



Australian Government
Department of Social Services

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ACT 2610
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www.dss.gov.au

{Auto populate date}

Your organisation is due to complete the *Annual Performance Report* for the *National Disability Advocacy Program (NDAP)*. This is a requirement as specified in Item E of your Funding Agreement with this Department.

This report is for the period *1 July 2013 to 30 June 2014* and must be submitted to the Department by *31 July 2014*.

Program Specific Instructions:

If you require further information or assistance in completing the report, please *contact your DSS Funding Agreement Manager on 1300 653 227 and quote Review Id 1-ABC123*.

Completing and submitting the report:

1. Save the report (through menu File > Save As) to an appropriate location on your computer's local drive.
2. Complete all questions as instructed in the report. Help is available throughout the report to assist you. To view this, place your mouse over the text or field wherever you see an (i) symbol.
3. Complete the Declaration and follow the steps to send your completed report, as specified on the last page.

Note: You must have Adobe Reader version 7.0.5 or later to submit the report electronically. Adobe Reader can be downloaded for free from www.adobe.com/au. The use of other PDF reader software (e.g. Foxit) may cause errors.

Service Details for DSS use only:

Legal Name	<input type="text"/>
Location Name (if applicable)	<input type="text"/>
Activity Title	<input type="text"/>
Activity Id	<input type="text"/>
Report Description	<input type="text"/>

Reporting Timeframes:

Reporting Period	<input type="text"/>	Report Due Date	<input type="text"/>
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The primary purpose of this Performance Report is to collect data to report on the NDAP's achievement against its performance indicator of the number of people with disability who received advocacy support (i) in the reporting period. The report also gathers other data on advocacy support provided to individuals and systemic advocacy. To achieve this, an individual should only be counted **once** in the reporting period.

Details provided in this Performance Report **must** only relate to disability advocacy support funded under the NDAP.

Part 1 – Number of people with disability (consumers) provided with advocacy support (i)

Consumers Supported

1. How many NDAP consumers received advocacy support during the reporting period?(i)
 Total number assisted

2. How many NDAP consumers received advocacy support in each of your Service Areas (i) during the reporting period in accordance with Item B of your funding agreement ?

	Ongoing	New
Service Area 1	<input type="text"/>	<input type="text"/>
Service Area 2	<input type="text"/>	<input type="text"/>
Service Area 3	<input type="text"/>	<input type="text"/>

*Form will enable more Service Areas to be added, if required.

Total {Auto Calc}

Consumers Not Supported

3. How many consumers were referred to your agency but not provided with advocacy support in the reporting period?

Placed on waiting list No capacity
 Out of coverage area Other

If Other please describe
 {text box- max 1000 characters}

Part 2 –Advocacy Support

Advocacy Model (i)

4. Of the total number of NDAP consumers assisted during this reporting period, how many were assisted using the following models of advocacy? Record all models of advocacy used for each consumer.

Citizen Advocacy (i) Family Advocacy (i)
 Individual Advocacy (i) Legal Advocacy (i)
 Self Advocacy (i)

Advocacy Issues (i)

5. What was the nature of the issues addressed in this reporting period?
 A consumer may have presented with more than one issue and all issues should be counted.

Abuse/Neglect Legal
 Accommodation Physical access
 Discrimination/rights Recreation/social or

Education	<input type="text"/>	family Services (e.g. gaps, access policy, reduction of service or complaints)	<input type="text"/>
Employment	<input type="text"/>	Transport	<input type="text"/>
Equipment/aids	<input type="text"/>	Vulnerable/isolated	<input type="text"/>
Finances	<input type="text"/>	National Disability Insurance Scheme	<input type="text"/>
Health/mental health		Other	<input type="text"/>
		If Other please describe	
		{text box- max 2000 characters}	

6. Group sessions/presentations

How many people with disability were assisted via group sessions (workshops/presentations/forums/education) during the reporting period? (Must not include any person counted in Part 1).

Part 3- Consumer Demographics

Age

7. Of the total number of NDAP consumers assisted during the reporting period, how many were from each age group?

< – 15	<input type="text"/>
15 – 24	<input type="text"/>
25 – 39	<input type="text"/>
40 – 54	<input type="text"/>
55 – 64	<input type="text"/>
>65	<input type="text"/>
Total {Auto Calc}	<input type="text"/>

Cultural background

Only include consumers who identified as being from a Culturally and Linguistically Diverse background or as an Aboriginal or Torres Strait Islander.

8. How many NDAP consumers identified as being of Aboriginal or Torres Strait Islander origin in this reporting period?

The percentage of NDAP consumers who are of Aboriginal or Torres Strait Islander origin is {Auto Calc}	<input type="text"/>
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9. How many NDAP consumers identified as from a Culturally and Linguistically Diverse (CALD) background in this reporting period?

