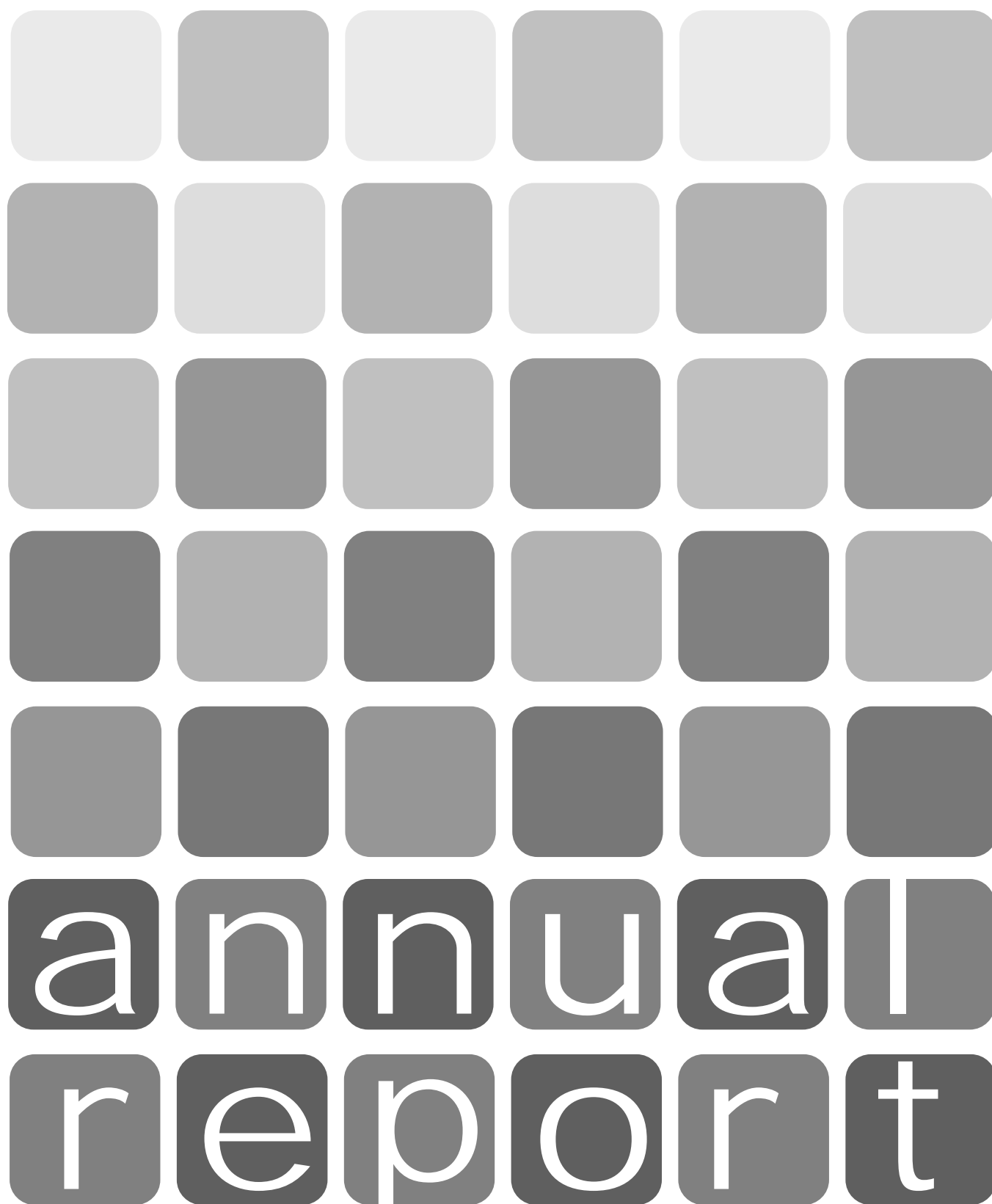


Community Resource Unit Inc



2008 - 2009

Overview of the Organisation

The Association

The origins of Community Resource Unit (CRU) lie in a 1987 initiative of Queensland families, professionals and people with disabilities who recognised that legislative change was insufficient to support authentic change for people with disabilities and their families. CRU was developed to support grassroots change in Queensland. CRU has 149 members who include people with disabilities, families, and workers from the disability field. CRU is an Incorporated Association, it was incorporated on the 20th of October 1988.

Purpose

CRU exists to support the development of leadership and authentic change that enhances the possibilities for people with disabilities to belong to, and participate in, community life. It aims to:

- Challenge ideas and practices that limit the lives of people with disabilities; and
- Inspire and encourage individuals and organisations to pursue better lives for people with disabilities.

