

2026

Annual Report





Acknowledgement of Country

We acknowledge the traditional owners of all the lands on which we meet, work and live.

We pay our respects to elders, past, present and emerging, and we recognise the significant contributions of First Nations people, their continuing connection to land, water, and community.

We recognise this land always was and always will be Aboriginal and Torres Strait Islander land.

Artwork background

The different circles in the artwork represent people with different needs, reflecting an inclusive community that welcomes people with disability. The design brings people together through different pathways, while the lines represent the support provided to people with disability.

The arches represent people sitting together, talking, sharing information and learning from one another. The circles and the idea of sitting in a circle symbolise equity and equality, bringing individuals together and creating a sense of community.

Artist: Iscariot Media

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Our History and Profile

CRU is a not-for-profit organisation working alongside people with disability, families and communities to build fulfilling lives, strengthen inclusion and create opportunities for meaningful social and economic participation.

Through information, connection, leadership development, mentoring and learning opportunities, we help turn inclusive ideas into everyday action.

The origins of CRU date back to the late 1980s, rooted in a shared vision for a more inclusive Queensland. In October 1987, ninety people with disability, family members, service providers and government representatives gathered for a “Search Workshop” hosted by the parent advocacy organisation Queensland Parents of People with a Disability (QPPD). This three-day exchange sparked momentum for change and led to the creation of a task force focused on supporting, informing and providing training opportunities for people with disability, their families, workers and organisations. The outcome of that work was the establishment of CRU, which was formally incorporated in October 1988 as a stand-alone entity committed to inclusion and community participation.

Since its inception, CRU has grown into a trusted statewide resource and movement facilitator. With over three decades of experience, CRU operates from its base in Brisbane and engages broadly across Queensland, drawing on national and international networks to amplify its impact. From its earliest days, CRU’s work has been guided by a theory of change that emphasises both structural reform and shifts in hearts, minds and practices that shape how communities include and value people with disability.

Throughout its history, CRU has been shaped by the wisdom of those we serve and the belief that lasting change must be informed by lived experience. We have consistently provided a space for people to collaborate, challenge the status quo, and inspire one another to build more inclusive communities.

Today, CRU’s work spans information and capacity building, co-design and leadership development, inclusive education, employment pathways, housing and community engagement. Through partnerships, resources, workshops and direct engagement, CRU continues to advocate for a world where people with disability can lead fulfilling lives and participate fully in family and community life.



CRU: Story in Time

1987



A three-day “Search Workshop” brings together 90 people - including people with disability, family members, workers and government representatives to imagine a more inclusive future.



October 1988

CRU is formally incorporated as a not-for-profit organisation focused on inclusion, information and community capacity building.

1990s



CRU grows its reputation across Queensland, delivering workshops, training and community development initiatives.



2000s

CRU expands statewide reach and begins shaping inclusive practice through co-design, peer connection and leadership projects.

2010s



Partnerships deepen with families, peak bodies, educators and the disability sector; evidence-informed programs become a CRU hallmark.



2020s

CRU continues to innovate with leadership pathways, mentoring, evidence-based strategies, and resource development.

Today



CRU supports communities through information provision, connection, events, mentoring and capacity building - helping people with disability and their families lead fulfilling lives and contribute socially and economically.

CRU works for positive change so that people with disability are welcomed, valued and able to live fulfilling lives as equal citizens. We do this through evidence-based strategies, information, connection and leadership development.

CRU's Strategic Goals

CRU's primary objectives are driven by overarching strategies.

Goal 1

Ensure CRU's sustainability through maintaining and nurturing existing funding sources while being open to select new opportunities.

Goal 2

Invest in CRU's Fee for Service work to generate a stable independent income for CRU's core functions.

Goal 3

Ensure a high-quality program of projects and events are available to a broad audience.

Goal 4

Sustain a knowledgeable, clear, committed and consistent team including staff, Board and membership.



Vision. Mission. Purpose. Values.

This is the future CRU works towards every day - where people with disability belong, and participate fully in community life.

Our Vision

A world where people with disability are included, valued and supported to live full, meaningful lives in their communities.

Our Mission

To inspire, challenge and equip people to embrace ideas, take action and build a movement for change.

We work alongside individuals, families and communities to shift thinking, grow confidence and strengthen inclusive practice.

Our Purpose

CRU exists to create positive change so people with disability can belong and actively participate in social and economic life.

Through evidence-based strategies, connection and leadership development, we support communities to turn inclusion into everyday reality.

Our Values

Inclusion

People with disability are active, valued contributors to community life.

Diversity

Everyone has unique strengths, experiences and aspirations.

Relationships

Connection and collaboration create meaningful change.

Courage

We stand up for what is right, even when it's challenging.

Imagination

We dream beyond limitations and inspire new possibilities.

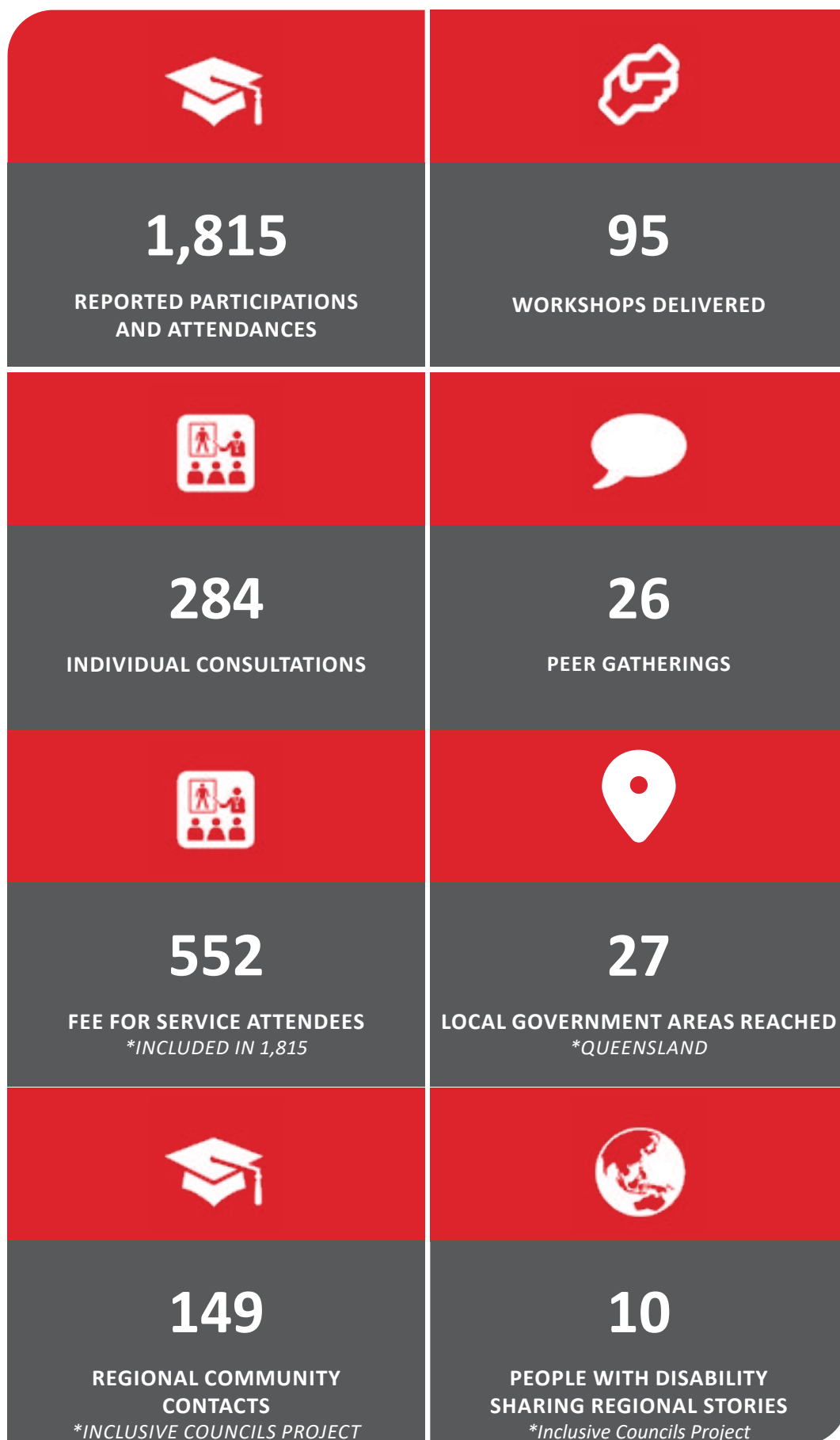
Wisdom

Lasting change requires reflection, learning and commitment.

Choice

People are supported to make informed decisions about their own lives.

CRU 2025–26 | Overall Performance







CRU Board AGM Meeting

From left: Josey McMahon, Anna Coventry, Anne Leahy, Leanne Burke, Matt Stone, Lisa Bridle (CEO)



Director's Report

On behalf of CRU, it is an honour to report to you on the work of the CRU Board for the year 2025–26. We thank all our members and allies for their continued support.

It has been another very busy year for the Board, and it often feels as if there is never enough time to achieve all we want to within the twelve-month period between each AGM.

Although we are all living in a world where there is so much disruption and turmoil, I believe that CRU is still a safe haven for people with disability, their families and workers, where they can come together for mutual support and discuss the important issues at the heart of what matters for the lives of people with disability.

Our Vision and Strategic Direction

In 2022, CRU developed a Vision Statement for 2032, aimed at guiding CRU through the coming decade, and we're now halfway through that period of time. On reflection, it was a bold act, and I remember feeling rather daunted by the thought, given the external and complex environment that CRU needs to operate within.