The percentage of NDAP consumers Who are from a CALD background is {Auto Calc}	<input type="text"/>
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Disability (i)

10. What are the NDAP consumers' **primary disability group(s)**?

Count only one primary disability group for each person provided with advocacy support during the reporting period. The total number must equal the number of people assisted as given in Q1.

Intellectual (i)	<input type="text"/>	Specific learning/ADD (i)	<input type="text"/>
Autism (i)	<input type="text"/>	Physical (i)	<input type="text"/>
Acquired Brain Injury (i)	<input type="text"/>	Neurological (i)	<input type="text"/>

Sensory and speech (i)	<input type="text"/>	Psychiatric (i)	<input type="text"/>
Developmental Delay (i)	<input type="text"/>		

10(a). What are the consumers' **other significant disability groups(s)**?

Count as many other significant groups as relevant for each person provided with advocacy support during the reporting period.

Intellectual (i)	<input type="text"/>	Specific learning/ADD (i)	<input type="text"/>
Autism (i)	<input type="text"/>	Physical (i)	<input type="text"/>
Acquired Brain Injury (i)	<input type="text"/>	Neurological (i)	<input type="text"/>
Sensory and speech (i)	<input type="text"/>	Psychiatric	<input type="text"/>
Developmental Delay (i)	<input type="text"/>		

Part 4 – Systemic Issues (i)

Only agencies that provide systemic advocacy are required to complete this section.

1. How many of each of the following types of systemic issues were worked on during the reporting period?

Abuse/Neglect	<input type="text"/>	Legal	<input type="text"/>
Accommodation	<input type="text"/>	Physical access	<input type="text"/>
Discrimination/rights	<input type="text"/>	Recreation/social or family	<input type="text"/>
Education	<input type="text"/>	Services (e.g. gaps, access policy, reduction of service or complaints)	<input type="text"/>
Employment	<input type="text"/>	Transport	<input type="text"/>
Equipment/aids	<input type="text"/>	Vulnerable/isolated	<input type="text"/>
Finances	<input type="text"/>	National Disability Insurance Scheme	<input type="text"/>
Health/mental health	<input type="text"/>	Other	<input type="text"/>

If Other please describe
{text box- max 2000 characters}

2. What strategies were used to advocate for change on systemic issues? {text box- max 2000 characters}
3. Have you collaborated with other NDAP agencies during the reporting period to identify and work on systemic issues? {Yes / No} If yes, please provide details. {text box- max 2000 characters}
4. Please attach a copy or provide a link to any reports or submissions your agency has submitted to government or other external parties in relation to systemic issues {text box- max 2000 characters}
{attachment box}

Part 5 – Comments

- 5. What are the key issues that have impacted on your agency during the reporting period?
{text box- max 2000 characters}

- 6. Is there anything else you would like to tell us about the advocacy support you provided in the reporting period with NDAP funds? {text box- max 2000 characters}

- 7. Provide one case study that demonstrates where advocacy support provided during the reporting period made a difference to a person with disability. Case studies are extremely valuable as they provide a greater understanding of consumers' circumstances and demonstrate different service delivery approaches and outcomes. (This is not a mandatory question)

Please de-identify any client information.

{text box- max 2000 characters}

Part 6 – Declaration

- 1) Please provide details of the officer to be contacted regarding information provided in this report:

Title
First Name
Last Name
Position
Telephone
Email address (i).....

DISCLAIMER: Although all care is taken, the Australian Government accepts no responsibility for the accuracy or completeness of this document.

Completed documents remain confidential to the Australian Government Department of Social Services (DSS). The commercial and personal information of services and participants will not be released outside the terms of the advice provided.

Note: A person who knowingly provides false or misleading information or documents to the Commonwealth, or omits information causing the information provided to be misleading, or acts dishonestly with the intention of obtaining a gain for themselves or causing a loss to the Commonwealth is guilty of an offence which is punishable by imprisonment under the Criminal Code Act 1995 (Cth).

- 2) I, the authorised officer
 - understand and agree to the Disclaimer,
 - agree that the information I have provided in this document is true and correct, and
 - acknowledge that giving false or misleading information is a serious offence

I agree
Authorised Officer (i)
Position
Date (i)

Electronic Submission: To submit this report to the Department:

- 1. Please ensure all responses are true and accurate.

2. Click the Save button to save a copy of the completed report to your computer.
3. Click the Submit button. All questions will then be verified. Any incorrect or unanswered responses will be displayed for your correction. The report will not submit until all responses have been verified.
4. Click Allow to continue with submission.
5. Submission may take several minutes. Submission will be confirmed through a receipt and/or email. Please be patient and do not close the report before sighting this receipt. Do not attempt to submit the report more than once.

