex system, that despite the best efforts of many, is still working towards centering lived experience in the design and delivery of service, can be significant. We acknowledge this experience for staff and clients alike as we do our part to bring about change.

During this year of uncertainty the professionalism of our staff has shone as they continued to deliver high quality service, and adjust and adapt to external and internal change and respond to the diversity of our clients needs. We provide our extreme thanks to the staff we farewelled and were excited to welcome new talent including Jenny Karavolos our new Chief Executive.

We farewelled Bill Miliotis from the DACSSA Board and thank him for his commitment and contribution over the past 4 years.

I look forward to the coming year, as the Referendum on the Voice to Parliament reminds us of the diversity of lived experience. We will renew our commitment to doing better – to listening to and working with and for Aboriginal people living with disability as well as all other disability groups.

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



CEO REPORT

This has been a year of transitioning towards new beginnings both external and internal to the organisation. There has been a number of significant reviews occurring in parallel in the disability sector to improve the life outcomes of people with disability of which we have actively contributed to. This includes the Disability Royal Commission, the NDIS Review, Disability Act and Early Years to name a few. At a state level we have continued to inform important change in South Australia and support hundreds of people with disability to have their voices heard.

Internally we successfully transitioned to our new organisation structure to ensure we are positioned to continue to provide exceptional client services. This year again demonstrated the essential need for competent and safe advocacy to meet the increasing complexity and demand for more services in every area that we support.

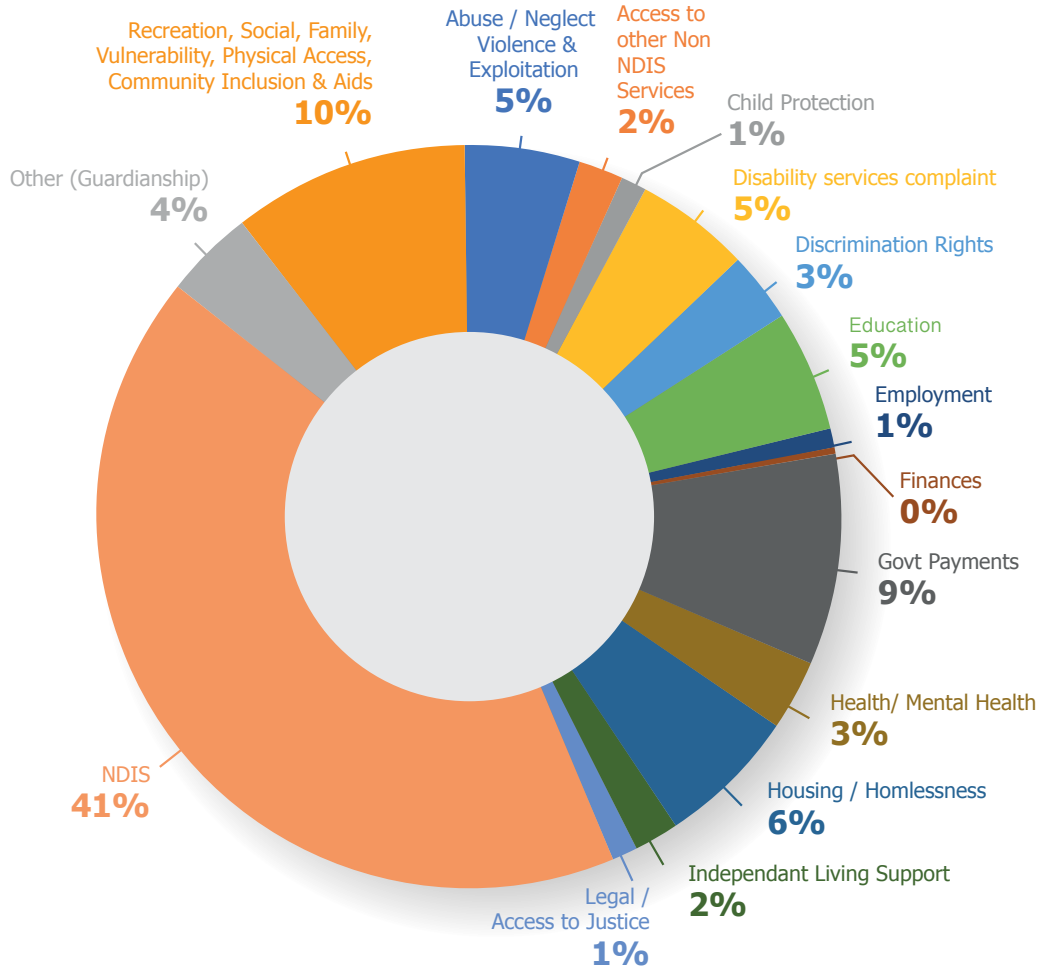
Overall we have continued to be courageous and proud of the advocacy undertaken to support the richly deserving people with disability that are the reason we exist. We are grateful to our funding body DSS for enabling us and our valued network of stakeholders for their collaboration and trust.

We have farewelled Tim and Brandon and welcomed Belinda, Charlotte and Kristy as the organisation transitioned into and out of different funded programs. We also farewelled our fearless Program Manager and Interim CEO, Maggie Rutjens who dedicated 6 years to the organisation.

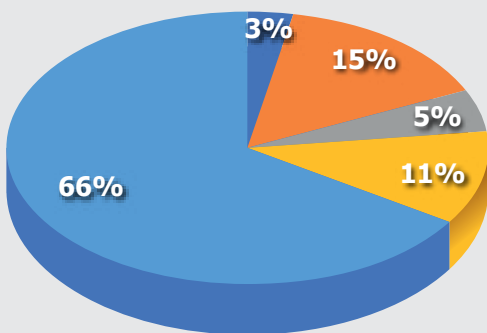
We look forward to the new financial year and what the various Disability reviews will bring so as to continue our purpose of advocating for inclusion, equality, choice and social justice.