CRU's Objectives

The main objectives of CRU include:

- Working towards intended, positive change by identifying issues of strategic significance and by exploring and demonstrating new possibilities;
- Challenging, encouraging and contributing to the growth and development of people who are involved in change efforts by offering a range of educational and developmental opportunities, and leadership opportunities;
- Developing and safeguarding those elements that contribute to quality services by supporting the work of community agencies that are striving to be responsive to the needs of people with disabilities and their families;
- Drawing attention to key challenges in the disability field and providing information about them;
- Operating a viable and accountable organisation that reflects, in its operation, the values and beliefs underpinning its Mission.

Management of CRU

The direction and management of Community Resource Unit is vested in the Committee of Management that is elected annually. The implementation of CRU programs is the responsibility of the Director and the staff team.

CRU Management Committee 2008/2009

President Professor Lesley Chenoweth	Vice President Anita Speed
Secretary Margaret Geldard	Treasurer Anita Speed
Committee Members Mike Duggan Bob Harriman Richard Warner	Mike Duggan

CRU Staff at June 2009

Transition Director

Christine Douglas

Consultants

Kym McCallum

Helen Creed

Project Worker

Gemma Scott

Office Coordinator & Finance Officer

Ana Barassi

Administration Support (part-time)

Kathleen Fleming

Associates

John Armstrong

Michael Kendrick

Peter Millier

Fiona McGill

Financial Services

Consolid8 Pty Ltd (July – Nov 2008)

Rafael Pacheco (Dec 2008 – Apr 2009)

Joy Lane (From May 2009)

IMS Services

Ross Pacey (Indepta Pty Ltd)

Auditor

Peter Hallahan (Hallahan and Co.)

Solicitor

Robert Cunningham (Flower and Hart)

Acknowledgements

CRU receives recurrent funding from Disability Services Queensland.

President's Report

It is with both humility and some pride that I present my first Report as President of CRU.

Last year our outgoing President, Mike Duggan, in his report advised us to “stay tuned while we reinvent ourselves ...”. My goal here is to provide the Committee's perspective on that process of re-creation and give an account of CRU's activities to all our members and allies.

The chief attribute of Mike's call to us was, in my view, the three little dots at the end of the sentence. There they hung. Just how much meaning did they convey? A challenge? The unknown? We don't know yet? What was to portend from those 3 seemingly insignificant little dots?

Many words can describe this year for CRU. Exciting, exhausting, exhilarating, humbling, challenging, puzzling, heartening, and a big learning curve. We embarked on this journey with the following:

- long term stayers,
- returning strayers and
- some new players.

We were deemed a Transitional Board – that is we were allocated the task of steering CRU through this transition process to a point where CRU would once again be a relevant and potent force for positive change in the lives of people with disability and families and those keen to learn about and progress that change. As a board I think we worked well and we worked hard.

The Work

I do not intend to repeat what Christine has so comprehensively covered in her Director's report. I offer here some reflections on the year's work and where CRU is headed for the year ahead.

Transition Work

Our primary task over this year has been to progress the transition. Fundamentally this has firmed our resolve that the mission and goals of CRU are still as relevant and potent as they were at CRU's beginning. But we did need to invest in renewing our strategies and approaches to realising this and we needed to re-engage with our constituents. This year has built upon the work of the previous year of transition and indeed could not have proceeded without that foundation. CRU undertook a number of processes over the year, initially internally with the assistance of wise and experienced allies and later with the broader disability community. We have undertaken many activities over this period: strategic planning, operational planning, conversations, thinking through, consulting with others and the two mini summits.

Our efforts here have been greatly assisted by Michael Kendrick's generous contributions to our deliberations and wise counsel. As a long standing ally of CRU Michael was well placed to guide our thinking and support our decision making. We are also indebted to Marg Endicott for steering us through several planning days and for so effectively facilitating the mini summits. Marg has that enviable skill of making sure all that needs to be said is said and everyone is heard but we get to the end goal on time.

From this process we have publicised CRU's *2020 Framework and Strategic Vision and Goals* and sought input and support from our allies and the wider CRU community. It has been humbling and heartening to have so many generous gestures of support from our members and allies over this period.

It is also essential to acknowledge here the support of our funding body Disability Services, Department of Communities in our transition. It has been

important to have this time and space to ensure that we are now well placed to resume our key role in the disability community in Queensland. We thank you for your patience and continuing belief in us.

I am all too aware that there is still much to be done to realise our mission but I am confident that we are now well underway in our endeavour.