The 2032 Strategic Targets include the following:

- People with disability trust CRU to advocate, include and listen to them.
- Families trust CRU to provide information, advice and listen to them.
- Workers express confidence in CRU's resources.
- We listen deeply to the insights of people who are at the heart of our work.
- We operate from a place that is well known and welcoming. We are confident in the sustainability of our core funding model.
- Possible partners come to us with a strong desire to work with us.
- Our data contributes to the story of inclusiveness and wellbeing in Australia.

CRU is progressing well on each of these targets, with the exception of being confident in the sustainability of our core funding model.

Although we currently have a healthy budget, CRU is subject to government decisions about funding models, what government will and will not fund, and what the priorities of the day might be. We can try to influence

government, but in more recent years, funding submissions have become more challenging.

CRU has more influence over the other targets. CRU engages staff who are committed to its vision and values and who work in a way where relationships are at the heart of the work.

Because people and relationships are central, we avoid working in a technocratic manner where decisions are made solely around a financial outcome for CRU. I am in a fortunate position to have grassroots contact where I can hear stories of the positive impact that CRU has on people.

Since 2022, CRU has witnessed organisations either folding or compromising their values in order to continue operating. CRU is highly conscious of the vulnerability of organisations, and it makes us very determined to ensure that we are responding to people well within the finite resources that CRU has.

Encapsulated in CRU's Vision Statement are both CRU's Vision for Society — people with disability are valued and living full and meaningful lives — and CRU's Organisational Vision for a vibrant change movement that ignites, challenges and equips people to embrace ideas and take action to build inclusive communities.

CRU's values of inclusion, diversity, relationships, courage, creativity, wisdom and choice remain at the heart of the work of the Board of Directors. It is the vision and values that keep our work grounded in the decisions we make at Board level.

The CRU Board monitored CRU's progress towards our 2025–26 strategic goals (listed on page 6).

The Board works to ensure that these strategic goals are met, with Lisa reporting on progress monthly and the Board reviewing these goals on a quarterly basis.

Leadership and Governance

Although the departure of Marg Rodgers, who was CEO for 16 years, was reported at the last AGM, the Board, and I am sure CRU members, allies, people with disability and their families at the grassroots level of CRU's work, were anxious about what may eventuate with Marg's departure.

The Board can report that Lisa Bridle has capably picked up where Marg left off and has carried on the important

work of CRU.

As Chairperson of the Board, it was important not to think that because Lisa had worked at CRU previously, she would not require support as a new CEO. From years of working within NGOs, I was only too conscious of what can go wrong with change at CEO or management level.

CRU is in excellent hands with Lisa as CEO.

CRU has a good appetite for risk and has taken the necessary steps to manage these risks. Managing risk at CRU means systematically identifying what could prevent CRU from achieving its mission, assessing the likelihood and impact, and putting the necessary controls in place.

Under CRU's Quality Framework, there is a Quality and Risk Sub-committee that meets two to three times a year. Leanne Burke and I have been on this committee with three staff members for the past year. Many thanks to Leanne and the staff who have kept a close eye on quality and risk.

CRU also has a Finance Sub-committee that oversees the finances. Matt and I, along with Lisa and the Finance Officer, have been on this sub-committee. We were meeting monthly; however, we now meet every second month.

CRU prizes good governance, which means having the right structures, policies, leadership and accountability systems to ensure CRU operates ethically, transparently, responsibly and in pursuit of its mission. CRU's Board of Directors is ultimately responsible for good governance.

At the 2025 AGM, we welcomed Anne Leahy and Anna Coventry as Directors. The 2025–26 Board of Directors consisted of Matt Stone, who had a dual role as Secretary and Chairperson of the Finance Sub-committee, Leanne Burke, Anne Leahy, Anna Coventry and myself.

This year, we also engaged Clair Sykes to assist with minute-taking at our Board meetings. Many thanks to Clair for the work you have also done in assisting with electronic record-keeping for the Board.

I believe that we make a good team with a diverse range of skills, knowledge, interests and experience.

Each year, we induct our new Board members. Although Board members have been CRU members, we want to ensure they have a clear understanding of their roles and responsibilities, and clear boundaries around what is Board work and what is day-to-day operational work.

We are currently reviewing our induction process.

Board meetings are held monthly, apart from January when most people are on leave. At each Board meeting, ten minutes is set aside for a nominated Director to present a reflection on a rotational basis.

The reflection explores events, themes or challenges within the disability sector that may influence the work of CRU. It also provides a forum to intentionally reflect on CRU's vision and mission.

Stewardship and Safeguarding CRU's Future

To further safeguard CRU, we have a Stewardship Group, established in 2013, consisting of the CEO, current Directors and CRU allies who have a clear understanding of CRU, its vision, mission and values.

This year, the Stewardship Group consisted of Lyn Farrell, Bobby Noone, Tony Swords, Hazel Lloyd, Pam Spelling, Karin Brady and Tania Lawrie.

The Stewardship Group met three times, in August, December and February.

This group combines lived experience of disability, knowledge of the disability sector and wisdom on what it takes for people with disability to live full, meaningful and inclusive lives.

The Stewardship Group is an avenue where issues of concern can be explored at a much deeper level because we have a good amount of time to examine the issues and explore possible solutions.

On behalf of the CRU Board, I would like to thank the Stewardship Group members for their wisdom, contributions, time and commitment.

Jon Eastgate of 99 Consulting had been the external facilitator of the Stewardship Group since its establishment in 2013. Jon gave notice of his intention to retire, allowing the opportunity to recruit a new facilitator and plan a smooth transition to Chris Pye from A Single Step.

Chris attended the February meeting alongside Jon. On behalf of the Board, I want to thank Jon for his significant contribution to CRU.

National Partnerships and Collaboration

As Chairperson of CRU, I have continued to attend the National Alliance of Capacity Building Organisations (NACBO) national gatherings.

NACBO consists of six organisations: CRU, Belonging Matters in Victoria, JFA Purple Orange in South Australia,

Imagine More in the ACT, Family Advocacy in New South Wales and Valued Lives in Western Australia. NACBO members work to improve the social and economic inclusion of people with disability. While working across different states, they share a common approach to helping people with disability, their families and supporters build knowledge, skills, confidence and leadership for inclusive lives.

NACBO aims to meet with CEOs and Board representatives at least twice a year. During the past year, we met in Perth, Sydney and Brisbane.

Crucial Training Options (CTO)

Crucial Training Options (CTO), a joint venture between CRU and Staffing Options, was established in 2021 as a Registered Training Organisation to train people who work, or want to work, with people with disability.

It was developed with the view that it would be an alternative source of income for CRU and would prepare support workers to provide respectful, person-centred support to people with disability.

CTO's approach focuses on the idea of working "one person at a time" — understanding the individual person's goals and life choices rather than simply providing generic care.

As CTO has required a significant in-kind contribution, particularly from one of CRU's team members who was stretched across teaching, student support and compliance, and with increased workloads within CRU's core work, a difficult decision was made.

With CTO not in a position to cover the costs of offering future courses without Skills Assured Supplier (SAS) funding, the decision was made to place CTO into a "hibernation phase".

This means it will be maintained as a long-term strategic asset but scaled back to reduce losses and protect core operations.

This decision was difficult and not made lightly.

I would like to thank Staffing Options, particularly Carol Brosi, for the support and goodwill she has shown towards CRU. Carol has been an amazing partner in this venture.

Reconciliation Action Plan

During the last year, the CRU Directors made the decision to develop a Reconciliation Action Plan (RAP).

A RAP is a formal plan that helps an organisation build respectful relationships, understanding and opportunities between Aboriginal and Torres Strait Islander peoples and other Australians.

RAPs are supported through Reconciliation Australia and give organisations a structured way to turn good intentions about reconciliation into specific actions and measurable commitments.

A RAP provides a practical roadmap for embedding cultural safety, truth-telling and equitable participation across all areas of an organisation's work.

A RAP is not a single document — it is a living framework that guides behaviour, decision-making, partnerships and accountability. It ensures reconciliation is not symbolic but embedded in everyday practice, governance and service delivery.

Government Relations

This year, an exciting piece of work for the CRU Board was the decision to develop a government relations strategy.

CRU Directors met with Luke Turner, who has worked in various senior roles within Australian Government policy, including as an Assistant Secretary within the Department of the Prime Minister.

This work helped us gain knowledge and a greater understanding of how best to engage with government at various levels, particularly in securing funded projects and programs, but also to extend our influence and become a trusted source of ideas.

Quality and Continuous Improvement

CRU successfully completed its re-certification audit with HDAA in December 2025.

Throughout the year, CRU staff and the Board engaged in a number of quality improvement activities. The Board also maintained oversight of CRU's quality system through its Annual Compliance Schedule and representation on the Quality and Risk Sub-committee.

CRU remains fully compliant with all relevant legislative, regulatory, and quality assurance requirements governing the delivery of disability and community services in Queensland including incident management, complaints handling, worker screening, and safeguarding obligations. CRU also complies with the Queensland Disability Services Act 2006, relevant workplace health and safety, privacy, and employment legislation, and maintains externally audited certification against the

ISO quality standards. Through robust governance, risk management, quality assurance, and continuous improvement processes, CRU demonstrates its commitment to delivering safe, high-quality, person-centred programs that meet all applicable legislative and sector standards.

Acknowledgements and Thanks

In closing, I would like to thank Lisa and the staff team. You are a committed group of people who work relentlessly and diligently.

I hope that you feel appreciated, as I am well aware that you work beyond our expectations. I want to acknowledge all that you do and continue to do, and offer my thanks for everything you do to improve the lives of people with disability.