SERVICE DELIVERY



NDAP Client Profile

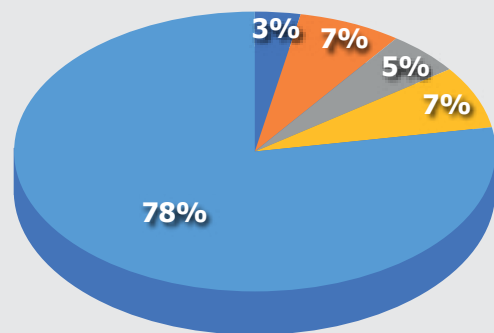


66% Other 3% CALD

15% Born outside Aust 11% ATSI

5% Main language spoken at home other than English

NDIS Appeals Client Profile



78% Other 3% CALD

7% Born outside Aust 7% ATSI

5% Main language spoken at home other than English

FINANCIAL SUMMARY

Statement of Profit or Loss

& Other Comprehensive Income for the Year Ended 20 June 2023	Note	2023 \$	2022 \$
Revenue	2	1,028,023	1,110,811
Employee Benefits Expense		(743,597)	(934,779)
Depreciation and Amortisation Expense		(9,218)	(39,536)
Rent		(45,038)	(4,845)
Motor Vehicle Expenses		(1,171)	(1,935)
Other Operating Costs		(164,570)	(131,782)
Surplus / (Loss) for the year	3	64,429	(2,065)

If you would like to view the full Financial Statements for the year ended 30 June 2023
Please contact DACSSA or visit the [ACNC website](#).



Statement of Financial Position

30 June 2023 Assets	Note	2023 \$	2022 \$
Current Assets			
Cash and other equivalents	4	565,741	294,391
Trade Debtors		3,850	550
GST Receivable		8,285	4,735
Prepayments		25,995	20,445
TOTAL CURRENT ASSETS		603,870	320,121
Non-Current Assets			
Property, Plant and Equipment	5	27,855	37,072
TOTAL NON-CURRENT ASSETS		27,855	37,072
TOTAL ASSETS		631,725	357,193
30 June 2023 Liabilities	Note	2023 \$	2022 \$
Current Liabilities			
Trade and other payables	6	29,024	125,856
Employee Provisions	7	33,609	60,221
Income in Advance		355,188	
TOTAL CURRENT LIABILITIES		417,821	186,077
Non-Current Liabilities			
Employee Provisions	5	14,075	35,715
TOTAL NON-CURRENT LIABILITIES		14,075	35,715
TOTAL LIABILITIES		431,896	221,792
NET ASSETS		199,830	135,401
Accumulated surplus		199,830	135,401
TOTAL MEMBER FUNDS		199,830	135,401

If you would like to view the full Financial Statements for the year ended 30 June 2023
Please contact DACSSA or visit the ACNC website.

TESTIMONIALS



It was easy to communicate with the advocate. They expressed everything in the letter in the way exactly how I wanted it to be.



I would never hesitate to use this service again. The help was exceptional, all your advocates are great people who treat us clients with respect.



They were immediately supportive and I took great comfort from their intent to understand the problem. The advocate always came across as genuine.



I found the advocate helpful & informative while being non judgmental and honest. It was really refreshing to be treated like a person with value. Grateful for this service.



We need more advocates and advocacy places like you guys you really do help and are very much appreciated.



I really have a big thank you and appreciate what your service provides. It has been a profound change for my life.



Your kind, calm and simple approach has certainly helped me going forward. I'm sure things will work out just fine for me now you have assisted.



KEY ACHIEVEMENTS

- Effective delivery of person centered, culturally aware, trauma informed advocacy services to build capacity, safeguard individuals, protect human rights, and resolve disability-related issues with a minimum 90% client satisfaction of positive completion of individual advocacy goals.
- Successful Disability Royal Commission submission(s) resulting from extensive consultations including in areas of homelessness, youth, carer services, regional and remote, and intersectionality with First Nations, LGBTQIA+ and culturally diverse communities.
- Significant outreach and stakeholder engagement to find innovative ways of addressing unmet need.
- National and state-level systemic advocacy to shape social policy and law reform in domains such as Disability Act, NDIS Review, Early Years, mental health, adult safeguarding, transport, justice, SA autism strategy and restrictive practices.
- Selected service provider in the Independent Expert Review Program (Early Dispute Resolution Scheme).
- Award of contestable DHS Grant to improve IT Governance and Infrastructure
- Witness at the Senate Joint Standing Committee on NDIS Capability and Culture Systemic Advocacy



THANKS

We would like to thank you for your support over the past 12 months. Your support enables us to achieve our purpose of advocating for inclusion, equality, choice and social justice.



- Federal Government Department of Social Services
- Department of Premier and Cabinet
- Department of Human Services
- Department for Child Protection
- Department for Education
- Department for Infrastructure and Transport
- South Australia Civil and Administrative Appeals Tribunal
- Joint Standing Committee on NDIS Capability and Culture
- The Disability Royal Commission
- NDIS Review Panel
- National Disability Insurance Agency
- NDIS Quality and Safeguards Commission
- Disability Advocacy National Australia
- Australian Federation of Disability Organisations
- First Peoples Disability Network
- Relationships Australia
- Office of the Public Advocate
- Equality Lawyers
- Public Trustee
- Reconciliation SA
- SA Law Reform Institute
- Adult Safeguarding Unit
- Our Lady of La Vang
- The Foundry



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

2022-2023 ANNUAL REPORT

