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# Annual Report

2024-2025

# About Us

IDRS provides free legal and non-legal advocacy for people with intellectual disability<sup>1</sup>. We work alongside people with intellectual disability to promote and protect their rights.

IDRS is a community legal service, the Ability Rights Centre, which provides legal advice, advocacy, representation and support to appeal decisions of the National Disability Insurance Agency (NDIA). ARC offers rights education for people with intellectual disability and others who seek to better respond to them, and assistance for parents with intellectual disability at risk of losing care of their children. We support people with intellectual disability in their applications to the National Redress Scheme established for people who experienced institutional child sexual abuse.

IDRS is NSW statewide a non-legal advocacy service operating 24/7 for people in the criminal justice system. The Justice Advocacy Service (JAS) provides support persons for people with intellectual disability who are involved in the criminal justice system as victims, witnesses or if they are either accused or defendants. We can provide support for a person with intellectual disability at a police station or at court, in legal meetings and other settings. JAS also offers capacity building to other organisations in the legal sector who seek to improve their response to, and better understand, people living with intellectual disability.

Finally, we undertake systemic advocacy to seek to improve the policy and operational responses to people with intellectual disability. We are informed in this work by our lived experience panel, the Making Rights Real Group, who are also contributors to our education and capacity building endeavours.

## INTELLECTUAL DISABILITY RIGHTS SERVICE

ABN 11 216 371 524

**Website:** [www.idrs.org.au](http://www.idrs.org.au)

**Facebook:** [facebook.com/  
IntellectualDisabilityRightsService](https://facebook.com/IntellectualDisabilityRightsService)

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## HEAD OFFICE

**Phone:** +61 2 9265 6300

**Email:** [info@idrs.org.au](mailto:info@idrs.org.au)

**Mail:** PO Box 20228  
World Square NSW 2002

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## ABILITY RIGHTS CENTRE

For legal advice and advocacy, NIDS Appeals Support, Family Law/Family Violence Service, Parents' Program, Rights Education

**Phone:** +61 2 9265 6350

**Email:** [arc@idrs.org.au](mailto:arc@idrs.org.au)

**Mail:** PO Box 20216  
World Square NSW 2002

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## JUSTICE ADVOCACY SERVICE

For support for young people and adults with cognitive impairment throughout NSW when they are involved with the criminal justice system as victims, witnesses or accused/defendants.

**Phone:** 1300 665 908

For information and to make referrals from anywhere in NSW. This number is available 24 hours/7 days for support at a police station for a person with cognitive impairment who has been arrested.

**Email:** [justiceadvocacy@idrs.org.au](mailto:justiceadvocacy@idrs.org.au)

**Mail:** PO Box 20228  
World Square NSW 2002

<sup>1</sup> Intellectual disability is defined as any intellectual disability including cognitive impairment and a psychosocial disability.

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# Message from the Chair

MARGARET SPENCER



At December's AGM, we bid farewell to several long-serving board members, notably Michael Sprange and Craig Mulvey, whose wisdom and dedicated service to IDRS have left a lasting impact. Both served as Board Chair during their tenure, and we are deeply grateful for their leadership. We also thank Bill Bowman, Alison Wannan, and Linda Steele for their substantial contributions to IDRS. Additionally, we proudly inducted Janene Cootes AM, outgoing CEO and Anne Bolt, a valued member with lived experience, as our inaugural lifelong members.

We welcomed new members, Eileen Baldry AO, Christine Fougere, Renae Hamilton, Justine O'Neill, and Michael Ward, following a lengthy recruitment process. Their diverse personal and professional experience, along with their significant qualifications, greatly enrich our Board. They were joined by Andrew McGrath and Taylor Budin, both of whom bring lived experience, along with Dale Robinson, as we embark on a new focus on inclusive governance at Board level.

This year, we have also made significant strides in our governance efforts as we transition from an Incorporated Association to a Company Limited by Guarantee. This new legal structure enhances the protection of our directors' liability and positions us to develop more sustainable and effective governance

and administrative practices. We appreciate the professionalism that Insight Global brought to this project and extend our gratitude to Maddocks, our pro-bono legal partners, for their invaluable support.

IDRS remains steadfast in its mission to empower individuals with intellectual disabilities through legal services, advocacy, and education, promoting access to justice and upholding human rights. We remain committed to our core values of justice, respect, and persistence, qualities that are especially tested as we navigate systems that often fail to accommodate the needs of people with intellectual disability. Notably, many of the reforms recommended by the Disability Royal Commission, particularly those related to legal and criminal justice, have yet to be implemented. We stay resolute in our advocacy for these essential reforms in the coming year.

As Chair, I express my sincere gratitude to the Board for their invaluable contributions, steadfast support, and wise counsel. I would also like to extend my heartfelt thanks to Joanne Yates, our CEO, the Senior Management Team, and all IDRS staff for going above and beyond for those who look to IDRS for access to justice. Lastly, I want to acknowledge our remarkable and dedicated volunteers, without whom none of IDRS's excellent undertakings would be possible.



# Message from the CEO

JOANNE YATES



It was a joy to have joined the Intellectual Disability Rights Service in July 2024, and in the last 12 months the entire team has worked hard to help deliver justice to people with intellectual disability across NSW.

The year started with a decision to professionalise our corporate services and we retained the services of Purpose Accounting and a new financial auditor, SDJA to ensure we are meeting all accounting standards requirements. We have experienced an increase in the administrative burden associated with contract and financial reporting and we welcome the professional services our two new partners provide.

This Annual Report again reflects increasing demand for support in both our legal centre and non-legal advocacy service. It's always difficult to know precisely what causes increased demand, and it has come with increased case complexity. We must make difficult decisions every day to refer people to other services because of limited resources and capacity. However, police station support is always provided and we rely heavily on our volunteers to make up the shortfall in employed staff.

Our small team of educators delivered training and capacity building to record numbers of people and agencies who sought our expertise of lived experience of intellectual disability and criminal justice to help them improve their response to, and understanding of, people living with intellectual disability. Our Making Rights Real lived experience group are integral to the delivery of our education and training programs.

We responded this year to more discussion papers, inquiries and reviews than any other year, all without dedicated policy or communications resources. And to

aid in this endeavour, we successfully built a CRM in JAS to collect and analyse data to build the evidence base for reform. More importantly, this allows us to demonstrate the positive outcomes for the people we support and highlights the value of advocacy to divert people out of criminal justice settings and into much needed support services.

As our Chair mentioned, our volunteers are absolutely critical to our service delivery and without whom we could not provide the support we do or deliver the outcomes we achieve for our clients. We have estimated that the financial value of our volunteers, who worked a total of 6590 hours (or 126 hours every week of the year) in communities across NSW, at around \$345,000 per annum. Of course, their real value, in human terms, is far greater. And with the number who are NSW Centre for Volunteering 'volunteer finalists of the year', clearly shows how valued they are within their own communities.

And, not without some significant challenge, we implemented a new human resource information system delivering an employee centred system for our flexible, frontline workforce. Through this new system we can ensure our team's entitlements are all appropriately met, and we are more confident about our overall HR compliance.

Finally, a huge thank you to my team of inspirational, dedicated and purpose-led people, who with determination and persistence, turn up every day to support people with intellectual disability navigate systems that fail them far too often. Thank you too, to the IDRS Board for your support and encouragement during a period of change. I look forward to continuing our great work this coming year.

## DIRECTORS REPORT

**IDRS Board members generously donate their time and expertise to guide the strategic direction of the Intellectual Disability Rights Service.**

### **MARGARET SPENCER (CHAIR)**

Margaret holds degrees in nursing, theology and social work, a PhD in disability studies and is a senior lecturer in the Social Work Program at the University of Sydney and a general member in the NSW Civil and Administrative Tribunal (Guardianship Division). She is a member of the International Association for the Scientific Study of Intellectual and Developmental Disabilities (IASSIDD) Special Interest Research Group on parenting with intellectual disability and a member of parenting research consortia in the United Kingdom and North America.

### **EILEEN BALDRY**

Eileen is Emeritus Professor of Criminology at UNSW Sydney and has held senior leadership positions including the first female Deputy Vice-Chancellor at UNSW. In 2021, Eileen was appointed an Officer of the Order of Australia (AO) for “distinguished service to tertiary education, to criminology and social welfare policy, and as an advocate for diversity, equity and inclusion”.

Eileen sits on the Finance, Audit and Risk Committee.

### **APRIL BLAIR**

April Blair is a civil lawyer with over ten years’ experience working on behalf of vulnerable people particularly in regional and remote areas of NSW.

### **TAYLOR BUDIN**

Taylor is a lived experience member of the IDRS Board and a member of the Making Rights Real Group. Taylor uses her role as a co-facilitator of IDRS’s education and training team to increase community understanding of the interplay between criminal justice and neurodiversity.

### **CHRISTINE FOUGERE**

Christine is a lawyer and an executive member of the Guardianship and Consumer divisions of NCAT. Christine has previously served as a member of the Mental Health Tribunal and the Australian Human Rights Commission.