You are truly appreciated.

Many thanks to CRU's members, allies and friends. The CRU Board of Directors appreciates your support, time and contributions to CRU.

Last but not least, many thanks to CRU's current Board of Directors — Matt Stone, Anna Coventry, Anne Leahy and Leanne Burke, and to Kelly Harrison and Karin Brady whose term finished in October 2025.

I truly appreciate the time, knowledge, skills and commitment that you bring to CRU.



JOSEY MCMAHON
CHAIRPERSON
2025-26



Finance Report

On behalf of the board of directors, I present this report on CRU's financial activities for the year ended 30 June 2026 and table the accompanying financial statements.

Overall, CRU ended the year in a sound financial position, with total income of \$2,784,911 and a reported surplus of \$353,143. The result strengthens reserves at a time of ongoing uncertainty.

CRU changed financial auditors this year, moving from Total Audit Services to Haywards Accountants. Thanks go to Brad and Anthony from Haywards Accountants for their work on the Financial Report and Audited Financial Statements. A copy of the full Financial Report is available on request.

Our revenue continues to be predominantly from federal and state government grants. This year's grant revenue was \$2,408,055, representing just over 86% of total income. The remaining 14% of revenue is generated from fee for service work, workshop income, donations and interest.

CRU received a significant donation from Bespoke Lifestyles Queensland when that organisation wound up. The directors of Bespoke decided to transfer the remaining funds of just over \$57,000 to CRU as a values-aligned organisation. This donation is greatly appreciated, and the funds will be used to extend CRU's capacity to offer information and peer support to families seeking full, inclusive lives through self-directed supports.

The Finance and Business Development subcommittee changed its name to the Finance subcommittee in October 2025. We removed "business development" because, at that time, the establishment of our registered training organisation, Crucial Training Options (CTO), was our primary strategy for generating non-government income. As a result, we were no longer actively seeking other business development opportunities.

The board and subcommittee continued to monitor and review the viability of CTO operations. Unfortunately, CTO did not produce the level of revenue we had hoped for. One major factor was strong competition among training providers. CTO was also unsuccessful in securing Skills Assured Status, which would have enabled us to offer the Certificate III course at a more competitive price. At the April 2026 meeting of the Finance subcommittee, the decision was made to pause CTO while allowing the current cohort of students to finish their studies. Funds have been committed to ensuring

CTO remains compliant while paused.

Once again, our appetite for financial risk was tested. In February, with uncertainty regarding ongoing federal funding, we had to consider covering a potential operating shortfall of up to three months. In March 2026, we accepted that risk, weighing our commitment to staff against the knowledge that we had income from investment interest and our lease incentive payment, and that we had submitted two expressions of interest to extend our funding.

As many of you would be aware, CRU's grant revenue has become increasingly short term, with many grants receiving multiple six-month or 12-month extensions. In the second half of the financial year, the Board and Finance subcommittee were actively involved in consultations regarding the three-year and five-year grants offered by the Federal Government. This new grant round, Disability Peer Support and Connection, replaces the previous Information, Linkages and Capacity Building (ILC) round. CRU submitted applications in its own right and as part of a consortium with NACBO for both three-year and five-year funding. We welcome the possibility of longer funding periods but remain aware that competition for these funds is extremely high. If successful, these grants have a commencement date of 1 July 2027.

As at 30 June 2026, CRU had two grants and one fee for service contract confirmed until 31 December 2026, and four grants and one fee for service contract confirmed until 30 June 2027.

Budgeting, planning and expense management remained challenging due to uncertainty about project funding and duration. On behalf of the board, I extend my sincere thanks to Bill Kyle for his work on preparing the budget and budget narrative for the 2026-27 financial year.

The net result of our activities is presented in the financial statements as a surplus of \$353,143 for the year ended 30 June 2026. This follows a surplus in the previous year. These surpluses assist in building our reserves in times of significant uncertainty. In summary, this year's surplus is due to:

- The original budget was at the high end of what the costs would be
- Conservative spending due to a lack of clarity resulting in the cost of deliverables being less than the budgeted deliverables

- Under-staffing
- Long wait for approvals, including use of underspends from previous year/s
- Donations and interest
- Workshop income and fee for service work
- One government grant that is similar to a commercial contract
- The allocation of expenses to funded programs

The finance subcommittee met seven times during the 2025–2026 financial year. These meetings were in addition to regular board meetings.

- July 2025
- October 2025
- November 2025
- February 2026
- March 2026
- April 2026
- June 2026

Sincere thanks to the 2025–2026 Finance staff: Trudy Ganderton, Jen Upton and Bill Kyle. Thanks also to the finance subcommittee members: Trudy, Marg, Karin, Josey, Bill and Lisa.

MATT STONE
CHAIR, FINANCE SUBCOMMITTEE
2025-2026



THANK YOU BESPOKE LIFESTYLES



Bespoke Lifestyles has entrusted over
\$57,000 to CRU to continue supporting
self-directed and inclusive lives.



COMMUNITY RESOURCE UNIT LTD
ABN 16 143 460 250
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2026

	Note	2026	2025
Revenue	3	2,929,646	2,151,544
Employee benefits expense		(1,778,518)	(1,325,589)
Depreciation and amortisation expense		(131,384)	(126,663)
Delivearables		(379,271)	(270,255)
Interest Expense		(7,365)	(9,278)
Occupancy Expenses		(13,695)	(21,392)
Other operating costs		(266,270)	(169,703)
Current year surplus before income tax		353,143	228,664
Income tax expense		-	-
Net current year surplus		353,143	228,664
Total comprehensive income for the year		-	228,664
Total comprehensive income attributable to members of the entity		\$353,143	\$228,664

The accompanying notes form part of these financial statements.

COMMUNITY RESOURCE UNIT LTD
ABN 16 143 460 250
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2026

	<u>Note</u>	<u>2026</u>	<u>2025</u>
ASSETS			
Current Assets			
Cash at Bank	4	1,550,873	1,375,521
Receivables & Prepayments	5	57,834	23,578
Inventory		5,473	5,907
Other Assets		2,109	455
Total Current Assets		1,616,289	1,405,461
Non-Current Assets			
Investment - Crucial Training Options		-	-
Property, plant and equipment	6	-	766
Right of use assets	7	261,236	391,854
Total Non-Current Assets		261,236	392,620
TOTAL ASSETS		\$1,877,525	\$1,798,081
LIABILITIES			
Current Liabilities			
Creditors & Accruals	8	96,580	171,472
Contract Liability	9	390,629	439,098
Lease Liability		130,480	121,021
Employee Provisions	10	139,274	167,177
Total Current Liabilities		756,963	898,768
Non-Current Liabilities			
Lease liabilities		138,939	270,833
Total Non-Current Liabilities		138,939	270,833
TOTAL LIABILITIES		895,902	1,169,601
NET ASSETS		\$981,623	\$628,480
MEMBERS FUNDS			
Retained Surpluses		981,623	628,480
TOTAL MEMBERS FUNDS		\$981,623	\$628,480

The accompanying notes form part of these financial statements.



Freya Toussaint

Freya is a passionate and experienced early childhood educator who has spent the last 10 years working in various roles across the sector. She has a deep understanding of the importance of play in early childhood education and has been instrumental in developing and implementing play-based learning programs across multiple settings.

Freya is a member of the local community and is passionate about supporting and empowering children and their families. She is currently working as a play specialist in a community-based setting, where she is helping children develop their social and emotional skills through play.

Bold, Resilient, Brave, Trusting



CEO's Report

It is a great privilege to work for an organisation with such clear values, purpose and mission. As a family member, it is easy for me to say that the work of CRU changes lives, but these are turbulent and challenging times for the disability community and for organisations like CRU. Every day, we are challenged to keep working as potently as possible for full and meaningful lives for people with disability, while navigating the significant challenges facing people, their families and the sector.

In this report, I hope to reflect on CRU's efforts over the last 12 months to meet our strategic goals.

CRU's Current Strategic Goals

Goal 1 - Ensure CRU's sustainability through maintaining and nurturing existing funding sources while being open to select new opportunities.

CRU is currently funded through two large Information Linkages and Capacity Building (ILC) grants, two ILC grants in consortia, our state government Families for Inclusive Education Project grant, an NDIA Peer Support and Capacity Building Grant, and smaller sources of funding through partnerships.

While these grants provide a generous level of funding for CRU, our capacity to effectively plan our program delivery and workforce has been hampered by the short-term nature of each of those funding programs. In particular, ILC funding has been subject to multiple short-term extensions, with late notification of EOI processes to seek a 6 month and then 12 month extension.

The 2025-2026 year continued to be marked by a busy delivery schedule across our major projects, and uncertain funding. CRU started the year with funding for most projects only confirmed to June 2026 and with our state funding only guaranteed until December 2025.

In early February, CRU was invited to submit an Expression of Interest to extend funding for the ILC grants for 6 months, and then several months later, this became an offer to extend through to June 2026. Prior to that lifeline, there was considerable anxiety about our capacity to offer certainty to our staff because of the lack of information about a replacement program for the ILC program.

In early April, details of the Peer Support and Connections Program were announced with a long lead in period and opportunity to apply for 5 years of funding and 3 years for streams 2 and 3. These grants were submitted just outside this reporting period but consumed considerable time and effort in June 2026!