Note: If you experience difficulties submitting this report electronically or you do not receive confirmation of submission, please call the toll-free FOFMS Helpdesk on 1800 020 283 for assistance.

For DSS Use: Please complete the below details if the report was received via email or post.

Full Name of DSS officer accepting this report

Date received

Tool Tips

(These are not to be developed as a page in the form. These are for Tool tips (hover text) where an (i) is indicated)

Introductory Tool Tip:

The *National Disability Advocacy Program* (NDAP) provides people with disability access to effective disability advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling full community participation. NDAP disability advocacy agencies receive funding under the *Disability Services Act (DSA) 1986*. The *DSA* and its associated *Principles and Objectives* have a focus on outcomes for people with disability. The *Disability Services Standards (Advocacy Standards) (FaHCSIA) Determination 2012* (hereafter referred to as the *Disability Advocacy Standards*) define the elements of quality support for people with disability. All disability advocacy agencies funded under the NDAP must comply with the *DSA* and the applicable Disability Advocacy Standards. In addition, all relevant Commonwealth, State and Territory legislation needs to be complied with.

Part 1:

Consumer – A consumer is a person with disability/protégé who received advocacy support from your agency during the reporting period. In the case of Family Advocacy this refers to the person with disability assisted, not the family member/s who are supported through Family Advocacy to act with and on behalf of the person with disability. This section must not include people who were assisted via group programs only, that is, the advocacy support did not include determining and documenting individual needs/objectives.

Question 1

Ongoing consumer - A consumer who received **advocacy support** in a previous **reporting period** and continued to receive advocacy support from your agency in this reporting period. If they received advocacy support in a previous reporting period and the file is still open but no support was provided in this reporting period, they are not counted as a consumer.

New consumer - A consumer who commenced receiving **advocacy support** from your agency during the current **reporting period**. This may be the first time they received advocacy support from your agency or they may have returned to your agency for support following their case/file having been previously closed.

Do not count consumers who are still on a **waiting list**. The consumer must have been provided with advocacy support during the reporting period.

Question 2

Service Area/s – This is the Service Area/s in which you advised that all or part of advocacy support is provided. Refer to Item B of the Schedule to your Funding Agreement for a list of Service Areas.

Question 10: Disability Groups

(Source: Disability Services National Minimum Data Set <http://www.aihw.gov.au/disability-services-nmds-collection/>)

Disability groups are a broad categorisation of disabilities in terms of the underlying health condition, impairment, activity limitations, participation restrictions and environmental factors.

Primary disability group is the disability group that most clearly expresses the experience of disability by a person. The primary disability group can also be considered as the disability

group causing the most difficulty to the person (overall difficulty in daily life, not just within the context of the support offered by this service).

Other significant disability groups are disability group(s) (other than that indicated as being 'primary') that also clearly express the experience of disability by a person and/or cause difficulty for the person.

The examples below are based on an impairment of functioning approach. As such, these examples are not intended to be definitions of disability but associative functional descriptors.

Intellectual Effects appearing in the developmental period (age 0–18 years) associated with impairments of mental functions, difficulties in learning and performing certain daily life skills and limitations of adaptive skills in the context of community environments compared to others of the same age. Includes for example, syndromes arising from chromosomal abnormalities and developmental processes.

Specific learning/ADD A general term referring to a group of disabilities, presumed due to central nervous system dysfunction rather than an intellectual disability, covering significant difficulties in the acquisition and use of organisational skills, listening, speaking, reading, writing, reasoning or mathematical skills.

Autism A pervasive developmental disorder involving disturbances in cognition, interpersonal communication, social interactions and behaviour (in particular obsessive, ritualistic, stereotyped and rigid behaviours).

Physical Conditions attributable to a physical cause or impact on the ability to perform physical activities, such as mobility. Physical disability often includes impairments of the neuromusculoskeletal systems including, for example, the effects of paraplegia, quadriplegia, muscular dystrophy, motor neurone disease, neuromuscular disorders, cerebral palsy, absence or deformities of limbs, spina bifida, arthritis, back disorders, ataxia, bone formation or degeneration, scoliosis.

Acquired Brain Injury Characteristically, multiple disabilities arising from damage to the brain acquired after birth. Results in deterioration in cognitive, physical, emotional or independent functioning. May be as a result of accidents, stroke, brain tumours, infection, poisoning, lack of oxygen or degenerative neurological disease

Neurological Applies to impairments of the nervous system occurring after birth, includes epilepsy and organic dementias (e.g. Alzheimer's disease) as well as such conditions as multiple sclerosis and Parkinson's disease.