Christine sits on the Governance Committee.

### **RENAE HAMILTON**

Renaë is a solicitor practising in personal injury litigation with Wotton Kearney, and a senior member (Legal) in the Guardian Division of NCAT.

Renaë sits in the Finance, Audit and Risk Committee.

### **ANDREW MCGRATH**

Andrews is a lived experience member of the Board. Andrew is a member of the IDRS Making Rights Real Group and of the SES in Yass, bringing a regional perspective of lived experience to IDRS.

### **JUSTINE O’NEILL**

Justine has a lengthy history of working alongside people with cognitive impairment, including through the Office of the NSW Public Guardian and as the CEO of the Council of Intellectual Disability.

Justine sits on the Governance Committee.

### **DALE ROBINSON**

Dale Robinson is a person with lived experience Board member representative of the Making Rights Real Group, bringing the voice and ideas of people with disability into discussions about organisational priorities and direction. Dale also contributes his lived experience in training programs and other forums.

### FIONA THOMAS (TREASURER)

Fiona is a senior executive at Ethinvest, a member of the Ethical Adviser's Cooperative, Director of Australian Impact Investments and an Independent Member of the Colonial First State Sustainable Investment Governance Committee.

Fiona chairs the Finance, Audit and Risk Committee.

### MICHAEL WARD

Michael teaches digital media trends and regulation at the University of Sydney and the Sydney campus of the Boston University Global program having spent a significant period as a senior executive in media and screen policy with the commonwealth public service.

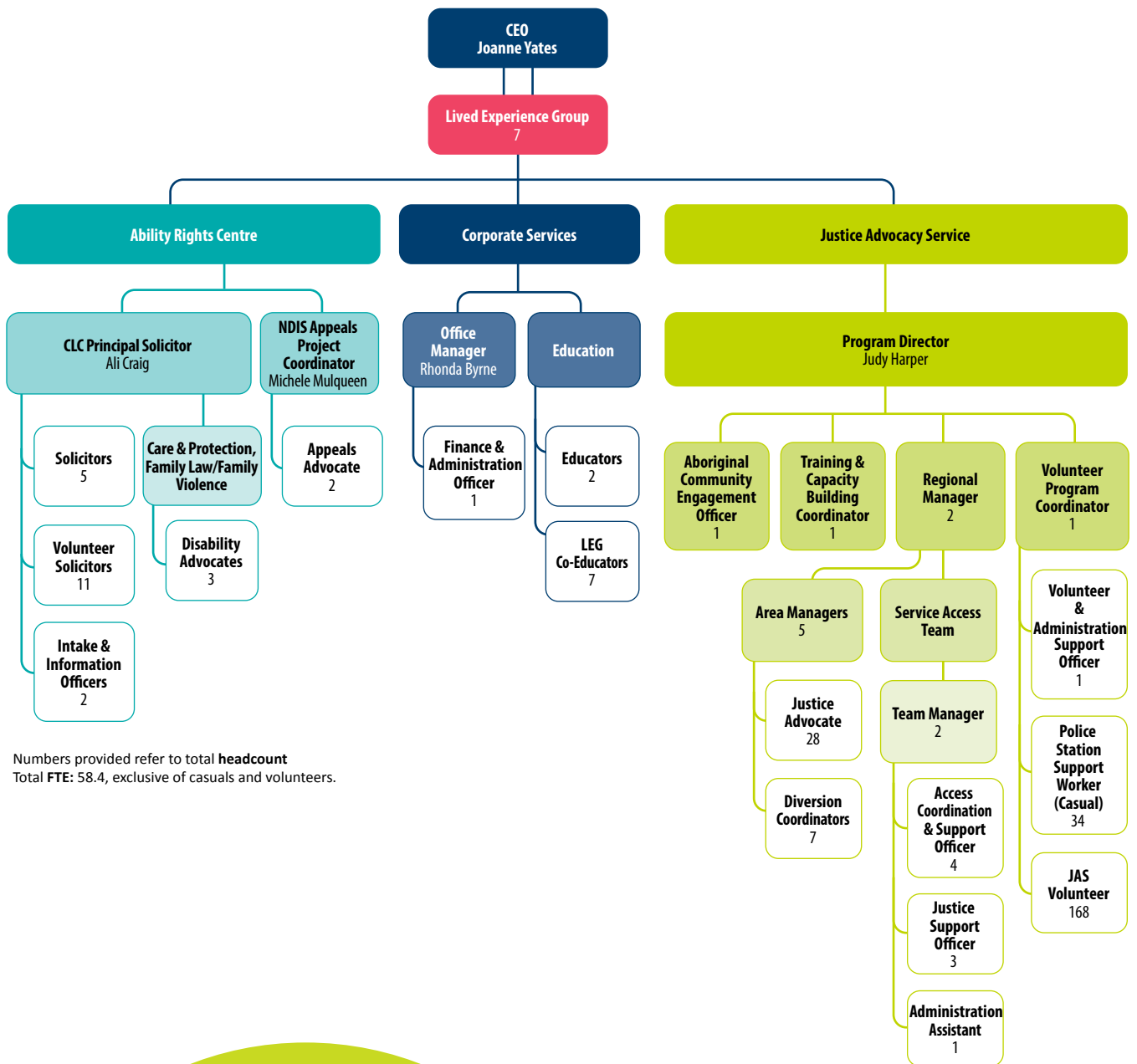
Michael sits on the Finance, Audit and Risk Committee.

### MEETINGS OF DIRECTORS

The number of meetings of the Board of Directors held during the financial year ended 30 June 2025 and the number of meetings attended by each director were:

Director Name	Full Board		Finance, Audit and Risk	
	Held	Attended	Held	Attended
Margaret Spencer	7	6	11	10
Fiona Thomas	7	6	11	9
April Blair	7	4		
Dale Robinson	7	5		
Michael Ward	3	1	6	4
Eileen Baldry	3	3	6	4
Christine Fougere	3	3		
Renae Hamilton	3	3	6	5
Justine O'Neill	3	3		
Taylor Budin	3	0		
Andrew McGrath	3	3		
Joanne Yates	7	7		
Craig Mulvey	3	2	4	3
Bill Bowman	3	2		
Linda Steele	3	2		
Alison Wannon	3	1		
Mike Sprange	4	3	5	4

# ORGANISATION CHART



Numbers provided refer to total headcount  
 Total FTE: 58.4, exclusive of casuals and volunteers.

# Ability Rights Centre

The Ability Rights Centre (ARC) provides free legal and advocacy assistance to people with disability throughout NSW.

During 2024-2025 ARC completed 2237 intakes and referrals. This equates to 43 intakes per week.

Of those, ARC staff assisted 1003 people with disability in more than 1044 legal matters. This is an increase of 17% on last year and an increase in clients from the Illawarra and Central West in particular.

Our clients are people living with disability, predominately intellectual disability. We work directly with the client unless there are exceptional circumstances. And where our clients permits, we will work with members of their support circle to facilitate the provision of our legal advice.

During 2024-2025, over 88% of our clients were people with intellectual disability. People identifying as Aboriginal and/or Torres Strait Islander comprised over ten per cent of our total number of clients.




**Intake / Information and Referrals:**  
**2237**

**We are completing**  
**43 intakes a week**  
(including intakes that become only referrals/information)



**SERVICE COUNT**

Count of unique clients:	<b>1003</b>
Total legal and advocacy matters:	<b>1153</b>
Total legal matters:	<b>1044</b>

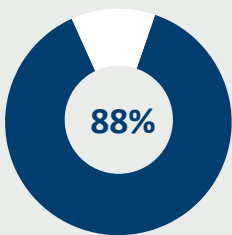


**LEGAL COUNT**

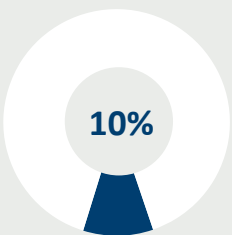
**ONGOING MATTER TYPES**

Court/Tribunal:	<b>10</b>
Other Representation:	<b>14</b>

## DEMOGRAPHIC DATA



Percentage of clients with a cognitive impairment



Percentage of clients who identify as Aboriginal and/or Torres Strait Islander

## LOCATION DATA

695	48%	Sydney
54	4%	Central Coast
62	4%	Newcastle and Lake Macquarie
98	7%	Illawarra
75	5%	Richmond - Tweed
29	2%	Southern Highlands and Shoalhaven
91	6%	Hunter Valley exc Newcastle
59	4%	Mid North Coast
46	3%	Coffs Harbour - Grafton
31	2%	Capital Region (Goulburn/Queenbeyan/Snowy Mtns)
67	5%	Central West
21	1%	Riverina
38	3%	New England and North West
50	3%	Murray
39	3%	Far West and Orana

# Ability Rights Centre

## LEGAL ASSISTANCE

ARC offers client meetings by phone and online using MS Teams. Interpreter services are also used where needed, with a variety of languages as well as AUSLAN and in-person meetings by appointment. Our services include:

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Free legal advice for people living with disability, featuring expertise in working with people with intellectual disability and cognitive impairment.