While the funding extensions were welcomed and will (hopefully!) provide for a smooth transition to the new grants, the reality for our organisation and team is that the drip-fed funding year upon year is deeply destabilising and demoralising. For an organisation which cares about long-term change and leadership, it can also unhelpfully shift our gaze to a 6 or 12 month horizon of ticking off deliverables and a treadmill of promotional deadlines around our events rather than the deep engagement with people, families and communities that we seek. As a team, we regularly reflect on this risk so that we remain vigilant about prioritising relational work and staying true to our mission. The CRU team is gracious and committed under these challenging circumstances.

With reform of both the NDIS and the ILC program, and a change of state government, CRU has been highly conscious of the need to focus efforts on intergovernmental relations, including to build further upon our profile with State Government (outside Education). We know that competition for funding under the Disability Peer Support and Connections Program will be highly competitive and diversification of our funding remains a core priority.

At state level, a 12 month extension to the Families for Inclusive Education Project offered a short-term lifeline through to December 2026 but the promised open tender to secure ongoing funding for several more years did not eventuate. Changes to state government policy (and an increased focus on investment in special schools) has unfortunately meant that this area of work will not be continued. Given the critical role that inclusion in the school years plays in providing that foundation for lifelong inclusion, and the significant impacts of that project, this is deeply disappointing.

CRU was notified of our success in securing funding under the Community Innovation Fund state government grants to work with young people with disability, families and workers to reduce isolation and build greater community connections. We were glad to receive this grant from outside disability funding. This project, From Presence to Contribution, will commence in July-August 2026.

CRU also continues to eagerly await details of the state government approach to Thriving Kids and Foundational Supports more generally and we have been active in seeking meetings to share what we would offer in that space, as well as taking up sector engagement participation to provide input into the design of those approaches.

As noted, in the report from CRU's Chairperson, Intergovernmental Relations has been a significant focus this year. In order to build our profile at both state and federal levels, CRU has sought opportunities to meet with both our local, state and federal members, and has sought meetings with Ministers, ministerial advisors and senior bureaucrats at both state and federal level. CRU worked with an external consultant to design an Intergovernmental Strategy as well as beginning work on a communications strategy to build our profile.

Working through partnerships and collaboration remains a key goal and priority. Our external presentations, partnerships, collaboration and key meetings are listed elsewhere in this report.

While we would have liked to take up many more opportunities to feed into reviews and consultations, CRU did develop a response to the Carer's Act Review. We also sought to nominate Catherine Laherty as an organisational representative for the Queensland Carers' Advisory Committee and we were delighted to receive notification of her appointment.

Evaluating our Work

As part of CRU's commitment to both quality and as a strategy for demonstrating our impact, CRU commits to evaluation.

CRU regularly evaluates our work through a process of reflection and seeking feedback at our events. In late 2025, we also conducted our Biennial Survey and the results of this survey were shared with the Board and team to focus our efforts based on those contributions. We thank everyone who generously contributes to our feedback processes.

In addition, 99 Consulting completed a more comprehensive external evaluation of the Inclusive Councils, Inclusive Communities project.



Goal 2 - Invest in CRU's Fee for Service work to generate a stable independent income for CRU's core functions.

Early in the financial year, CRU determined that we would not be looking to expand our current Fee for Service offerings, but rather that we would focus on CTO as CRU's major "business development" priority.

Many of our more stable Fee for Service offerings are rooted in longer term engagement/partnership e.g. My Home My Way workshops through NACBO, as a project partner in QDN's Sector Engagement and co-design work, and through our partnership with Outback Independent Living (OIL).

CRU has continued to provide Fee for Service offerings and indeed allocates staff positions and time to co-ordinate and deliver Fee for Service events such as training for support workers, and by request presentations and training to organisations and people with disability, families and small teams.

Several factors make it difficult to expand this work to a scale which makes it marketable. We currently lack the internal capacity to respond to the range of niche requests we receive or to develop new content.

Many organisations employing workers find it difficult to cover the costs of releasing and backfilling staff even when they are committed to developing a trained workforce. In a compliance heavy environment, mandatory training can trump values-based training. We also acknowledge our own limits in marketing our offerings. When we run so many funded workshops and events, it is difficult to be also offering Fee for Service workshops at full cost.

Individual families are also feeling nervous about committing funds to training or to other capacity building work – NDIS reforms, new In and Out lists and growing uncertainty has made that more challenging.

Despite these challenges, the contribution made in our Fee for Service area is significant. As a family member, I know the value of having access to the training, professional consultation advice for me as well as our son's support team. Our challenge is to work out how we can structure those offerings to meet both external demand and CRU's organisational needs.

Crucial Training Options (CTO)

For several years, CRU has invested in establishing a Registered Training Organisation, CRUcial Training Options, along with our partner, Staffing Options. The purpose was to provide high-quality registered training – Cert 3 in Individual Support (Disability), First Aid/CPR and other micro-credentials in order to influence the quality of the workforce, providing training which deeply embedded values of the dignity and worth of people with disability and the skills to further social inclusion and belonging. It was also intended to be an income producing stream for the two organisations.

As outlined both in the Chairperson's Report and in the report from the Chair of our Finance Sub-Committee, we have been unsuccessful in accessing funding to offer subsidised training which has impacted our student numbers and profitability. Despite our small "boutique" size, CTO is subject to the same rigorous compliance requirements as larger scale providers offering multiple courses at high student volume. Thus the cost per student is much higher just to meet minimum standards. In 2026, the decision was made not to plan further student intakes at this stage (thus minimising the expenses of trainer and administrative costs) but to maintain CTO's regulatory compliance in the hope of an open funding round. We have decided to take a conservative approach of minimising losses by not offering further courses at this stage, while maintaining the regulatory and compliance responsibilities needed to ensure eligibility for funding, and to be well placed to assess CTO's future.

CRU is deeply grateful to Danielle Mason who held the work of CTO so ably, despite her busy CRU workload and not having an RTO background. Danielle supervised Cath O'Rourke who worked with CTO as co-ordinator until Jan 2026. Danielle was one of our trainers, provided extensive student support, and attended to many compliance and quality improvement tasks. CRU continues to be very appreciative of the partnership with Staffing Options and also input from our Industry Reference Group members.

CRU acknowledges Carol Brosi from Staffing Options who has been a wonderful partner, the 'behind the scenes' team that kept CTO running, and our terrific trainers.

We also offer our congratulations to the participating students – it was a pleasure to support these students to successful completion or substantial progress in their studies. Each cohort brought solid values, rich life

experiences, curiosity and commitment to people with disability – and reminded us of why investing in a quality workforce matters.



Tailored Support (Fee for Service)

CRU's Fee for Service work continued to grow its reach and impact throughout 2025–26, providing tailored workshops, training, mentoring and capacity-building support to organisations, communities and individuals.

Across the year, CRU's Fee for Service activities recorded 515 attendees, with learning opportunities delivered face-to-face and online across metropolitan, regional and rural communities.

Building capability through partnership

CRU continued its collaboration with Outback Independent Living (OIL), delivering workshops across Longreach, Blackall, Winton and Barcaldine and strengthening access to learning opportunities in regional Queensland.

Through the QDN Stakeholder and Co-design Project, CRU contributed to Project Partner meetings and delivered Co-Design Essentials workshops across Queensland and online. This work was complemented by a series of Co-design Leadership Masterclasses exploring preparing well for co-design, storytelling, connecting for influence and developing effective communication styles.

The first Masterclass included presentations on Preparing Well for Co-Design and Telling Your Story Well, presented and facilitated by Ainsley Robertson, Melissa Wanchap and Katrina Irawati Graham.

The second Masterclass, Connecting for Influence & Developing Your Communication Style, included a session designed by Catherine Allen and facilitated by Danielle Mason. A panel on Connecting for Influence brought together Natalie Terry-Bedwell, Salma Khan and long-term disability leader and advocate Donna Best. CRU was delighted to work alongside AMPARO's Inclusive Leadership Network through workshops and the March Masterclass.

Our partnership with NACBO through My Home, My Way also continued, supporting people and families to explore possibilities for creating a home of their own. CRU delivered workshops (face-to-face and online) and follow up conversations.

CRU was also invited by Mable to contribute an article for its new Topic Library on how to make sure your child's education is inclusive. Drawing on CRU's experience in inclusive education, the article was developed during the first half of 2026 and approved in May. It was subsequently [published by Mable in September 2026](#), extending CRU's inclusive education knowledge to a broader audience.

CRU delivered workshops to 105 Local Area Coordinators from Social Futures across Ballina, the Central Coast and Orange, alongside tailored learning opportunities for schools, councils and organisations employing support workers.

Individualised support

Alongside our organisational work, CRU continued to work more deeply with a small number of individuals through tailored one-to-one support.

This included work in Customised Employment, Circles of Support, support worker training and mentoring, and presentation development — responding to individual goals while building skills, confidence and opportunities for greater inclusion.



**2025/26 Impact
at a Glance**



552

ATTENDEES
ACROSS CRU'S
FEE FOR SERVICE
ACTIVITIES.



105

LOCAL AREA
COORDINATORS
PARTICIPATED IN
WORKSHOPS



91

ATTENDEES
MEANINGFUL
WORK FOR YOU IN
TOOWOOMBA



30

WORKSHOPS
AND LEARNING
ACTIVITIES



4

WESTERN
QUEENSLAND
COMMUNITIES
REACHED
THROUGH OIL
(LONGREACH,
BLACKALL, WINTON
AND BARCALTINE).



**ACROSS QLD
& BEYOND**

CRU DELIVERED
LEARNING
OPPORTUNITIES IN
METROPOLITAN,
REGIONAL
AND RURAL
COMMUNITIES.



**INDIVIDUAL
TAILORED
SUPPORT**

ACROSS
CUSTOMISED
EMPLOYMENT,
CIRCLES OF
SUPPORT,
MENTORING
WORKERS AND
PRESENTATION
DEVELOPMENT.