The CRU Work

While we have devoted much of our energies and resources to the task of transition, we have sought to maintain the real work of CRU. This has at times been difficult to achieve and has been at a somewhat reduced capacity. However, CRU has delivered a range of workshops, maintained an information service, continued to fulfil our Succession and Safeguards Projects and worked with other initiatives across the sector. Feedback on these events and activities has largely been positive. We have sought to be more creative in our engagement with membership and the wider sector through the Director's Chair bulletins and Crucial Conversations.

Planning is now well underway for increased activity in all these areas in the coming year. We have exciting workshops and events planned for 2010, we are revamping our website to a state of the art interactive information resource and we will continue our commitment to fostering person centred approaches and leadership development.

The Business as Usual Work

In any organisation the business as usual work is often unseen yet has to be done. This is the work of managing the office, doing pays, keeping policies up to date, ordering stationery, keeping photocopiers unclogged and paying the bills. This has required considerable commitment and effort on the part of committee members and staff to keep the organisation on track. We have invested in some external human resources and expertise to set up

better accounting systems and a more rigorous policy review process. A number of people have assisted us in this including Mary Kenny, Rafael Pacheco and Kathleen Fleming. We successfully went through a Surveillance Audit in March which demonstrated our commitment to ongoing review and continuous system improvement.

Michael Kendrick's Book

Tonight following this AGM we officially launch Michael Kendrick's new book "*Letting in the Light*". Michael, as mentioned earlier is a long term ally of CRU and has generously donated the publication rights to CRU. This book, a collection of Michael's writings, is a wonderful addition to the CRU stable of publications. This would not have happened however without Pam Collins. Pam, a former CRU staff member, has managed the entire publication process with her usual meticulous attention to detail and getting things exactly right. We are grateful to Michael for his generosity in making this gift to CRU and to Pam for making the dream a reality.

Fellow Travellers and Future Endeavours

It has been exceedingly heartening to find so many people connecting with CRU and coming forward to work with us. Some people have reconnected and come back to be involved (those returning strayers!) Others (the new players) have more recently wanted to know more about CRU's work and to take on collaborative roles with us. At our last Mini summit we called for people to join various working groups around our strategic goals. We will be in touch with all of those people very soon to start this work.

As a transitional committee we have also actively sought out new CRU Board members. We embarked on a purposive campaign to identify the skills, experience and perspectives needed to take CRU forward and to approach a number of potential people who might be willing to come on board the

CRU ship. We are also cognisant that CRU is a state-wide organisation and therefore have actively sought regional representatives for the new committee. I am confident that new people and new energy will join us in the coming year.

CRU has also increased its membership over the year. At every committee meeting over the year we ratified new members. We have also taken the decision to increase our membership fees this year after many years unchanged.

We are now exploring roles for those allies we might call the Friends of CRU (or Foxes). The inaugural Foxes have undertaken the planning for the launch tonight and include Anne Cross, Jane Sherwin, Rosanne Ott and Sharyn Pacey. I am sure it will be, in true CRU fashion, a dazzling and memorable event.

A final future plan is to move premises. Our current premises are totally unsuited to CRU's current and future needs. They do not meet our accessibility requirements, have very limited parking and are too far from public transport. Our current lease expires in August 2010 but we are keen to move before that date. We have begun exploring potential new shared premises options with QAI.

Some Thanks

At the outset I want to acknowledge and thank our CRU elder, Mike Duggan, who remained on the committee as immediate Past President after many years in the Presidential role. Mike has been the repository of organisational history, the source of sustaining the essence of CRU, a checkpoint for important decisions and always at my right hand to offer support, advice and sometimes a gentle prod. Thank you Mike for your ongoing and unflinching support for CRU and your faith in me to assume this daunting role for the transition year.

Marg Geldard and Richard Warner continued on the committee and provided much needed stability and

support to CRU's governance. They have both made significant contributions, dealing with the tough issues and offering excellent guidance. Anita Speed capably assumed the role of Treasurer (always daunting), provided a family perspective and worked tirelessly for CRU until her resignation from the committee to pursue other dreams. We greatly appreciated Anita's creativity and passion and hope CRU can benefit from her gifts in other ways. We also farewell and offer our appreciation to Bob Harriman who came on as a new recruit to the transition board offering new insights and fresh perspectives.

CRU is nothing without its staff, and we indeed value them all - hardworking, loyal and committed. I know that the year has not always been easy for staff as CRU rode the waves of planning, responding to unforeseen demands and events, farewelled a transitional Director and recruited another for the long term. I want to particularly thank all our staff for their forbearance, for hanging in with us and for rising to the occasion on a number of times. It must be acknowledged that many of our staff came into a relative vacuum with little 'corporate memory'. We have been working to not only recapture that memory but also to create new ones.