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24/7 legal advice for people with cognitive disability in police custody.

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Legal service for victims of family and domestic violence.

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Legal support for parents with intellectual disability including those involved in child care and protection matters.

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Referrals to legal and disability services.

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Systemic advocacy for changes in law and systems to benefit people living with disability.

ARC provides legal advice and representation for a wide range of issues impacting people with disability in civil, criminal and family law. Discrimination matters featured in requests for advice throughout the year, and included a variety of discrimination complaints in the areas of education, provision of housing and services. We received significant requests for representation in family violence matters, care and protection, guardianship and financial management.

## PERCENTAGES OF PROBLEM TYPES

48	7%	Consumer
82	12%	Care and Protection
77	11%	Discrimination
61	9%	Family Law/Family Violence
54	8%	Guardianship and Financial Management
36	5%	Housing and Neighbourhood
30	4%	Wills
63	9%	Complaints/issues with government services
102	14%	Other Criminal
160	22%	Other Civil
<b>713</b>		<b>Total</b>

## CUSTODY LEGAL ADVICE SERVICE

ARC also operates the 24/7 Custody Legal Advice Service which provides free legal advice to clients with intellectual disability who are arrested in NSW, providing this service to over 270 people in the reporting period.

Our levels of service would not be possible without the invaluable contribution of our after-hours volunteer lawyers. We especially acknowledge solicitors who contribute their time on weekends, public holidays and all hours of the day and night, to provide legal assistance to people with intellectual disability in police custody under particularly stressful conditions.



## CASE STUDY

### DIVERSION S14 OF THE MENTAL HEALTH COGNITIVE IMPAIRMENT (FORENSIC PROVISIONS) ACT 2020

Our client was a young mother who had experienced a significant history of family and domestic violence which had a significant impact on her mental health, and she experienced periods where her mental health would decline significantly. She had also experienced a traumatic brain injury. She had very few formal supports and no access to the *National Disability Insurance Scheme* (NDIS).

On one occasion, her partner took her 11year old child with him and would not tell her where the child was, and he did not contact her for a number of days. This caused our client to become very upset and distressed and she phoned her partner numerous times to try and locate her child. She did not know where to get help and was afraid of her partner. Unfortunately, her partner reported her calls to the police. The police interviewed her without any supports. She was particularly unwell and not able to explain well why she was calling her partner so often. The police charged her with a number of offences relating to her phone calls, and issued her with a Provisional Apprehended Domestic Violence Order (ADVO).

ARC represented her and appeared for her at the Local Court. We were able to help her reunite with her daughter and were able to link her up with support services by assisting her apply to access to the NDIS.

ARC applied to the Local Court to have her charges dismissed in accordance with s14 of the *Mental Health Cognitive Impairment (Forensic Provisions) Act 2020*. Police subsequently withdrew their ADVO application.



## CASE STUDY

### SECURING COMPENSATION THROUGH THE NATIONAL REDRESS SCHEME

ARC assisted a client make an application for compensation through the National Redress Scheme. The National Redress Scheme provides a pathway for survivors of institutional child sexual abuse to receive compensation and acknowledgement of the harm done to them.

Our client had experienced significant sexual abuse as a young person in care, living in an institution for people with disability. Although the individual perpetrator was prosecuted at the time of the offence, the scheme allows for a person to claim redress against the institutions involved that were deemed responsible for allowing the abuse to occur.

Our client was successful in their claim and awarded a lump sum payment of \$50 000. We subsequently supported our client through the Direct Personal Response process with both institutions that were responsible for him at the time. This involved meeting with representatives of those institutions, and our clients received both a verbal and written apology.



## CASE STUDY

### DISABILITY DISCRIMINATION

Our client was a 30-year-old man with intellectual disability. Although he did not have a wide social circle he enjoyed going out to lunch with his family and friends once a week.

He had been going to the same lunch spot at a local club for over three years with no issues. One day, he met his friend at the club for lunch. On this occasion the security guards spoke to him, and he got in trouble for putting his bag down on a table. They then asked to search his bag and him.

Despite security finding nothing to worry about in his bag, one week later he was sent a letter banning him from the club for life. No explanation was given to him. He came to ARC for help.

ARC initially wrote a complaint to the club but did not get a response. We then assisted our client to file an application with Anti-Discrimination NSW alleging that we believe he was discriminated against by the club because of his disability. We believed that he was unfairly targeted because of his disability.

We represented our client at a conciliation hearing at Anti-Discrimination NSW and assisted his request for the ban to be reviewed.

Non-Legal Support in Child Care and Protection and Family Law/Family Violence Legal Matters

## PARENTS' PROGRAMME

Advocates in the Parents' Programme support parents with intellectual disability when child protection authorities are either involved or potentially involved with the family. Advocates support the parents through any child protection issues such as attending meetings with the Department of Communities and Justice (DCJ), supporting the parent at court, explaining court documents, and supporting the parent in responding to them. Advocates support the parents to connect with services including accessing the NDIS. Advocates work with the parents through family group, pre-natal family, and dispute resolution conferences and in meetings with other organisations that may involve case management and DCJ.

50% of the parents our advocates work with identify as Aboriginal and our advocates work closely with Aboriginal services and community.



Meeting Your Lawyer

## CASE STUDY

### A MOTHER KEEPS HER BABY

Our client has used ARC services over five years ago. Our advocates had supported her when her previous babies were removed due to our client experiencing domestic violence and unsafe relationships involving drug use.

After her children were removed, our client's mental health deteriorated. Her heavy drug use resulted in her incarceration. She was receiving support through the NDIS and worked with providers.

Our client accidentally fell pregnant to a new partner and decided she wanted to keep the baby and was determined to end her drug use and was supported to do so.

The Department of Communities and Justice (DCJ) became involved and sought to remove our client's child based on her previous child removal experience (applying S106A of the *Children and Young Persons (Care and Protection) Act*)

Our advocate attended a DCJ group supervision to discuss our client's matter with DCJ believing that the child would be removed. Through advocacy and character testimony, DCJ agreed that with appropriate support, our client was permitted to keep her child and both are now doing well.

## FAMILY AND DOMESTIC VIOLENCE

Our advocates work with victim survivors with intellectual disability who experience domestic violence. Our advocates assist victim survivors escape violence and find emergency housing, and/or we support our client through court to obtain an

ADVO. Advocates refer victim survivors to appropriate services, including Victim Services NSW, including finding them a family lawyer or other support as required. Advocates support victim survivors in mediation and family court matters.



### CASE STUDY

#### SELF -DEFENCE

Our client was a 21 year old Aboriginal mother. ARC advocates had recently been helping her during her care proceedings in the Children's Court.

On one occasion, she had allowed a family member to stay at her house. Under the influence of drugs, that family member became extremely violent towards our client and causing property damage. He had physically assaulted her and threatened to kill her. Scared for her safety, our client had tried to push the family member away from her.

Our client called the police, who attend the next day and our client found it difficult to explain her side of the story and was convinced by police to agree that she had used inappropriate force to try and stop the family member attacking her. They charged our client with assault and issued her with an ADVO.

ARC advocates were able to link our client up with an ARC lawyer who supported her make a proper statement about what had occurred. We made legal representations to the police seeking withdrawal of the matter. Our advocates also supported her application for counselling and recognition payment through Victim's Services.

## COMMUNITY LEGAL EDUCATION

ARC presented at the 2025 Southwest Sydney Domestic and Family Violence Sector Collaboration Forum. The Forum's aim was to provide an opportunity to explore the challenges young people face due to domestic and family violence (DFV) and to identify ways to improve support.

ARC provided training and education sessions to Women's Legal Services NSW about working with clients with intellectual disability involved in legal proceedings in the Family Court.



## ABSEC FAMILY FUN DAY FOR NAIDOC WEEK.

Pictured L-R Tarni Lynch, Eliza Kidd, Sam Valentine, Christie Drummond, Robyn Russell

## FAREWELL

In May we farewelled Timothy Chate who was a solicitor for IDRS for over 14 years. One of his key contributions was the development of our Turning 18 resources. Tim was a tireless legal advocate for the rights of people with disability in supported disability accommodation, guardianship, and other civil rights matters. We acknowledge and thank Timothy for his dedicated service to IDRS and the people we support.



Gemma Wisdom presenting in Broken Hill



# NDIS Appeals Team

The NDIS Appeals Team of three (two full and one part time team members) assisted an unprecedented 169 people in the reporting period. This figure has grown considerably since the introduction of changes to the NDIS scheme introduced by the Commonwealth Government in October 2024. IDRS experienced a reduction in the funding allocated for this work by the Department of Social Services in this financial year, making it increasingly difficult to provide this level of support on an ongoing basis.