Goal 3 - Ensure a high-quality program of projects and events are available to a broad audience.

CRU's outputs over the past financial year have been numerous and varied. The sheer number of events, the range of targeted locations, the diversity of topics and the strong commitment to quality and working relationally means the work is complex and demanding for our small team.

CRU's work builds knowledge, confidence and connections so people can take action, support one another and shape good lives. This work is funded through specific age cohort targeted work (e.g. Families for Inclusive Education and School to Work) and through other "whole of life" funding.

We must always be vigilant that the busyness of the workload and tight deliverable timelines doesn't compromise our potency and impact. While numbers of events and numbers of attendees rightly matter to our funders, we strive to balance that imperative alongside a focus on relationships, deeper leadership development and network building.

CRU rightly cares about the quality of our work and integrated strategies, including workshops, peer networks, individual conversations, leadership development and resourcing through information resources (print and online).

Peer Support, Capacity Building & Leadership

This section will report on work funded through our **Individual Capacity Building ILC grant and our NDIA funded Shaping Great Lives grant**. Within these funded programs, CRU integrated education, follow-up and leadership development. These strategies supported people with disability, families and allies to build knowledge, confidence, connections and practical skills to imagine what is possible, take action and sustain their efforts to create positive change in their lives and communities. These projects are complementary, while having distinct activities.

Workshops

Through our Individual Capacity Building and Peer Support Capacity Building funding, CRU delivered workshops and events designed to equip people with the information, skills and confidence to claim their rights and take up their rightful place in community.

Face-to-face and online events explored advocacy, genuine inclusion, meaningful work and community contribution, friendships and relationships, succession planning, self-direction and using support well, safeguarding a good life, and understanding and responding well to 'behaviour'.

Based on feedback, succession planning was a particular focus, with workshops in Brisbane and regional Queensland attracting new families to CRU and encouraging people to consider what is needed to sustain a good life, relationships, belonging and support into the future.

A workshop on creating responsive safeguards was co-

designed with a group of people with disabilities and parents.

CRU also brought international perspectives through Norman Kunc and Emma van der Klift's The Right to be Disabled, an online screening of Samuel and Dan Habib's The Ride Ahead, and Dr Angela Amado's workshop on creating and nurturing genuine friendships.

Peer Support & Connection

Peer initiatives provided opportunities for people with disability, families and allies to share experiences, explore ideas and learn from one another.

Peer learning explored:

Disability rights & representation • Home • Customised Employment • Building effective support teams • Succession Planning • Positive vision • Friendships & relationships • Life after school

Activities included follow-up conversations after CRU events to give people an opportunity to unpack what they had heard, including on succession planning and a session facilitated by Lorna Hallahan based on her conference presentation 'For Sale in a Market'. CRU facilitated Customised Employment peer groups, a four-session series on building and maintaining effective teams, drop-in sessions on creating a positive vision, discussions on having a home of one's own, and a community dinner focused on friendships and relationships. CRU also contributed guest presentations to other peer groups.

Importantly, connections between people who met through CRU continued independently. People who met through Succession Planning workshops established their own WhatsApp groups, while other parents made plans to continue meeting and supporting one another—demonstrating peer support in action.

Individual Information & Support

CRU provided individual conversations and consultations to people with disability, families and workers, offering information, a sounding board and opportunities to explore how ideas could be applied to individual circumstances.

Topics included succession planning, home and individualised living, life transitions, employment, decision-making, Circles of Support, advocacy and service quality. Individual leaders were also mentored, resourced and connected with people and opportunities to strengthen their confidence and ability to take action.

Leadership & Learning

In addition to co-design and creating opportunities for

people with disability and family members to present for CRU and share their stories, CRU continued to invest in Social Role Valorisation for people with disabilities and families. The two-day Towards a Better Life: Exploring Social Role Valorisation equipped family members and people with disability with a robust framework for understanding social devaluation, and practical and grounded ways to use valued social roles as a mechanism for community inclusion, belonging and contribution.

People with disability and family members were supported to participate in learning and leadership opportunities beyond Queensland, including Imagine More's Imagining Home Conference and Family Advocacy's Stronger Together: Working to Shape an Inclusive Society, connecting people with new ideas, experiences and networks.

"The stories of other young adults moving into their own home were totally inspirational... it really opened my eyes to what is possible."

The family member also described the experience as helping their son build confidence and greater ownership of his own journey.

2025/26 Impact at a Glance



632

WORKSHOP
PARTICIPATIONS



164

CONSULTATIONS



155

PEER INITIATIVE
PARTICIPATIONS



18

WORKSHOPS
DELIVERED



24

PEER EVENTS



16

TOWARDS A
BETTER LIFE
PARTICIPANTS

Families for Inclusive Education

CRU continued to support inclusive education primarily through Families for Inclusive Education (FFIE), funded by the Queensland Department of Education, though this was also picked up in other funded work. The work of this project supports parents and families to deepen their understanding of inclusive education and to develop the skills to pursue genuine inclusion and belonging at their local school.

Workshop Delivery

Between July and December 2025, CRU delivered full-day face-to-face Inclusion and Belonging at the Local School: The Parent Advocacy Toolkit workshops in Mackay, Mount Isa, Ipswich and Brisbane. This workshop enabled parents and families to build a vision for inclusion at school, learn about rights and supports and to develop practical strategies for engaging confidently with schools.

Alongside the face-to-face workshops a series of four online workshops were also delivered between July and December 2025, including a new workshop supporting families preparing for the transition to secondary school. CRU's extensive range of inclusive education resources, continued to be distributed at these workshops and across other CRU events.

Peer Support & Connection

Peer support remained an important element of CRU's inclusive education work. By June 2026, the Queensland-wide, family inclusive education peer support network had grown to more than 90 members.

A highlight of this reporting period was the two-day Peer Support Training Event held in October 2025. This event brought together parents from across Queensland, including regional and remote communities. A parent-

panel was a feature of this event with several parent leaders sharing their insights into the value of peer support. This event strengthened participants' skills and connections as local contacts and supporters of inclusive education.

CRU continued to work closely with AMPARO Advocacy, providing consultations for families and Inclusive Education Presentations for their Multicultural Engagement Officers and Advocates.

Responding to Change

In late 2025, project deliverables were revised by the funder, meaning face-to-face and online workshops could no longer be offered from January 2026. This reduced opportunities for families across Queensland to access the learning and connections previously available through the project.

Throughout 2025–26, CRU's FFIE project continued to provide one-to-one consultations and opportunities for parents to connect through peer support. The continuation of this service has ensured families have been able to continue to access information, guidance and connection to local support as they navigated their child's inclusive education.

Participant Voice

"Grounding yourself in a positive vision for your child's life is so important. It becomes our compass. The workshop strikes a balance between policy and the reality that many families encounter."



2025/26 Impact at a Glance



8

WORKSHOPS
DELIVERED



2 Day

PEER SUPPORT
TRAINING.
33 ATTENDEES



122

INDIVIDUAL
CONSULTATIONS
WITH FAMILY
AND EDUCATORS



4

FACE TO FACE
WORKSHOPS
INCLUDES THE
FFIE PEER 2
DAY EVENT



282

WORKSHOP
REGISTRATIONS



4

ONLINE
WORKSHOPS



158

ATTENDEES



School to Work

Through the School to Work project, CRU continued to support families of young people with disability to explore and pursue meaningful employment opportunities. This is funded by the Australian Government Department of Health, Disability and Ageing through a consortia with Family Advocacy and Imagine More.

Online Learning

Throughout July 2025 to June 2026, CRU provided a range of learning opportunities for families, supporters, workers and professionals.

Activities included four online webinars for families and supporters, as well as one online workshop for school staff and professionals. Each session extended attendees' knowledge and skills in helping young people find and keep employment suited to their interests and where they can make a valuable contribution.

Between April and June, CRU hosted a Comprehensive Customised Employment Course, funded through the School to Work project. This was presented by US experts from Marc Gold and Associates. The 40-hour course consisted of 8 sessions over 10 weeks, attended by 22 learners consisting of family members, supporters and professionals. 16 of the attendees were previous attendees of CRU activities relating to inclusion and employment, demonstrating how people can continue building their knowledge and skills through deeper learning opportunities.

In-person events

A highlight of the year was the Employment Forum, Discovering Possibility: How Customised Employment Opens Doors. This event was held in February and was attended by family members, supporters, workers and professionals. Facilitating the day were US-based Customised Employment experts Therese Fimian and Randy Dicks from Marc Gold & Associates. Anna Coventry also contributed a family perspective, representing her son Will Coventry and sharing their experience of the journey towards employment.

This forum was followed by a full-day, invitation-only leadership event for families where attendees had the opportunity to learn in more detail from Therese and Randy. This leadership day enabled attendees to explore Customised Employment in greater depth, to connect with others and take part in practical observational activities designed to strengthen job development skills.

Peer Support

Peer learning relating to finding a job remained a key element of CRU's work. An invitation-only Peer Support Training Day was held in October 2025. At this event young people with disability and family members shared their experiences of employment in various mainstream settings. CRU facilitator Nellie Godwin-Welch also shared her insights in providing employment support.

Families also continued connecting across other project events, providing opportunities to exchange ideas, reinforce learning and support one another as they worked towards meaningful employment.

Individual Support

During the year CRU responded to individual enquiries from families seeking information about employment. These individual information requests ranged from brief questions to more detailed conversations about challenges young people were experiencing in finding or maintaining inclusive employment.

Resources

CRU developed and shared resources to extend learning beyond individual events.