CRU embarked on this year with almost all new people and we recruited more along the way. Kym McCallum, now our longest serving staff member, has ably led our two ongoing projects, the Succession and Safeguards projects, and kept much of the work of CRU going while we worked on transition. Ana Barassi came into the role of Office Coordinator and later Financial Officer over the year and has doggedly applied herself to the task of fathoming CRU's inner workings. Helen Creed joined us a year ago and has admirably addressed the huge task of being the information consultant, for an information organisation, amidst a backlog of requests, computer files and data entries. Gemma

Scott came to CRU in May and has quickly assumed the role of general project worker preparing and managing workshops and events.

To our Transitional Director Christine Douglas, I can only pay deep respect. Christine came with purpose, drive and considerable experience and skill to make this year a true transition for CRU. It has been an honour to work with her as she grappled with the challenges of change and renewal. Often faced with challenges to which there were no apparent immediate answers. Christine worked with members of the board, other allies and staff to find a way through. She has made an enormous contribution to CRU in a short time and has set us up for the work ahead.

Finally, we welcomed our new Director Marg Rodgers who embarked on the CRU journey as its leader in August. Marg brings a wealth of experience of working alongside people with disabilities and families in many roles and contexts. Marg displays many admirable qualities. She has the values, the depth of experience with people with disabilities and families, the understanding of the issues, and is well equipped for this leadership role.

To all our members, friends and allies I feel confident that CRU is ready for the work ahead. There is indeed much to be done to achieve better lives for people with disabilities and their families. CRU is uniquely placed to bring people together to help make this happen. We have made some small steps in the past year but we cannot go forward in this work without your support. Remembering the challenge from Mike Duggan last year "stay tuned while we reinvent ourselves ...". I would like to think that we have reinvented ourselves but we are still seeking the same goal. Thank you all for being there and for getting on board.

Lesley Chenoweth
CRU President
2008-09

Treasurer's Report

It is with pleasure that I present the Treasurer's report for the year 2008/2009.

CRU's audited financial statements were prepared by Peter Hallahan (Hallahan & Co) Chartered accountant.

90% of CRU's funds came from the DSQ Operating Grant, and the balance was generated through CRU's own activities.

The report shows that CRU received \$464,080 in income.

This included: -

\$413,403	Operating grants from Disability Services Queensland. These grants included the recurrent grant as well as one off grants for projects
\$0	Workshop & Consultancy Fees
\$18,322	Project Income
\$5,469	Sale of publications
\$2,777	Membership Fees

The balance was made up of interest and other income.

Expenditure (including an allowance for depreciation) totalled \$478,439

The main items of expense were: *Salaries, Rent and Outgoings, Client Support Services and Superannuation.* (These items represent 67% of all costs).

This left CRU with a deficit for the year 2008/2009 of \$14,359. Together with the accumulated surplus brought forward of \$139,320 gives CRU an accumulated surplus of \$124,961.

Mike Duggan
Acting Treasurer

Director's Report

It is my privilege and pleasure to present the 2008/09 Director's Report – the period spanning CRU's formal year of transition. CRU's journey over this time, was challenging and not without difficulty, but it also honed our capacity to be courageous and humble. Enough at least, for CRU to begin to re-gain, re-grow and re-new its relevancy and potency - particularly in the eyes and lives of people with disability and families - and those individuals and agencies keen to learn about and progress better lives for people with disability.

This year of transition could not have been the success it was without the hard work, clarity and wisdom of CRU's Transition Board, under the presidency of Lesley Chenoweth, and the hard work, dedication and trust of CRU's small and virtually all new staff members. We also would not have succeeded without the support of those many individuals who variously maintained their membership or became new members (this gesture alone engendered much encouragement and confidence); those that attended our workshops in record numbers, visited our website, participated in our Mini Summit process and/or emailed with messages of support. National Disability Services (NDS) under the direction of Valmae Rose in Queensland generously assisted myself to attend a 4 day conference in New Zealand about diversity, inclusion and community building. The conference themes tied in with CRU's proposed strategic direction and collaborative strategies and this learning informed and enriched our thinking and planning.

CRU is also indebted to those who offered constructive criticism prior to and during this transition year. It provided us with a number of indicators to assess our transitional efforts and thinking. CRU made no distinction between the real and perceived – as in the end all comments served

to raise our consciousness and more thoroughly evaluate our decisions and actions. I also wish to acknowledge Anita Speed and Mary Kenny who constituted my trusty 'kitchen cabinet' in those very early months of my tenure as transition director.