Primarily, the NDIS Appeals Team advocates for people with disability to understand and defend their rights in the Administrative Review Tribunal (ART) for a merits review of a National Disability Insurance Scheme (NDIS) decision. The majority of decisions our clients seek to have revised are decisions made for funding support within a NDIS plan, or for people to gain access to the Scheme.

To proceed to the Administrative Review Tribunal a person must first have had a relevant decision reviewed internally by the National Disability Insurance Agency (NDIA).

A significant impact in the last year has been the substantial changes in the legislation which guides the National Disability Insurance Scheme and to the associated, structural and administrative changes of the ART.

These changes have included a shortened Alternative Disputes Resolution stage and a determination that all matters should be dealt within 12 months including any hearing. This has resulted in limiting the constructive benefits of negotiating outcomes under the direction of registrars (as happened previously), with more matters being scheduled for hearings. The result in increased stress for participants (all with cognitive impairment and other disability) and their families, as hearings involve months of administrative steps, and obscure, uncertain and formal hearing processes involving barristers, court etiquette and rules of evidence.

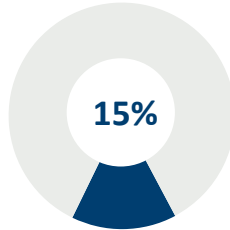
Changes to the NDIS legislation have resulted in the NDIA determining the types of support that can be funded under that scheme and those that should be 'foundational supports' or supports funded by mainstream services. Previously, funding for a support could be provided to a person under the scheme if they could demonstrate the support was reasonable and necessary (a legislative test). Another significant change was to legislate that supports will only be provided to a participant on the basis of a participant's disability as defined by their access to the scheme. Consequently, supports participants had previously received were withdrawn from plans, regardless of their overall need or the harm not having that support would result in.



## KEY DATA

**169**

people with disabilities  
were assisted in the  
reporting period



identified as Aboriginal and/or  
Torres Strait Islander people



were from Culturally and Linguistically  
Diverse (CALD) backgrounds



**25/169**

were seeking NDIS Access



**144/169**

seeking supports

**24/25** identified as having some form  
of intellectual disability

**8** identified as having an  
intellectual learning disability

**4** Psychiatric disability and  
intellectual learning

**6** Psychiatric disability

**6** identified their disability as  
Physical or sensory or both

**12** identified as Female

**13** as Male

**24** adults and **1** child

**110** adults and **34** children

**65** female

**79** male

**80** people are seeking either SIL support  
decisions or other substantial core support  
such as in the home or the community

**23** are seeking predominantly capacity  
building supports

**3** home modifications

**4** plan management changed

The remainder seeking a combination of supports  
to be included in their plans or other issues.

# Systemic Issues

## SUPPORTS

Requests for support worker assistance, supported independent living (SIL) or respite have dominated the requests for advocacy from both adults and children alike. Therapy and other capacity building support, home modifications, assistive technology and changing plan management were other supports requested.

## ACCESS

The most significant trend this year was for clients with intellectual disability being refused access, despite presenting with evidence that the NDIA had previously accepted in granting a participant access to the NDIS.

IDRS contributed to resounding reversals of decisions for people with disabilities at the Administrative Appeals Tribunal.

## OTHER ISSUES

NDIA changing or modifying a plan despite the presenting evidence previously being accepted. We have assisted numerous clients with their internal reviews within the NDIA.



## CASE STUDIES

### SUPPORTING PARTICIPANTS TO SEEK ACCESS

**Our advocates supported a number of participants in this period to gain access to the scheme. Notable among those successes:**

A young woman who had experienced a stroke which impacted her ability to remember many of life's basic functions. She was easily lost and had gaps in her memory that meant she could not function safely in her own home or the community. Her parents provided substantial daily support. Her initial access to the scheme was rejected potentially because the support she received and her own understanding of her disability, masked the gaps in her functional capacity. She was assisted by her advocate to run her matter at the ART and gather evidence that demonstrated she did indeed have substantially reduced functional capacity in a range of areas.

A young man living with his mother did not leave their home and was relying on support from his mother's aged support care for all administrative and some instrumental daily living care tasks. He had substantially reduced functional capacity in self-care and self-management but the agency determined he would be best assisted by the mental health system. With advocacy he was able to gather evidence to support his claim that his support needs were disability specific, so he gained access to the scheme.



### SUPPORTING PARTICIPANTS TO SUPPORTED INDEPENDENT LIVING FUNDING

**In this period, we have seen a disturbing increase in the number of people approaching us to appeal decisions where previously approved core supports for support workers has been reduced. For example, Supported Independent Living (SIL) funding has been removed and replaced with drop-in support, or Social and Community Participation has been reduced from every day to 2 or 3 times a week. In most cases the change has been unexpected and without a change in the participants' circumstances or worse the reduction in funding has followed a request by the participant asking for more funding for support worker assistance.**

**Here are some examples of the people who had advocacy in the last year where we provided support at case conferences, assistance to collate and file evidence, ongoing case management and representation with the NDIA and assistance ensuring the terms matched the supports agreed upon in principle:**

A woman with a degenerative physical condition could no longer stand. She sought substantial supports to assist her with transitioning with two people to assist her and support to access the community. These supports were achieved in the alternative disputes resolution stage.

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An Aboriginal young man with a psychosocial and learning disability was seeking substantial care to move out of the family home and to access the community. These supports were achieved in the early assessment stage of his matter where we made minor submissions to negotiate the original offer to one that included more supports in the community.

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A young CALD man also with psychosocial and learning disability to receive increased supports in the home and in the community increasing substantially his access to support worker assistance.

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A woman with moderate intellectual disability and substantial behaviours of concern requested a plan review to replace the support she was receiving from her ageing parents. Her plan included overnight support. The NDIA decided to review her plan and removed the overnight support she had in her plan citing a lack of updated evidence that she would require any overnight support. At the Alternative Disputes resolution stage of the ART matter the woman and her family came to an agreement about the level of overnight support to be provided in her next plan.

# Systemic Issues



## CASE STUDY

### HEARING SUPPORT

Our advocate assisted the family of a 13 year old child with moderate intellectual disability and autism spectrum disorder (ASD) at an ART hearing. We provided step by step assistance for pre hearing and during hearing processes. We assisted with drafting personal statements, making arguments and identifying strategies to support the capacity of the family to run their own matter at the ART. We sourced resources in plain English and adapted her information and assistance accordingly.

The advocacy provided was timely and appropriately levelled to progress the matter through the difficult hearing process. The child's family was extremely positive in their feedback.

### CLIENT FEEDBACK

The NDIS Appeals advocacy service seeks feedback from clients during and at the end of our service often receiving 5 out of 5 in our survey Client comments include:



*I was very pleased with the service.*



*I received help very quickly.*



*She went above and beyond to help me. I hope you continue to get funded because you are a much needed.*



*They were very helpful when dealing with the ART and NDIS. They made me feel powerful and organised. Without her we would not have got the funding my son needed. We are very thankful.*



*She was amazing, a great asset. We couldn't have done it without her.*



*She was amazingly helpful.*



*Very happy with the help we received.*



*She saved us during this time providing incredible above and beyond levels of care, empathy, and support.*



*She gave clarity, direction, and reassurance.*

# Make Rights Real Group



L-R. Margot Morris, Judy Harper, Ksena Griffiths, Taylor Budin, Minister Catley, Jeffrey Lai, A/C Gavin Wood, Kirsty Hales, and Joanne Yates.

During this year the Making Rights Real Group continued their advocacy about the Police use of tasers and responding to vulnerable people in their frontline work. The Group organised a meeting with the Minister for Police and Counter Terrorism, Yasmin Catley and the Corporate Spokesperson for Vulnerable Communities, Assistant Police Commissioner Gavin Wood to discuss their concerns.



The Department of Communities and Justice prepared a series of in-house training videos for their frontline staff working with people with cognitive impairment. IDRS's CEO Joanne Yates and Make Rights Real Group members Taylor Budin and Dale Robinson starred in the series, filmed in DCJ's studios.

## OTHER MRRG WORK DURING THE YEAR



Policy and operational advice to DCJ about responding to people in forensic mental health settings.



Interview with a journalist from About Time, the national prison newspaper.



Advice to the Department of Communities and Justice (DCJ) about their Victim Support Forms.



Filming training videos with Department of Communities and Justice (DCJ) for their frontline staff.



Advice to Legal Aid on some of their client forms.



Production of Justice Advocacy Service's 'about us' brochure, complaints leaflet and Easy Read complaints policy including photographic materials using our staff, rather than stock photos.



Contribution to Justice Advocacy Service material about going to court.



When you See a Lawyer, video for clients of the Ability Rights Centre.



Input into revised IDRS Rights and Relationships training resources.

# Justice Advocacy Service (JAS)

IDRS's Justice Advocacy Service (JAS) operates across the entirety of NSW, offering 24/7 support to people with intellectual disability who come into contact with the criminal justice system. JAS provides young people and adults with support at police stations, court proceedings, legal appointments, and in correctional facilities. The over 50 volunteers who give of their time to support the people who seek our assistance. A key feature of our work is through the NSW Local Court Diversion program which under strict criteria, diverts people away from gaol and into the right support and services.