Sensory and speech Deafblind refers to dual sensory impairments associated with severe restrictions in communication, and participation in community life.
Vision disability encompasses blindness and vision impairment (not corrected by glasses or contact lenses).
Hearing disability encompasses deafness, hearing impairment, hearing loss.
Speech disability encompasses speech loss, impairment and/or difficulty in being understood.

Psychiatric Includes recognisable symptoms and behaviour patterns frequently associated with distress, which may impair personal functioning in normal social activity. Includes the typical effects of conditions such as schizophrenia, affective disorders, anxiety disorders, addictive behaviours, personality disorders, stress, psychosis, depression and adjustment disorders.

Developmental Delay Only a valid response for children aged 0–5 where conditions have appeared in the early developmental period, but no specific diagnosis has been made and the specific disability group is not yet known.

Part 2: Advocacy Models

(Source: National Disability Advocacy Program Guidelines Part C <http://www.fahcsia.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program/part-c-program-guidelines-application-information-for-national-disability-advocacy-program>)

Citizen Advocacy seeks to support people with disability (also called protégés) by matching them with volunteers. Some of the matches made may last for life.

Family Advocacy works with parents and family members to enable them to act as advocates with and on behalf of a family member with disability. Family advocates work with parents and family members on either a short-term or an issue specific basis. Family advocates work within the fundamental principle that the rights and interests of the person with disability are upheld at all times

Individual Advocacy seeks to uphold the rights and interests of people with all types of disabilities on a one-to-one basis by addressing instances of discrimination, abuse and neglect.

Legal Advocacy seeks to uphold the rights and interests of people with all types of disabilities on a one to one basis by addressing legal aspects of instances of discrimination, abuse and neglect.

Self Advocacy supports people with disability to advocate on their own behalf, to the extent possible, or on a one-to-one or group basis.

Systemic Advocacy seeks to uphold the rights and interests of people with all types of disabilities on a one-to-one basis by addressing instances of discrimination, abuse and neglect.

Part 2 and Part 3 Advocacy Issues and Systemic Issues

National Disability Advocacy Program – Data Dictionary	
Types of consumer issues	
Issue/category	Examples
Abuse/Neglect	Serious situations related to abuse and neglect, such as: sexual assault, pension fraud by nominee, vulnerability due to limited decision making capacity.
Accommodation	Problems with current accommodation or need of appropriate accommodation (housing). E.g. assist consumer with tenancy issues, negotiate for more appropriate accommodation for young people in nursing homes.
Discrimination or rights	Includes other forms of discrimination or issues relating to rights which have not been captured in issues/categories listed.
Education	Discrimination in or working to improve an educational environment. E.g. assist a consumer who may have been excluded from a training course, assist a carer to negotiate with the school about improving the support of a child with disability.
Employment	E.g. assist a consumer in dispute with workplace
Equipment	Aids/Equipment related. E.g. assist consumer to challenge a decision from government provider not to supply subsidy for a wheelchair.
Finances	Including subsidies and entitlements. Issues around debt, credit, pensions, benefits, superannuation. E.g. assist a consumer to challenge a pension debt.
Health	Health and consumer rights. E.g. assist a consumer to question a medical decision or raise a complaint.
Independent living support	Support and situations relevant to independent living (including respite and personal care issues). E.g. support a consumer/carer to negotiate for an increase in the provision of respite or personal care. Disputes between neighbours, apprehended personal violence orders. E.g. assist a consumer to participate and understand a dispute mediation procedure. Decision making and choice. E.g. support a consumer at a guardianship tribunal hearing, help consumer to consider and understand all options in a major decision
Legal	Issues that are primarily related to legal issues such as crime, sexual and drug offences, traffic offences, accidents and injury, consumer protection, discrimination, marriage, divorce, defacto relationships, parenting, adoption, domestic violence, custody and child protection, wills and estates, Human Rights
Physical access	E.g. assist a consumer to seek improved access to a building, on behalf of consumers work with local council to improve physical access to existing community facilities.
Services (e.g. gaps, access, policy, reduction of service or complaints)	Issues related to services and in particular disability services such as culturally inappropriate response, service access, service gaps, service provider policy/practice, reduction in service. E.g. assist a consumer to raise a complaint with a program, or assist a consumer to access services.
Transport	E.g. Assist a consumer unable to get access to public transport
Isolated/vulnerable	A consumer requires assistance due to isolation (ie gaol, institution, restricted settings) or vulnerability.
Recreational/social or family	Assist consumer with social or personal issue
Other	
NDIS	Issues related to the National Disability Insurance Scheme (NDIS)