The Everyone Can Work video featured people with disability of different ages participating in inclusive employment, microbusiness and work experience. Four webinars were also recorded and made available online, while employment factsheets were brought together into a practical booklet.





2025/26 Impact at a Glance



10

WORKSHOPS
DELIVERED



281

ATTENDEES



7

ONLINE
WORKSHOPS



3

FACE TO FACE
WORKSHOPS

Inclusive Councils, Inclusive Communities

CRU's Inclusive Councils, Inclusive Communities project works with regional and remote councils and community groups to strengthen their capacity to include people with disability as valued and contributing members of community.

The project was funded by the Australian Government Department of Health, Disability and Ageing through an Information, Linkages and Capacity Building – Social and Community Participation (ILC-SCP) grant.

Workshop Delivery

Between September 2025 and May 2026, our Disability Awareness Training *Welcoming People Well*, was delivered 17 times across 13 local government areas, extending the project's reach from eight areas in the previous year.

The project broadened its focus beyond council staff to include local businesses, community organisations, disability service providers and other community members. Alongside workshops, CRU connected with local people and organisations through community conversations and expos.

Across the year, 99 people participated in workshops, with 149 direct contacts made through workshops, community conversations and expo engagement.

Resource Development

CRU developed a range of practical resources, brought together on the new Inclusive Communities webpage. Co-designers Danial Read, Carly Meyer, Tauri Simone and Jo Lynam contributed their experience and perspectives throughout the development of the webpage and its resources.

A new Disability Awareness Training e-learning module was also developed, providing a flexible way for councils, community organisations and others to engage with key learnings from the project.

People with disability were central to the project's storytelling. Tim Schulz, Dale Speed, Kassidy Pitt, Phillip Crispin, Sarah Bimrose and Myrtle Cleary contributed six written stories with photographs.

Danial Read, Daisy Walton, Steven Elliott and Violet Quinn shared their experiences through four individual video stories, which also contributed to a fifth compilation video in the Inclusion – Our Stories series. Breanna Swan, a young woman with disability, also contributed behind the camera to help capture one of the stories.

Partnerships

Partnerships helped CRU connect with regional and remote communities and ensured the project remained locally relevant. CRU worked with organisations including the NDIA Engagement Team, Carers Queensland, Outback Independent Living, Isolated Children's Parents' Association, CheckUP, Queenslanders with Disability Network, Western Queensland Primary Health Network, People with Disability Australia and the Queensland Alliance for Mental Health.

Evaluation

An independent evaluation by 99 Consulting found the workshops strengthened participants' understanding of disability and inclusion, increased confidence in communicating with people with disability and encouraged practical action.

Importantly, longer-term changes were also reported, including improvements to physical infrastructure, programming and local relationships to better meet the needs of people with disability.

With funding extended for a further 12 months, CRU will build on this learning and continue expanding the project's reach across regional and remote Queensland.

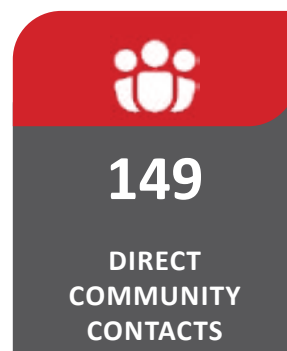
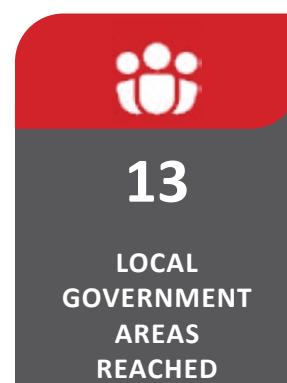
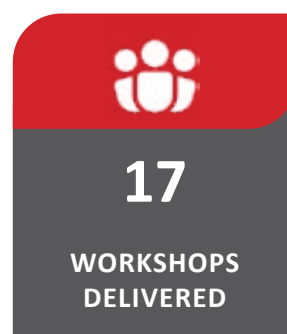




Inclusive Councils, Inclusive Communities Workshops

Local Government Area	Location
Balonne Shire Council	St George
Banana Shire Council	Biloela
	Moura
Barcaldine Regional Council	Barcaldine
Blackall-Tambo	Blackall
Boulia Shire Council	Boulia
Central Highlands Regional Council	Blackwater
	Emerald
Gladstone Regional Council	Gladstone (1)
	Gladstone (2)
	Agnes Water
Longreach Regional Council	Longreach
	Longreach expo
Maranoa Regional Council	Roma
Murweh Shire Council	Charleville
Paroo Shire Council	Cunnamulla
Quilpie Shire Council	Quilpie
Winton Shire Council	Winton

2025/26 Impact at a Glance







Resources

Throughout 2025–26, CRU continued to expand its digital resources and online presence, making information, practical ideas and learning more accessible to people with disability, families, allies and workers across Queensland and beyond.

Through videos, photography, podcasts, websites and social media, CRU shared knowledge, highlighted lived experience and demonstrated what is possible when people with disability have opportunities to participate, contribute and belong.

Videos and Recorded Learning

CRU continued to develop and share videos and recorded presentations, extending access to valuable learning beyond workshops and events.

Thirteen presentations from the Building Capacity for Lifelong Inclusion conference were released online, receiving more than 2,733 views. CRU also recorded 16 workshops, webinars and peer support sessions, and made two previously paid Video-on-Demand resources freely available through YouTube.

Two advocacy videos featuring Dr Michael Kendrick explored the principles and approaches that support effective advocacy, attracting more than 430 views.

The Everyone Can Work video showcased 35 people with disability in mainstream employment, micro-enterprises and work experience. Through real-life examples, the video highlights the contributions people can make when opportunities and the right support are available. It received 4,212 views.

Across YouTube and Vimeo, CRU recorded 10,807 views and 691 hours of watch time.

Sharing Stories of Inclusion

CRU continued to capture and share authentic stories and images of people with disability living full and meaningful lives.

Twelve photography sessions, alongside contributions from supporters and allies, expanded CRU's collection of images highlighting friendships, family life, education, employment, community participation and personal interests.

Video storytelling also progressed through Inclusive Communities – Our Stories, featuring experiences of inclusion and belonging in rural and remote Queensland,

and The Work in Belonging, exploring how people build stronger connections and more inclusive communities.

These stories help challenge assumptions and promote positive representations of people with disability.

Websites and Online Resources

CRU continued to improve its websites, focusing on accessibility, navigation, security and making information easier to find.

The CRU website recorded 54,600 views, with updates including the Inclusive Communities Resource page, redesigned video resources and recorded conference presentations.

The Good Life website received 3,300 views, alongside a homepage redesign and accessibility audit.

CRU also supported partner and affiliate websites, including NACBO, Dr Michael Kendrick and OISD, through website development, hosting and maintenance.

Across CRU and supported websites, 61,919 views were recorded.

Connecting with Our Community

Social media continued to extend the reach of CRU's resources, events and stories.

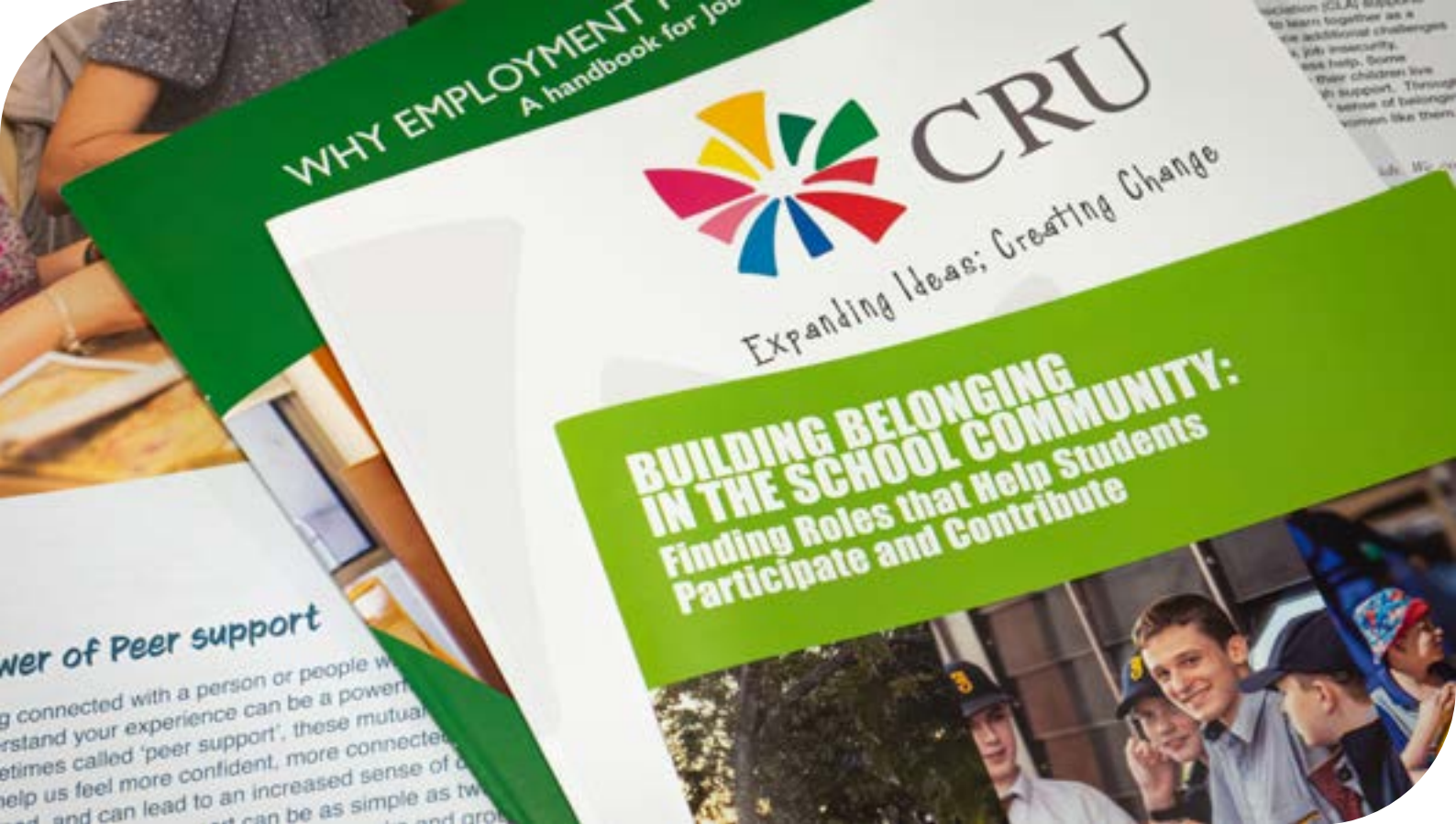
Facebook recorded 417,580 views and welcomed 405 new followers, representing 8.7% audience growth. Instagram recorded 26,808 views.