JAS continues to work regularly with our lived experience panel who support and inform our work, including in the delivery of JAS training about intellectual disability to external organisations, as well as our volunteers.

Demand for JAS services continued to increase over

the reporting period. Our Intake Team received 4451 requests (via phone, our online referral form, or email), of which 348 were information requests, the remainder referrals for support.

This increase in demand has exceeded our capacity to respond to requests for support in court in several locations. Requests are assessed to ensure victims are always supported, and those with no other supports or more complex needs are prioritised. Regional areas including Dubbo, Orange, and Wagga Wagga have been at capacity for most of the year.

In March 2025, JAS became an approved service on the NSW Corrective Services CADL (Common Auto Dial List) across all NSW gaols. This means that inmates can call JAS free of charge. This has enabled existing clients to reconnect with the service, to notify JAS that they have returned to custody, and the receipt of new referrals.



Meeting with Minister Washington

## JAS SNAPSHOT



JAS provided support to:

**2,265** people with  
**2,896** cases.

JAS staff and volunteers attended

**959**

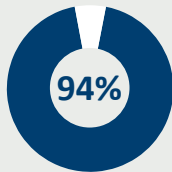
requests for assistance at police stations across NSW.



were for alleged offenders



were for alleged offenders

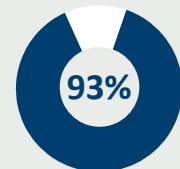


(312) of people who requested legal advice at a police station were also provided with advice from IDRS's Ability Rights Centre.

**7067**

supports provided at court, including Audio Visual Link (AVL) from gaols.

This represents



of requests for that type of support.