Credit must also be given to the pre transition committee, directors and staff who ably "held" and steered CRU through such a stressful and uncertain period. The courage and dignity with which they made the decision to open CRU up to internal and external scrutiny, to literally determine its future, is not be under-estimated. Those necessary stepping stones having being put in place, so thoroughly and consciously, provided us with a solid platform from which to proceed. In particular I want to acknowledge the sterling, and at times lone efforts, of Sharyn Pacey who, I believe, was the quiet but fierce and fearless anchor point throughout that time. Thanks must also go to Jonathan Pacey, who temporarily and expertly held the office coordinator role, until Ana assumed the position in October 2008.

Finally CRU could not have undergone this time of transition without the patience and support of Disability Services, Department of Communities.

We appreciate the manner in which the department respected our need for this important and necessary phase in our history, giving us the time and space to regroup and rejuvenate.

The Transition Process:

The transition was a process in a very real sense: a mixture of strategic planning, concrete activities, conversations, intuition, 'being in relationship with' and to borrow a classic line from the film *The Castle* it was 'the vibe!' This report will name several important actions and milestones that occurred within the transition year, but they in themselves did not constitute the transition – many crucial elements defy being named and recorded. In terms of a chronological record, however, they are as follows:

- **July 08** Interviews conducted for the position of Transition Director
- **Aug 08** Recruitment of the Transition Committee members and appointment of Transition Director
- **Sept 08** Commencement of employment of Transition Director; a series of conversations with key individuals in the disability sector and the first monthly edition of, what proved to be very popular, The CRU Director's Chair
- **Oct 08** Committee and staff planning day with Michael Kendrick, the election of new transition committee members at CRU's AGM
- **Nov 08** Strategic planning day with Margaret Endicott
- **Feb 09** Operational planning day with Margaret Endicott
- **April 09** Formulation of CRU's 2020 Framework and Strategic Vision and Goals (Cf: Attachment 1)
- **May 09** First sitting of CRU's Mini Summit process where the above document was publicly launched and critiqued
- **June 09** Second sitting of CRU's Mini Summit process where CRU responded to the comments and concerns expressed at the first sitting, unveiled its broader vision for people with disability and families and spoke further to its Four Goals, particularly Goal One, relating to broader sector engagement and partnerships
- **July 09** Interviews for and appointment of CRU's Permanent Director

It is a tribute to the vision and clarity of the early founders of CRU and all who have faithfully followed since, that CRU's post transition vision, values and principles remain the same as they ever were. What required change and greater emphasis was the way

in which CRU does "business". Emphasis will be on creating broader strategic alliances and partnerships, being a safe hub and springboard for discussion, discovery and daring, and a potent, legitimate nexus between people with disability, their families, the general community, the disability sector and government. CRU believes its strategic vision and working principles and four goals with their accompanying strategies will go a long way in restoring the necessary leadership role of CRU and its strength as a change agent, and thereby be a voice for and with people with disability. This was the call we heard from all of you and we believe it is reflected in our stance and statements for the future and we invite you to continue holding CRU accountable.

The Work of CRU 2008/2009

It is to the credit of CRU's band of workers that the "open for business" banner made a daily appearance. Without exception, we were all on a steep learning curve, yet managed to face the huge task of running the internal machinations of CRU, without which, all other tasks and responsibilities could not be met. In this regard I want to acknowledge the efforts of Ana Barassi, who took over, not just the office coordinator position, but the finance officer position as well. Her dogged determination to master the intricacies of CRU and her level of organisational skills provided a steady and navigable office environment, in which to learn and function. Kathleen Fleming continued to provide administration support to the team for another year and we all looked forward to her presence and smiling face each Monday. Equally important has been the 'behind the scenes' work of Ross Pacey our IT master, Peter Hallahan our auditor and more recently Joy Lane, as an external overseer and supervisor of our finances. Their expertise and support is greatly appreciated and relied upon.

Lastly, in reporting on our activities and achievements I have departed from the usual AGM

reporting format as we clearly did not have a 'usual' year

"...the Director's Chairs were like receiving a monthly postcard...I felt connected to CRU."

Workshops:

CRU recognised the need to conduct workshops, albeit at a reduced rate, alongside its transition process. Although in many respects the workshops proved to be integral to CRU's transition journey and were well attended by people with disability, families and service providers alike. Judging by evaluation comments received they were both timely and relevant to attendees' needs and circumstances.