The CRUcial Conversations podcast remained accessible through updated hosting platforms, recording 178 downloads from 159 listeners.

Together, these platforms helped CRU share ideas, promote inclusion and connect with people across Queensland and beyond.

Physical resources continue to be distributed through our workshops and individual consultations. These include workbooks, factsheets, CRUcial times and many other publications.

CRU continues to operate our bookshop but total sales numbers are low.



417,580

FACEBOOK
VIEWS



61,919

WEBSITE
VIEWS ACROSS
CRU AND
SUPPORTED
SITES



26,808

INSTAGRAM
VIEWS



10,807

YOUTUBE AND
VIMEO VIEWS



4,212

EVERYONE
CAN WORK
VIDEO VIEWS



691

HOURS OF
VIDEO
WATCH TIME



405

NEW
FACEBOOK
FOLLOWERS



178

PODCAST
DOWNLOADS



35

PEOPLE
FEATURED IN
EVERYONE
CAN WORK



12

PHOTOGRAPHY
SESSIONS

2025/26 Impact at a Glance

Presentations and Consultations by Invitation

Alongside its regular day to day activities, CRU is regularly invited to present at events and forums, participate in consultations and provide feedback. These opportunities allow us to share our knowledge and insights, contribute to important conversations and connect with others working towards more inclusive communities.

CRU has presented and participated at:

- **Amparo Advocacy** - CRU provided support in establishing the 'Young Person's Inclusion Project'
- **Centre of Inclusive Employment (CIE)** - As a member of NACBO CRU contributed in the development of resources for CIE
- **Summer Foundation** - Individual Living Arrangement Summit (Canberra)
- **Isolated Children's Parents' Association (ICPA)** - Continued collaboration and information sharing
- **Queensland University of Technology (QUT)** - Centre for Inclusive Education (C4IE) - CRU staff and peer support parents attended Student Voice - Inclusive Education Shaping Life After School - National conference
- **Queensland University of Technology (QUT)** - Social Labs Research Participation hosted by Dr Glenys Mann - participated in research with a focus on parent-school partnerships
- **Youth Justice and Disability Practice Team (Queensland Government)** - Meeting to share work of CRU
- **Mable** - CRU provided an article titled How to ensure your child's Inclusive Education
- **National Centre for Excellence in Intellectual Disability Health (NCEIDH)** - advisory group member for development of Our Health Space
- **Health Consumers Qld Forum** - CRU staff participated as members of a panel
- **Standing Up For You (SUFY)** - Professional Development Session, Inclusive Education with Advocates
- **Queensland Department of Education** - CRU presented for Behaviour Specialists. CRU also participated in information sharing with both the Department's Parent Liaison Service and the Enrolment Navigators Team
- **Empower Autism** - Sharing information about CRU's work with inclusive employment and the School to Work project
- **Right to Learn Campaign's Virtual Town Hall**
- **Windsor Group** - Presentation on Inclusive Employment.

Networking meetings and visitors included

- Intellectual Disability Health Roundtable
- Disability Ministerial Roundtable
- Foundational Supports Sensemaking Workshop
- Dr Barbara O'Shea (local State member)
- Renee Coffey (local Federal Member)
- Meetings with Down Syndrome and Intellectual Disability Queensland, Down Syndrome Australia, Parent to Parent, Mob 4 Mob, Amparo Advocacy, QUT Centre for Inclusive Education, QCOSS, Basic Rights Queensland, DCAMS and many other valued colleagues
- State and Federal Government representatives including MPs and Ministerial Advisers.



Goal 4 - Sustain a knowledgeable, clear, committed and consistent team including staff, Board and membership.

This year, CRU has continued to invest in the knowledge and skills of the staff, Board and membership, and maintaining a positive organisational culture.

Many of CRU's conversations this year have focused on how we can increase the level of diversity across our staff, Board, stewardship group and also ensure our relevance to new audiences - younger people with disability and families, people and families from CALD backgrounds, First Nations people and their families, and also members of the LGBTQIA+ community.

This emphasis has seen us actively seek training on Cultural Awareness training with Amparo Advocacy and Cultural Safety and First Nations history, current experiences and cultural ways of knowing.

CRU engages many external contractors who make a valuable contribution to CRU.

One such person, Jon Eastgate of 99 Consulting, worked alongside CRU for more than 15 years! Over that time, Jon took on many roles, including help to develop our policies and procedures, conducting our biennial survey, program evaluation, and facilitating CRU's Strategic and Operational Planning and Stewardship Group meetings. We wish Jon a happy retirement and thank him for the long relationship and these many contributions.

Staffing and Staff Development

In July 2025, CRU farewellled long term CRU CEO, Margaret Rodgers. With a long tenure at CRU as CEO and two previous stints of employment, as well as a history stretching back to the Search conference which seeded the idea of a "CRU", Marg's contribution to CRU has been immense.

As leader, Marg oversaw a period of significant change and disruption. The introduction of the NDIS, while greatly welcomed, had many flow on impacts for organisations like CRU. Marg was a wise and tenacious leader during this time. She saw opportunities and positioned CRU well – developing partnerships to undertake Participant Readiness Activities at a state level and also investing in a National Alliance of Capacity Building Organisations. She invested in leadership and partnerships including the Disability Leadership Project which produced a new generation of family leaders, the Anne Cross Leadership Initiative which allowed CRU to produce high quality and timeless resources.

Marg was a leader who never wanted to be away from the people CRU served – she made time for the people and families who sought out her counsel and she made time for her team. She embedded the values and spirit of CRU's work very deeply into the organization. Marg was publicly farewellled in July 2025 by a large constituency of staff and board, former staff and Board members, stewardship group members, people with disability and families, allied professionals, and others whose lives were enriched by her work and unwavering commitment to good lives.

In this year, Senior Facilitator, Danielle Mason, also resigned from CRU (although her last day fell in the 2026-2027 financial year). Danielle had worked for CRU for over 10 years (interrupted by brief stints of parental leave) and was an exceptional leader within CRU's team and also influential in the sector. Danielle took on an outstanding workload in the 2025-2026 year, overseeing the Inclusive Councils, Inclusive Communities Work, CRU's Fee for Service efforts, acting as Manager of CTO, co-ordinating CRU's Quality Systems work and taking on many other leadership and management responsibilities.

Danielle was highly valued within the leadership team, and her team appreciated her as a warm and supportive coach and mentor. Her commitment to quality work was outstanding and her strong values, highly effective collaboration skills and long term knowledge of CRU were a great asset.

CRU's Finance and Administration Manager, Trudy Ganderton sadly left in October 2025. At the end of the 2026 financial year, CRU prepared to farewell Jess Rodgers from our admin team. Sabrina Stokes who had worked at CRU briefly reluctantly resigned and Beck Altaffer who was working casually for CRU stepped back from ongoing hours. All of these departing team members brought significant gifts and strengths to the CRU team and their warmth, efficiency, humour and commitment to CRU were greatly valued.

CRU continues to believe in a recycling policy and both Marg, Sabrina and Beck all took on work with CRU or CTO within the financial year.

To meet increased work demands, we recruited a number of new staff who all bring diverse skills and life experiences, but this growth also creates a workload in induction and supervision.

CRU experienced significant recruitment activity throughout the 2025-2026 financial year to bridge gaps and to support growth and evolving operational needs, with 48% of our current team commencing with CRU since July 2025.

The team grew to 23 employees, representing 12 FTE. Despite the departure of some long term staff members, retention remained a key organisational strength for CRU. Of the 52% of staff working at CRU for the duration of 2025-2026, an average employee tenure of six years was maintained. This balance of workforce growth and long-term employee commitment reflects a positive workplace culture, strong employee engagement, and the organisation's ability to attract and retain talented people. Sustained retention has also helped preserve organisational knowledge, maintain service continuity, and provide a stable foundation for continued growth.

CRU relies on a number of casuals and contractors to have the statewide reach and flexible staffing that we require. This year, Bronwyn Moloney, Sue Duncan-Kemp, Jenny Smith and Dan Read have presented for CRU in our Inclusive Councils Inclusive Communities Project, and in other fee for service work.