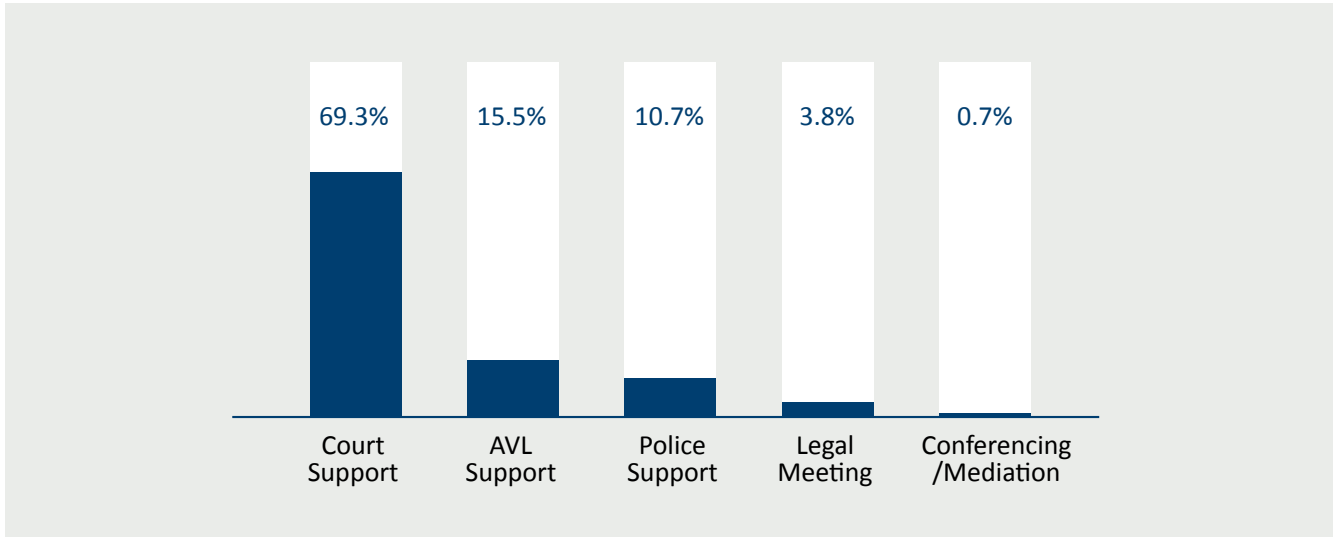


**393** people with intellectual disability were assisted by JAS staff or volunteers at their legal appointments.

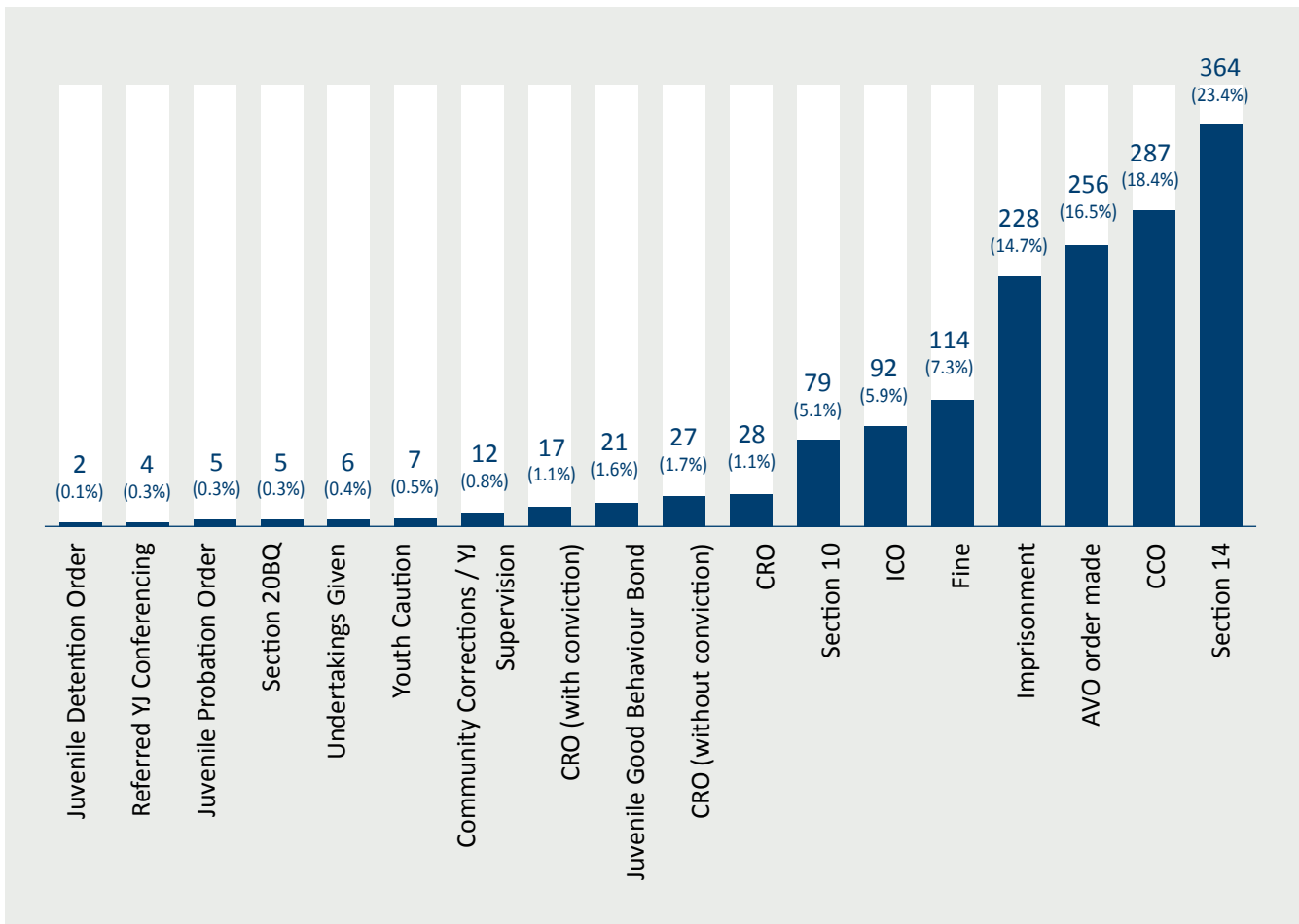


**232** people used the NSW Corrections CADL to contact JAS for assistance.

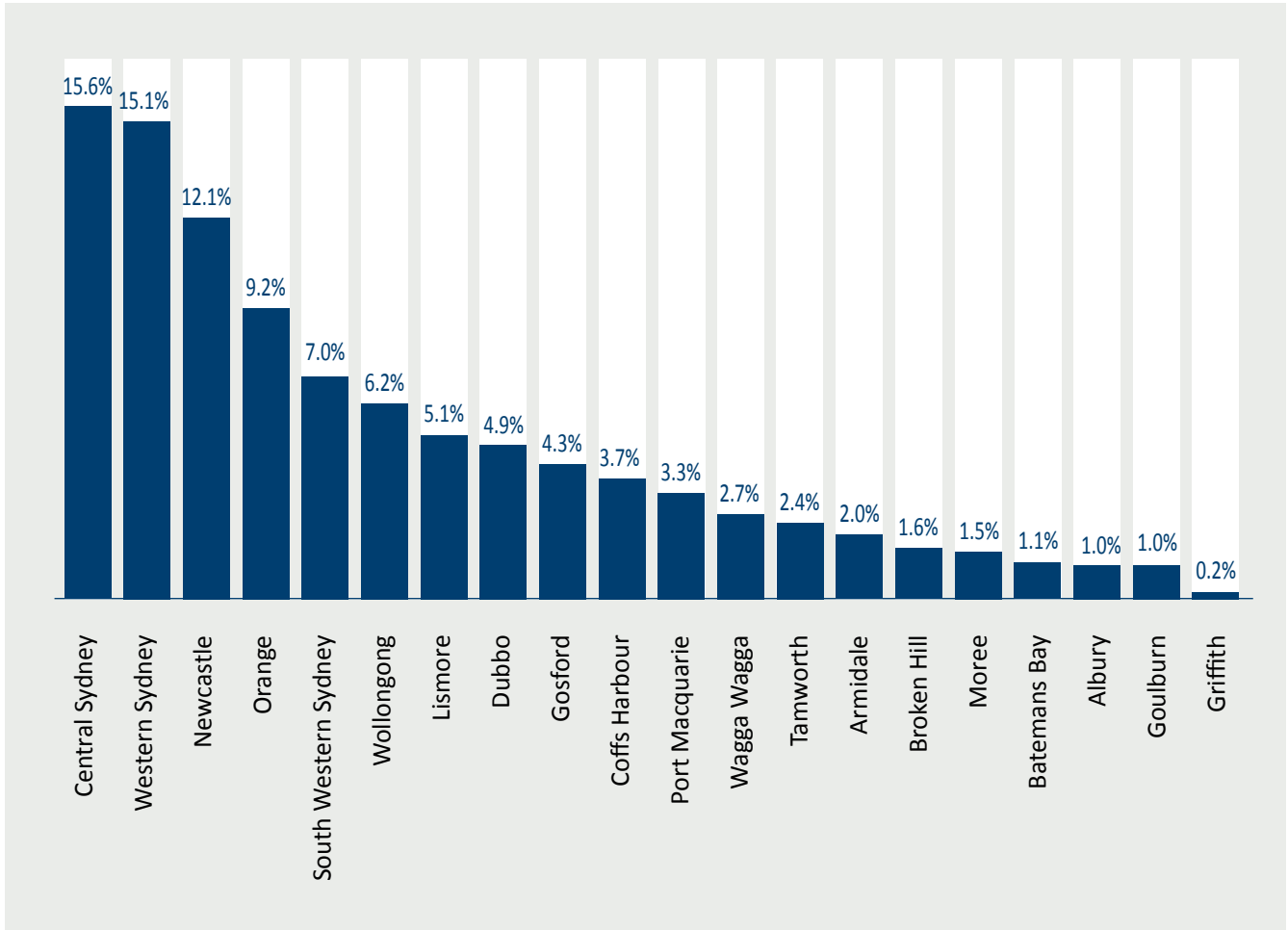
## SUPPORT TYPE



## COURTS OUTCOMES FOR JAS

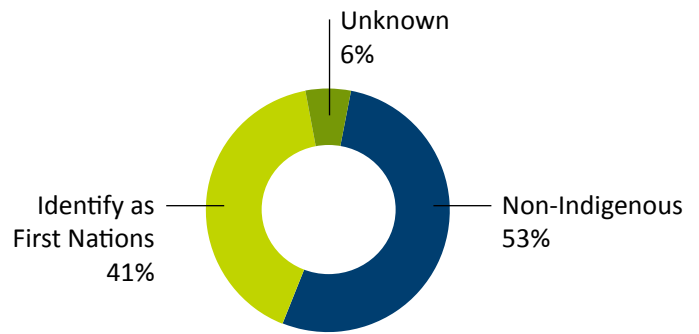


These are the locations of JAS staff/ service bases. We provide service in proximity to these locations to maximise our coverage across police stations and court locations, and to meet client need.



JAS support for First Nations clients continues to reflect the over-representation of First Nations people in contact with the criminal legal system generally, and particularly those with cognitive impairment.

As part of an upskilling exercise for all JAS staff to support our Aboriginal clients, we partnered with Synapse to utilise their culturally appropriate assessment for cognitive impairment, Guddi Way. Two JAS staff are certified to assess our clients using the tool.



## THE DEMOGRAPHICS OF PEOPLE SUPPORTED BY JAS



## DCJ'S S14 DIVERSION PILOT PROGRAM

JAS supported 323 clients meeting strict criteria under s14 of the *Mental Health and Cognitive Impairment Forensic Provisions Act 2020*, at program pilot sites at Downing Centre, Parramatta, Blacktown, Penrith, Gosford and Lismore. Our diversion team members refer clients for assessment, if required, increased case co-ordination, and a comprehensive clients Support Plan for the Court. An outcomes evaluation of the Diversion pilot being undertake jointly between BOSCAR and UNSW will be completed early in 2026.

Implementing recommendations from the 2023 EY process evaluation, existing JAS team members support our clients with s14 applications at Ballina, Coffs Harbour and Maitland Local Courts. This service provision will be reviewed at the end of 2025.

Providing access to assessments for cognitive impairment is a core component of the Diversion Pilot. Diversion Co-ordinators are focussed on finding existing evidence of cognitive impairment, otherwise a referral is made to an excellent group of practitioner partners for assessment. Through the diversion program, 14% of clients received a diagnosis of their cognitive impairment for the first time. This can be life changing for many people, including one 54 year client who commented *"you mean there's a reason I'm like this? I'm not just stupid?"*

A key element of diversion is reviewing a client's NDIS access as part of the Support Plan provided to the Court. Not all diversion clients are eligible for the NDIS or choose to access the NDIS. In all, 41 (11%) Diversion clients made an NDIS access application and 11 (3%) were supported to seek a review of their NDIS plan.

The Diversion pilot is highly valued by all stakeholders, and JAS staff have built strong relationships across the pilot sites.

As one Legal Aid lawyer said *"I just wanted to reach out to tell you that [your JAS staff member] has been an amazing asset to JAS. She has gone above and beyond for all our clients, has attended their appointments with them, held their hand through the process, made excellent referrals and does very beneficial reports. All the clients that we have referred to her have also felt very cared for and feel lucky to have her. A few examples I can think of is her picking up [the client's wife's] phone calls at all times, or when she did the appropriate reports and assessments for [our client] to get her diagnosed, [and our client] receiving a permanent stay in the Local Court due to his lack of understanding after a lengthy court period. Our team has been immensely lucky to have her supporting us!"*



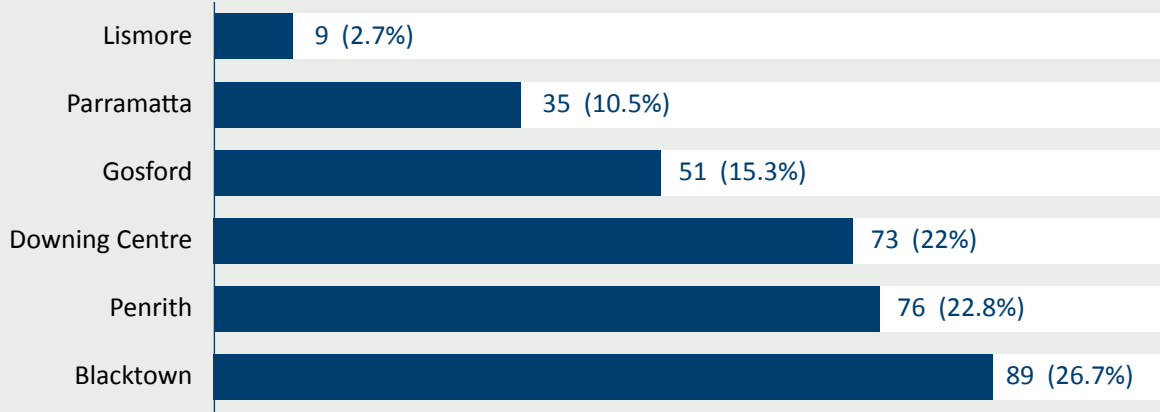
### CASE STUDY

Our client is a young Aboriginal man with intellectual disability and autism lived at home with mother as his sole carer, and the victim in his matter. Our client had an NDIS package that had never been accessed, he had not accessed any services, including a GP or dentist, and had not left the house for 10 years. NDIS services were engaged with behaviour support practitioner, occupational therapist, and psychiatrist to support development of emotional regulation and he moved to live with his sister. These all formed part of his successful Section 14 application to the local court.