CRU's first workshop (March 2009) *"What do we do in the meantime?"* run by Janet Klees from Canada, went on to make CRU history with an interviewed synopsis of the workshop making its debut on YouTube.com. This was a conscious strategy to increase the level of dissemination of information and public profile, but it was also a genuine attempt to compensate for regional neglect as none of our workshops went regional this reporting year. This was disappointing from our perspective and even more so from our would-be participants and allies from afar. Managerially speaking however it was simply not feasible given the newness and fewness of staff (3.5 positions initially and then 4 as of May 2009) and the workload that already existed.

With Fiona McGill's return to Queensland, we approached her to conduct a workshop on the topical subject of *Positive Behaviour Support* (May 2009). While primarily geared to people working in service provision, it contained easily applicable and practical strategies for everyone.

Our *Self-directed Support and Personalised Budgets* workshop (June 2009) co-hosted with Mamre proved to be the year's pièce de résistance. Due to

overwhelming demand it was repeated in July with the financial support of the Disability Services department. This workshop coincided with a significant and ongoing debate between the government and the Community Safeguards Coalition (CSC) around the issue, of what the latter terms, "forced co-tenancy": which, amongst other determining factors, is the result of block funding arrangements which locks people into unsatisfactory, inflexible and virtually no-choice accommodation options. Consequently the topic proved to be especially pertinent, informative and somewhat emotional. The workshop provided excellent individual and organisational examples of individualised and flexible support efforts taking place in Queensland and a balanced research review, from both national and international perspectives on the topic. The workshop also included an informative presentation by Robbi Williams from the Julia Farr Association (SA) and Australia's in Control representative which added to the day's significance and depth.

Plans are also afoot for further workshops, for the remainder of the calendar year, to be run by the inimitable Ric Thompson. It is CRU's intent to go the path of co-hosting its workshops, to further its goal around broader engagement and collaboration strategies, as much as to assist us financially. It is timely to remind members and supporters that CRU's education programme is totally self-funded. Gemma Scott became the fourth member of our team in May 2009 as a casual, general project worker. The ease and competence with which she assumed this role, especially in taking responsibility for the preparation and promoting of workshops, and her assistance around the second sitting of CRU's Mini Summit in June, was invaluable.

Table 1: Workshops held throughout Queensland during 2008/2009

Date	Topic	Location	Presenter	Total Registrations	People with Disabilities and Family Members
10 November 2009	Changing from a Traditional Day Program to Individualised Community-Based Support	Brisbane	Mark Vincent and Scott Ryder	54	6
11 November 2008	Safeguards Summit 2008	Brisbane	Trudy Van Dam ,Sue Tuttle & Tara Cardwell Ann Marie O'Brien Donna Duffy & Dave Haxton, Kathryn Treston, Vicki Humphries and Ann Greer.	58	14
5 March 2009	What do We do in the Meantime?	Brisbane	Janet Klees	66	17
21 May 2009	Positive Behaviour Support	Brisbane	Fiona McGill	62	7
17 June 2009	Self Directed Support and Personalised Budgets in Queensland	Brisbane	Lesley Chenoweth, Robbi Willians, Valmae Rose, Kathryn Treston, Vicki Humphries, Jill Hole, Annette Justin, Susan Brady	79	40

Note: Self Directed Support and Personalised Budgets in Queensland Workshop was Co-hosted with MAMRE Association Inc and In Control Australia

Table 2: CRUCial Conversations

Date	Topic	Location	Presenter	Attendees	People with Disabilities and Family Members
19 February 2009	Trusting Partnership	Brisbane City Council Library	Anita Speed	4	2

The Safeguards Project:

The Safeguards Project conducted its second and final summit in November 2008 to review progress over the last 3 years, explore existing and future challenges and opportunities and ways to stay connected and collectively informed. The day incorporated a number of presentations from service providers spread across Queensland who are managing to provide and safeguard more flexible, personalised service responses within Queensland's relatively limited funding structures; an academic presentation providing interesting and convincing research on the feasibility, success and challenges of individualised funding and an inspiring personal account by an individual with disability successfully managing her own funding and support arrangements over a number of years. While the project is finished and its activities and outcomes documented in a recently written report, CRU will continue the important work of promoting and safeguarding person centred, person directed and individualised funding arrangements under Goal 3 of its 2020 Framework and Strategic Vision and Goals.

Under the Safeguards Project CRU also hosted a half day workshop preceding the summit, run by Mark Vincent and Scott Ryder from *Common Ground* in the United States. The presenters spoke to their experience of changing from a traditional day program to individualised community based support. While it is difficult to import another's situation, especially from overseas, there were universal lessons and principles worthy of our attention and application.

Succession Project:

The Succession Project provides a long term strategy for those families who collectively wish to develop a formal service response as a more certain means of safeguarding the interests of their sons and daughters. Each collective develops their own way of working. With the assistance of a facilitator

the aim is to develop a shared collective vision and create new small, family-governed services specifically to the needs of their family members. Under this project, ably managed by Kym McCallum, CRU continued to support already existing five collectives during this period. CRU is totally committed to this developmental, individualised and creative way of working with families, as a viable, necessary alternative to less personal options currently operating, where people with disability and families have no authority or voice in the management or control of the funding and how it may be utilised. Each collective is unique and not one is without challenges: numbers, energy and resolve can wax and wane over the life of these groups but CRU is both hopeful and determined to provide an ongoing point of reference, guidance and support to those families who choose this way.

One of the collectives under the Succession Project, namely *Elements* on the Sunshine Coast, became the first group to be incorporated. They held their inaugural AGM in November 2008 and went on to being recognised as a DSQ service provider. These two milestones are very significant as it has been some time since a family-governed arrangement has been approved in Queensland. We offer our sincerest congratulations to this collective: their efforts and success stand as great encouragement and inspiration for us all.

The Succession Project supported five parents to attend the One Person at a Time conference in Melbourne in November 2008, with the view to those parents sharing their learnings and insights with other members across all the collectives. In this way the knowledge base here in Queensland is being broadened, strengthened and shared in keeping with an important characteristic of collectives.

The project received inquiries about this way of working from a growing and encouraging number of individuals scattered throughout Queensland who are seeking an alternative to traditional service

responses. The challenge for CRU is how to support and nurture these initial, tentative investigations so that some may go on to become fully fledged efforts.

CRU took advantage of Janet Klees' visit in March and sponsored two sessions with her for emerging groups within the Succession Project. These were invaluable events where participants could, at close range, learn from the experience and wisdom of the Deohaeko experience and apply it to their own situations.

The Succession Project has also been fortunate in benefiting from the wisdom, experience and tireless energy of Jill Hole throughout this year. Jill has generously offered her time and support to the program, and has become an ardent supporter and mentor, drawing upon her lived experience with Homes West. Her work with individual families in planning and talking through the nutty issues is invaluable, as has been her presence and input at a number of information gatherings and internal planning events. We are indebted to her enthusiasm, belief in, and support of this project.

In summing up these two projects, under the banner of CRU's Demonstration and Innovation Programs, I want to thank Kym McCallum for her tireless and dedicated work in this area. The level with, and manner in, which she operated these two projects, with little support from myself at times and in what was a fluid milieu, to say the least, is testimony to her professionalism and personal strength. As the longest serving member of our team, I also want to thank her for her support of me personally and as Transition Director.

Information Program:

Helen Creed took on the work of Information Consultant in October 2008 on a mere 15 hours per week basis. Hers has been the mammoth task of bringing down the enormous backlog of information

entry data, navigating the relevant computer system and internalising the importance and place of information in the work of CRU. Helen too, cut her teeth in a relative vacuum, and I have admired her tenacity to perform the role and the creative, broad thinking she brings to the position. Helen oversaw the beginnings of CRU's E-Resource Library bulletins as of January 2008, with their useful, comprehensive smorgasbord of information complementing and warming us up to CRU's various workshops. The series on self directed payments and funding was very well received.

CRU conducted one *CRUcial Conversation* (formerly Food for Thought) evening in February 2009. Anita Speed was our guest conversationalist who spoke on the topic of Trusting Relationships

Website

Website visits and downloads remained constant and healthy throughout this reporting year, with over 4000 visits and over 3500 downloads on average per month. And as proof of the need for and relevance of CRUcial Times it remained one of most downloaded items each month. Unfortunately, for all of us, we were unable to produce an issue of CRUcial Times, this year but plans are afoot for a publication in October 2009 with Michael Kendrick so generously at the editorial helm.

CRU sponsored Anita Speed and Laura Elias to attend a *Connecting Up* conference in May in Sydney, with the intention of investing their learning back to CRU. The conference is a state of the art, annual, technology expo specifically geared to community based agencies. CRU is acutely aware of the need to make greater use of communication and technological opportunities that abound, to ensure our information and educational material is more widely accessible and interactive.