### SECTION 14 SUCCESS RATE



### DIVERSION BY COURT LOCATION



## SUPPORT FOR VICTIMS

We know too well the difficulty people with intellectual disability experience in reporting their matters and having them taken seriously. In just one example a woman with autism presented three times to the Police station to report a sexual assault and was turned away each time. She eventually found JAS, and with

support provided at the Police Station a statement was finally taken.

We are witnessing an increased number of misidentified victims in domestic and family violence matters on both our legal and non-legal services.

### CASE STUDY

Our client was physically assaulted by a man she had been dating briefly. A detailed forensic medical report outlined her significant injuries which included a severe brain injury, loss of vision in her left eye and other injuries. Detectives who saw her at hospital, made light of her head injury. She was also asked 20 times if she was Aboriginal or not. Our client couldn't understand why their focus was only on whether she was Aboriginal instead of the focus on her being a victim of a serious assault.

The man was initially arrested but later was released without any charge. Our client was then charged with intimidation and stalking and an AVO was taken out protecting him. Police stated they had thoroughly investigated the matter and found the man had acted in self-defence when he said our client had approached him and he pushed her away, she fell and hit her head on the concrete. Police refused to take out an AVO protecting her despite the man sending her threatening text messages to her phone.

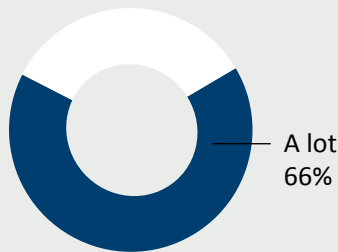
Our client has since received JAS support and a First Nations domestic violence service to make complaints about police and get an AVO taken out to protect her.

## OUTCOMES MEASUREMENT FRAMEWORK

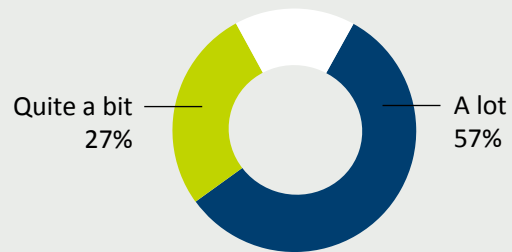
In October 2024, JAS launched our outcomes measurement framework which allows us to improve reporting on all our activities and measure in real time the impact our service makes for the people we support. An excellent data source, it helps with continuous improvement and to ensure that our

client voice is at the centre of everything we do. One example is the value of support at Audio Visual Link (AVL) court appearances from gaols. These are incredibly resource intensive, however, client feedback and legal/justice stakeholders has demonstrated the value of the support.

### Clients are better able to understand their rights and navigate court and police processes

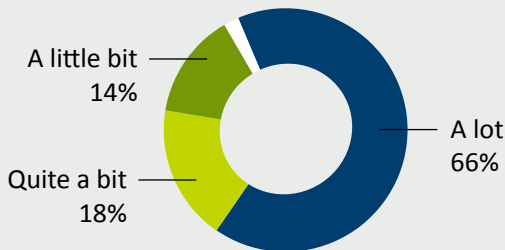


Clients say their JAS worker helped them to understand what happens at court and the police station

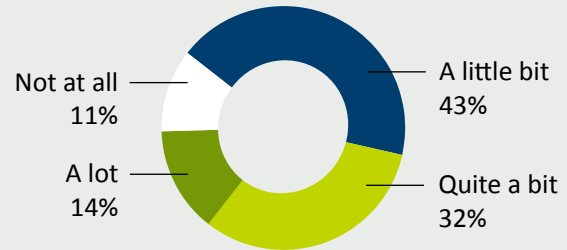


Clients say their JAS worker helped them to understand their rights

### Clients are better able to communicate effectively

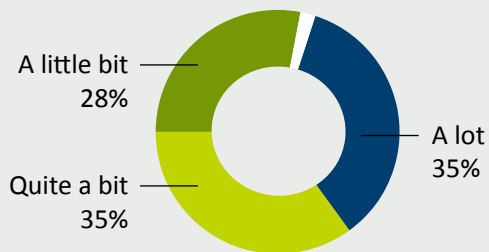


Clients say their JAS worker helped them to communicate with lawyers, Police and court staff



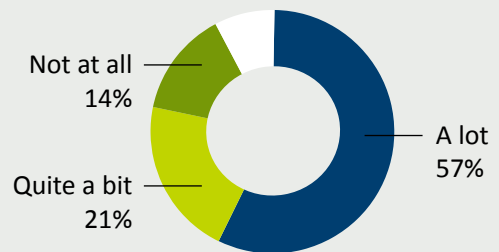
Advocates observe clients communicating more effectively with lawyers, Police and court staff

**Diversion clients actively contribute to their support plans, increasing the likelihood of them accessing these supports**



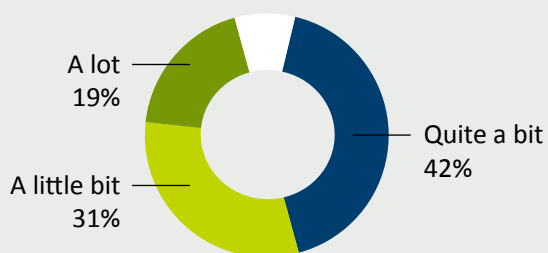
Advocate observations of how much Diversion clients contributed to the development of their support plans

**Victims are empowered to tell their stories, linked to legal assistance, and supported to access victim support services and financial assistance**



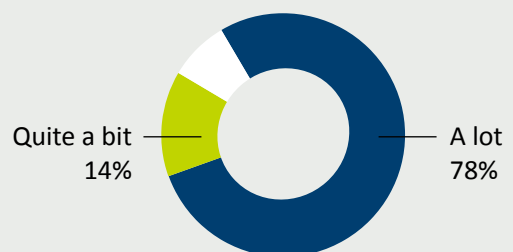
Clients who are victims say that JAS support helped them to get access to services and supports for other things they needed help with

**JAS advice on training encourages justice agency staff to better respond to the needs of people with cognitive impairment**



Advocate observe justice agency staff making reasonable adjustments for clients

**Clients say their JAS worker listened to them and took their views into account**



# Volunteers

JAS volunteers are a diverse, highly skilled, committed, insightful and dedicated network. Our volunteers contribute enormously to our overall impact, at both a systems and individual level. Most importantly, our volunteers are highly valued both by the people they support and by our stakeholders for their contribution.

Volunteer numbers increased from 152 at the beginning of the year to 168 at the end of the year.

336 enquiries about volunteering were received and 72 new volunteers were onboarded, a conversion rate of 22%.

118 volunteers received training.

Regional centres, Wellington, Cowra, Eden, Mudgee, Leeton, Cooma, Lithgow, and Tweed Heads, recruited volunteers for the first time.

Percentage of volunteers providing client support has increased from 30% of supports in July 2024 to 57% in June 2025.

JAS actively scaffolds our volunteers in the provision of their client support. This includes group external supervision; and continuous training for their client work in audio visual, court, AVL, and police station settings, and with victims. We provide CRM data entry training; and updates and connection via a monthly newsletter and virtual Coffee Club community of practice and information exchange.

## VOLUNTEER UTILISATION ANNUAL REPORT

01/07/2024 – 30/06/2025

Total number of support requests in the period	9,029
Total number of supports provided in the period	5,228
Supports advised by court/lawyer not required	2,033
Number of supports assigned to a volunteer	2,399
Number of active volunteers	168
Number of volunteers providing one or more supports in the year	181
Average number of supports per volunteer providing one or more supports in the quarter	12.4
Average duration of volunteer support	2hr: 57min
Percentage of supports that took place assigned to volunteers	45.8%
Total number of hours contributed by volunteers in the year	6,590hr: 22min
<b>Total Numerical Value<sup>2</sup></b>	<b>\$343,602.60</b>

<sup>2</sup> Value is derived by multiplying the total number of hours contributed (6590) by the average standard hourly rate of a Level 5 Schads award employee (\$52.14).

## VOLUNTEERING NSW STATE CONFERENCE

IDRS presented at the Volunteering NSW State Conference. Their presentation highlighted the importance of lived-experience educators facilitating volunteer training, and how to do it well. Event such as this help promote us as a key Volunteer Involving Organisation.

Our volunteers were recognised at the 2024 NSW Volunteer of the Year Awards, as Volunteer Team of the Year Category, a wonderful recognition of the dedication and commitment of all our volunteers. Thank you!



Chris Smith and Lara Mansfield presenting at the NSW Volunteers Conference

# Education, Training and Capacity Building

## NSW TRUSTEE AND GUARDIAN

IDRS's Education Team was commissioned by the NSW Trustee and Guardian to specifically design a program for Trustee and Guardian staff and managers in their Estate Management and Public Guardian frontline teams. The training aimed to enhance Trustee and Guardian's collective ability to serve their customers with intellectual disabilities effectively and to ensure they are offering the highest standard of service. This initiative was developed in response to a recommendation made by the 2023 report of the NSW Audit Office.

The program was co-designed between IDRS, Trustee and Guardian's People and Culture Learning team and Estate Management and Public Guardian teams to ensure the content, language and delivery truly reflected the realities of staff and the needs of customers.