CRU Publication

Michael Kendrick generously offered publication rights to CRU for his new book *"Letting in the Light"*. We, along with many people throughout the world, have been eagerly awaiting this seminal work. The book's launch has been timed to coincide with CRU's 2008/09 AGM, and a visit to Brisbane by Michael. All credit for the publication process, must go to Pam Collins. Pam has worked tirelessly behind the scenes on CRU's behalf, for well over a year, to bring this book to publication and distribution stage. CRU is indebted to Pam and her highly crafted editing and publishing knowledge and skills along with the depth of her understanding of and passion for the book's content, enabling her to work in partnership with Michael to bring this brilliant book to completion. I also take this opportunity to thank Michael for his support and welcomed guidance in relation to the transition process per se.

Community Safeguards Coalition:

CRU took an active role in the Community Safeguards Coalition (CSC) throughout this period. For over seventeen years this Coalition, made up of individuals and agencies concerned about the rights, interests and lives of people with disability, has been coming together at various times, when those interests seem to be particularly under threat. Such was the case in August 2008 when the Coalition regrouped to further its *My Life, My Home, My Solution* campaign. CRU was a co-creator of, and signatory to, a CSC position paper bearing the campaign name, which deals exclusively with the issue of what the coalition has termed "forced co-tenancy" - a discriminatory practice in Queensland with deleterious effects upon people with disability. CRU actively sought broader sector support of the Position Statement by promoting it through the monthly Director's Chair and raising it as an issue at

various meetings with other community based organisations and discussions with departmental representatives. CRU was also one of several CSC representatives that attended an important meeting with government immediately prior to the March State election. At this meeting the CSC negotiated a commitment from government to look into the issue at a higher level. This commitment is being honoured and CRU (as a CSC member) has contributed and been privy to, important round-table conversations with the department that are still ongoing. The Coalition meets each month, or more frequently when required.

Queensland SRV Safeguarding Group (QSSG)

CRU attended the meetings of the Queensland SRV Safeguarding Group (QSSG) to show its interest and support, albeit very limited, during this period. The values and principles of social role valorisation will continue to underpin and inform the work of CRU and the task of promoting, safeguarding and co-ordinating SRV learning and implementation in Queensland is one that is close to the heart of CRU. CRU is also open to other theories and learning that are not inconsistent with those of SRV and more importantly improve the lives, image, competency and rightful place of people with disability in our society.

Final Comments:

In conclusion, may I add that CRU successfully underwent a Surveillance Audit in March 2009, conducted by David Hamer of HDAUU: a further confirmation that CRU is on target with its internal document management, policies and procedures and commitment to ongoing review. On a personal note I want to thank the committee, staff, members and supporters of CRU for trusting and entrusting me with leading the transition process over the past 12 months. It has been a rewarding and humbling experience and I could not have done without the genuinely felt interest, support and wisdom of so many people within and without the disability sector. I, as well as all in the organisation, am under no

illusion that there is still so much to be done for people with disability and their families. CRU took a small, but nevertheless important step this past year, in regaining a presence and place at the table. May you continue to support CRU and all who travel with her.

Thank you

**Christine Douglas
Transition Director**

Attachment 1

CRU 2020 GOALS & STRATEGIES

Goal 1 INCREASE OUR INFLUENCE THROUGH BUILDING STRATEGIC ALLIANCES:	Goal 2 DEVELOP & DELIVER COMPREHENSIVE LEADERSHIP & MENTORING STRATEGIES	Goal 3 PROMOTE, SUPPORT & SAFEGUARD PERSON-CENTRED & DIRECTED RESPONSES	Goal 4 DEVELOP A SUSTAINABLE & RELEVANT ORGANISATION
<p>1.1 Develop strategic partnerships</p> <p>1.2 Develop and implement a plan for Influencing and Lobbying</p> <p>1.3 Implement a Communication Plan</p>	<p>2.1 Develop and deliver a range of Leadership initiatives</p> <p>2.2 Identify and match potential leaders with current leaders as mentors</p> <p>2.3 Continue to support and promote Practice Frameworks that are in alignment with CRU's values and beliefs</p>	<p>3.1 Continue the Succession Project</p> <p>3.2 Create and promote opportunities for broad, ongoing dialogue and action around the development and safeguarding of small, person-centred service responses</p> <p>3.3 Promote positive examples of person-centred practice</p> <p>3.4 Develop a resource pool of external consultants with person-centred service development knowledge and experience</p>	<p>4.1 Refocus identity of CRU</p> <p>4.2 Use technology to advance the Vision, Mission & Goals of CRU</p> <p>4.3 Grow Membership</p> <p>4.4 Develop sustainable financial and in-kind sources</p> <p>4.5 Conduct ongoing review to ensure CRU's relevance and potency</p>