Additionally, the training was facilitated by experts from IDRS, along with a lived-experience facilitator. The inclusion of a facilitator with lived experience added both depth and breadth to the workshops. The content was not only informative and practical but also deeply relatable and grounded in real-world experience. This approach fostered a rich, engaging learning environment that resonated with participants and helped them connect to the material in a meaningful way.

To complement the in-person workshops, two new eLearning modules were also developed in partnership with IDRS to introduce participants to the learning prior to attending the in-person workshop. Staff were also provided a virtual post-workshop session to further embed their learning after the workshop.

A total of 20 workshops were delivered between December 2024 and May 2025. These were attended by a total of 252 participants.

- 119 Estate Management staff
- 27 Estate Management managers
- 65 Public Guardian staff
- 41 Public Guardian managers



L-R: Brian Woods (CEO, T&G), Jeffrey Lai (MRRG), Chloe Hack (IDRS Educator), Taylor Budin (MRRG) and Robyn Russell (IDRS Educator).

### WHAT STAFF SAID ABOUT OUR CO-EDUCATED SESSIONS:

“Hearing lived experiences helped everything click.”

“Varied delivery, valuable topics and inclusion of facilitator with lived experience.”

## YOUR LIFE YOUR RIGHTS

This course is designed to empower people with a disability by learning about rights and responsibilities in day to day life. During this year two separate groups of participants undertook the training facilitated

by lived experience advisors and education team members, delivered to 15 participants and 2 staff at Thorndale and 12 participants and 4 staff at Sunnyfield's SLES program in Mt Drutt.



IDRS Lived Experience Advisor and Sunnyfield SLES participants

## RIGHTS AND RELATIONSHIPS

A grant from Penrith City Council funded the delivery of two *Rights and Relationships* courses in this period. Alleviate enrolled 6 participants and 11 students from Cranebrook High School participated

5 people with a cognitive disability who were defendants of a local court matter related to relationships skills (e.g. one participant's court matter was related to a verbal argument with a neighbour)

11 students enrolled in support classes at Cranebrook High School

10 Support staff who benefitted from upskilling whilst supporting their clients' participation in the course

# Education, Training and Capacity Building

## WHEN YOU SEE A LAWYER VIDEO

Ability Rights Centre lawyers, the Making Rights Real Group and the Education Team collaborated to produce a video to inform people with intellectual disability about their rights when seeing a lawyer. This video is available free on the IDRS website at [idrs.org.au](https://idrs.org.au)

IDRS's Justice Advocacy Service is required to deliver two targeted training sessions each financial year to relevant justice stakeholders.

### Introduction to JAS and Cognitive Impairment online training delivery was completed by:

- 68 CSNSW Community Corrections staff
- 23 St Vincent's Hospital Sydney, Drug and Alcohol Service
- 36 people across NDIA, Courts and Tribunals staff, Police students

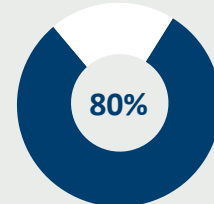
### Targeted Training sessions:

- 200 staff across 10 Correctional Centres
- 28 Police officers
- 41 Youth Justice staff
- 256 Legal Aid lawyers
- 15 Children's Court Magistrates
- 74 Courts and Tribunal staff
- 101 Sherriffs

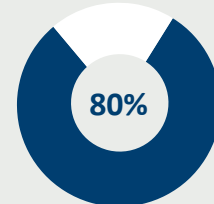


Filming 'When You See a Lawyer'

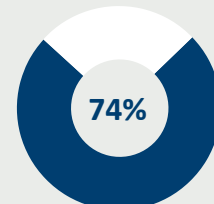
## FEEDBACK ON JAS'S TRAINING



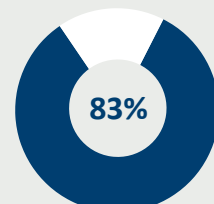
80% of participants reported an increase their knowledge



80% of participants reported an increase in confidence



74% found it relevant to their work



83% would recommend training to others

### Other materials provided to stakeholders has included:

‘About Us’ information on the JAS for Multicultural NSW which includes work across the calendar year to upskill interpreters on their understanding of intellectual disability.

A social story for Advocates to support clients

Easy read version of ‘who is who in court’ guidance for clients/ support persons and families

Resources for custody managers to upload onto their systems before a shift

Contributions in the *About Time* prison newspaper creating accessible versions and content for people with cognitive impairment, including promoting JAS.

All the training IDRS undertook during the report period highlighted the value of lived experience, interactive activities, and practical tools while recommending alternative session formats, resources, and broader coverage of disability types and services. By embedding feedback into practice our future training may adopt flexible formats, incorporate accessibility for various learning styles, and tailor content to varying staff experience levels, whenever and wherever we provide our unique capacity building activities.



USyd Careers

## CASE STUDY

### NSW SHERIFF'S ACADEMY

At our suggestion the Sheriff's Academy agreed to schedule the JAS training during Week 9 of their induction program to allow for greater appreciation of working with vulnerable clients.

After the core content of the session had been delivered—including definitions of cognitive impairment, its overrepresentation in the justice system, and relevant case studies—Taylor a Making Rights Real Group member, shared her personal experience within the criminal justice system.

Taylor spoke with remarkable openness and honesty, discussing not only the circumstances that led to her incarceration but also the most effective ways professionals could engage with and support her during that time.

Her testimony created space for the Sheriffs to ask meaningful and thoughtful questions, and upon concluding her story, Taylor received a standing ovation from the group demonstrating the power and impact of lived experience relevance.

# Systemic Advocacy

In this reporting period, IDRS provided input into:

- i. Review of the three registers to update Victim Registration and victim support
- ii. Disability Inclusion Volunteering Guidelines, a resource for organisations to increase their inclusion of people with disability.
- iii. The NSW Sentencing Council review of the use of Good Character testimony in Sentencing
- iv. DCJ's review of the legislated framework for regulating the use of restrictive practices on people with disability.
- v. DSS's review of NDIS Support Rules
- vi. Commonwealth Parliament's House of Representatives Committee inquiry into Thriving Kids, a program designed to improve the identification of children under 9 who have mild to moderate developmental delay.
- vii. Commonwealth Parliament Senate Legal and Constitutional Affairs Committee Inquiry into Australia's Youth Justice and Incarceration System
- viii. DCJ's review of the treatment of Forensic Patients in criminal proceedings, including facilitating a roundtable discussion with our Making Rights Real Group.
- ix. Review of the NSW Anti Discrimination Act
- x. Attorney General's review of the Principal of Doli Incapax, the legal principle that presumes that children aged under 14 may not sufficiently understand the difference between right and wrong to be held criminally responsible.
- xi. NSW Police as first responders to people with cognitive impairment who pose no threat to themselves or others

IDRS team members dedicate resources at local, regional, and statewide and national levels to build and maintain effective working relationships across justice, disability and community sector agencies which contribute to improved outcomes for people with intellectual disability. As a consequence, IDRS's expertise and experience is highly regarded and often sought to ensure policy settings appropriately contemplate the views and experiences of people with intellectual disability. This includes:

- i. Ageing and Disability Commission's Domestic, Family and Sexual Violence Reference Group
- ii. NSW Police Force
- iii. Corrections NSW
- iv. Ministry for Health on forensic patients and first responder protocols
- v. CLC Directors and CEOs Network NSW and other CLC NSW communities of practice (ASTI Women's, DV and Victim's Compensation, Child Protection and Family Law, Guardianship and Succession, Employment Discrimination, PII, RRR Summit) and Disability Law Reform and Disability Rights Networks
- vi. DCJ South Western Sydney domestic and family violence network
- vii. NSW Trustee and Guardian Advisory Group
- viii. Youth Justice short term remand pilot and 'Help Text' pilot
- ix. NSW Victims Interagency
- x. NSW Youth Justice Advisory Committee
- xi. NSW Disability Advocacy Network (NDAN)
- xii. Disability Advocacy Network Australia (DANA)
- xiii. NDIA Board's Intellectual Disability Reference Group
- xiv. NDIS Appeals community of practice
- xv. Research and advocacy with university partners including UNSW, University of Queensland, University of Western Sydney, University of Sydney, RMIT, on criminal justice related activities.

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IDRS extends out thanks the numerous departmental officers, Commissioners, Ministers, MPs and others who gave so generously of their time to meet with us to discuss our clients' experiences to help's improve the systems that respond to them.

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## SUPPORTING OUR WORK

If you would like to support the Intellectual Disability Rights Service in our work, you can make a tax-deductible donation by direct deposit via our Donate Now tab on our website.





PO Box 20228, World Square NSW 2001

P: +61 2 9265 6300 • 1300 665 908 • E: [info@idrs.org.au](mailto:info@idrs.org.au)

W: [www.idrs.org.au](http://www.idrs.org.au)



*Justice • Respect • Persistence*