When Trudy Ganderton resigned, we took the opportunity to review the structure of these roles based on an analysis of the workload, we again separated out the office management and finance functions and created the role of Operations Manager with more resources and key responsibilities. This has provided us with an additional 3 days of back of house capacity which has been greatly needed. In late 2025, while recruiting for an Operations Manager, Erin Gettings was engaged through the Windsor Group and did a wonderful job of overseeing many pieces in our Operations and Administration areas. Bill Kyle returned as Finance Officer in October 2025, and Laura Mugaba was appointed in January 2026 as Operations Manager.

In late 2025, we also created a new part-time role of Promotions and Marketing Co-ordinator, with Naish Nand stepping into that role. We were also able to offer increased hours to a number of staff to address our shortfalls.

We acknowledge the contribution of Natalie Wright who volunteered over several months in 2025 and made a significant impact on our Quality Systems work, particularly our internal audits and continuous improvement.

Professional Development and Training

Over the past 12 months, CRU staff accessed professional development both in house and through attending external professional development, training or conferences.

Catherine Laherty was supported to attend the Global Leadership Exchange, previously IIDL, in Canada in June 2026 with a focus on family leadership.

CRU's Leadership Team accessed Training on Team Management Systems with Catherine Allen.

Our internal team training included sessions on:

- Sessions on workshop facilitation by Jane Sherwin
- Cultural Competence presented by Amparo Advocacy
- Trauma Informed Practice presented by Chris Pye
- Co-Design Principles and Practice presented by CRU staff
- Circle Work and Cultural Action Plan with Aunty Fiona Bobongie

Staff also attended the following conferences and training events:

- QUT Centre for Inclusive Education –Student Voice – Inclusive Education Shaping Life After School – National Conference.
- QCOSS conference
- Collaborative Proactive Solutions Advanced Training presented by Dr Ross Green/Illume Learning
- Illume Learning Online Summit
- Imagine More conference – Imagine Home
- Family Advocacy Stronger Together: Working to Shape an Inclusive Society
- QDN State Conference
- Project Management Day of Service
- Paxton Hall NFP Breakfast
- NFP briefing Counsel House
- Project Management Day of Service.



Reconciliation Action Plan (RAP)

This year CRU decided to begin the process of drafting a Reconciliation Action Plan through a first stage Reflect RAP.

A Reflect RAP will assist CRU to engage meaningfully in reconciliation by increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. Developing a RAP is a public commitment to reconciliation. It will ensure implementation of RAP goals and ensure intentions turn into action.

Through this RAP, CRU hopes to strengthen our commitment to justice and self-determination for First Nations people, develop stronger relationships with the Aboriginal and Torres Strait Islander communities across Queensland.

We plan to deepen our commitment to cultural competence and safety and increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.

At this stage, a small sub-committee is meeting to map existing relationships, oversee outreach and awareness raising for staff and board, and note and implement improvement activities.

We aim to develop more inclusive recruitment both through statements on our recruitment materials and also through distributing through First Nations outlets. As well as scheduling Team Building with Aunty Fi Bobongie to expose staff to First Nations processes and wisdom, half of the team began enrolment access to Culturally Safe Trauma Informed Training – Billabongs of Knowledge – with the Seedling Group.

The sub-committee has promoted cultural events of significance – NAIDOC, and also organized a social outing to GOMA to view the acclaimed Kith and Kin exhibition.





The image [which captures CRU] for me is a guide rail that helps one make a steep ascent. I only hold it when and where I need it. But without it one cannot make the ascent.

CRU Testimonial

Our Year in Photos



Building Friendships with Dr Angela Amado Workshop.



Inclusion in Everyday Places Workshop.



Advocacy Workshop in Toowoomba.



Cooper working in the office.



Kyla managing I.T systems at the 2025 AGM.



Freya's 10 Year Business Anniversary.



FFIE Peer Support Event.



Mob4Mob Visit at the CRU Office.



CRU's Office Christmas Party.



Marg Rodgers Farewell.



S2W Customised Employment Event.



CRU Christmas Dinner with Bill and Naish.



The Ride Ahead Movie Screening.



Spring Office Celebration.

CEO's Conclusion

CRU's people are without doubt our greatest asset. They bring unwavering values and every single member of the team is committed to producing work of high and consistent quality. It is a joy to work with such a talented and committed team of people. It is also a great privilege to do such important work alongside people with disability, families and communities. We are grateful for the many committed friends and allies who accompany us in that work.

After almost a full year back at CRU and in the CEO role, I have been reflecting both on the absolute value of the CRUs of this world, and all of the ways the pressures faced by people with disability and families are also experienced by us at CRU (not to mention how many of us are also living many of the stresses ourselves as people with lived experience!).

The past year has brought significant uncertainty, especially in the NDIS space, and deep concern on the cuts to Social and Community Participation and other supports (which were proposed in this reporting period but only legislated past June 2026). Many of the foundations of the NDIS feel much more fragile, and at a state level there is still no certainty about the roll out of Thriving Kids. Despite all of the evidence and efforts of the disability rights community in sharing their experiences during the Disability Royal Commission, we have seen little collective memory of those findings or concrete actions. Instead, we have seen increasing investment in segregation, especially in the building of new Special Schools, and small personalised services and even self-management, are also more fragile.

For CRU, there has also been a shifting funding cliff, high workloads (unreasonably so at times), and the challenge of reaching our intended audience when many feel fearful, demoralised and burnt out.

We do believe that CRU's messages are more important than ever and that what we can offer is not just "hope" but solidarity - being part of a movement that is clear on its values and purpose, knows its past, and offers concrete strategies to keep clinging to what makes a difference.

Our challenge is to stay on course and not let the obstacles steer us too far off our path. This will be made possible when we refocus on relationships and community, remember all that is good and timeless and true and keep believing that more is possible for people with disability and their families.

Recently I was reminded of the quote by Anne Lamott:

"Hope begins in the dark, the stubborn hope that if you just show up and try to do the right thing, the dawn will come. You wait and watch and work: you don't give up."

CRU's work reflects this type of stubborn hope and I am deeply grateful to our highly committed team, Board, and all of our allies and supporters who contribute to this work of hope. Much of what makes a difference in CRU's work happens "behind the scenes" but all of it is seen and valued.

I truly believe that all of these collective efforts make a difference – every small conversation, every act of welcome, care and solidarity, every generous sharing of personal experience - and they are part of calling a new world into existence.

And in not giving up, we are confident that the dawn WILL come, and we will see people with disability take their rightful place as valued citizens in the heart of inclusive communities.



DR LISA BRIDLE
CHIEF EXECUTIVE OFFICER
2025-26





Our Funders

CRU thanks the following bodies for funding our services:

Australian Government - Department of Health, Disability and Ageing

Australian Government - Department of Social Services

National Disability Insurance Agency

Queensland Government - Department of Education

Memberships, Accreditations and Partnerships



National Alliance of Capacity Building Organisations (NACBO)

CRU is a member of NACBO, a national alliance supporting people with disability and their families to build knowledge, confidence and leadership for inclusive lives.



Member organisations:



HDAA Australia

CRU is certified to the AS/NZS ISO 9001:2015 Quality Management Systems standard, reflecting our commitment to quality and continuous improvement.



Crucial Training Options (CTO)

CRU is a joint venture partner in CTO, a Registered Training Organisation delivering disability support training.



Australian Coalition for Inclusive Education (ACIE)

CRU is a member of ACIE, a national coalition advocating for inclusive education for students with disability.





**Thank you for coming
out and providing
such an insightful and
important opportunity!
This workshop
definitely showed me a
deeper depth of reality
than I had known
before. Your visit was
not wasted.**

CRU Testimonial

Our Board of Directors

CRU is guided by a dedicated volunteer Board of Directors whose members give their time, skills and experience to support our organisation.

The CRU Board is made up of people from a range of personal and professional backgrounds who are committed to CRU's work and vision. Board members are nominated by CRU members, helping to bring together a range of skills, experience and perspectives to guide the organisation. The board guides CRU's direction, ensure good governance and help steer the organisation with care, integrity and a deep commitment to inclusion.

Our Board works closely with the CEO and staff team to make sure CRU stays strong, focused and effective in building inclusive communities where people with disability, their families and supporters can belong, participate and thrive.

At our 2025 AGM, the following Directors were appointed.



LEANNE BURKE - DIRECTOR

Appointed: October 2025

Leanne is a dedicated Board member with experience in community services and advocacy. She supports CRU's work by offering strategic insight and helping build strong partnerships. Leanne's commitment to inclusive communities helps shape CRU's direction and governance.



ANNA COVENTRY - DIRECTOR (incoming)

Appointed: October 2025

Anna contributes her professional skills and sector knowledge to CRU's Board. She helps ensure CRU's programs and activities align with best practice and community needs. Anna brings a thoughtful and practical perspective to discussions and decision-making.



ANNE LEAHY - DIRECTOR

Appointed: October 2025

Anne serves on the CRU Board with a strong interest in governance and community impact. She adds depth to Board conversations and supports CRU's goals by championing good practice in planning and organisational oversight.



JOSEY MCMAHON - CHAIRPERSON

Appointed: October 2025

Josey brings strong leadership and governance experience to CRU. As Chairperson, she guides the Board's direction and supports CRU's work in strengthening inclusion for people with disability and their families. Josey helps ensure CRU stays focused on its mission, values and long-term impact.



MATT STONE - SECRETARY AND FINANCE CHAIR

Appointed: October 2025

Matt brings a broad understanding of community development and organisational leadership to the Board. He plays an important role in helping CRU think strategically about partnerships, growth and sustained impact for people with disability and their families.

Stewardship Group Committee

Established over a decade ago, CRU's Stewardship Group was formed to strengthen governance by supporting the Board in its consideration of the key issues shaping CRU's work and long-term direction.

The Group plays an important safeguarding and advisory role, providing informed guidance on matters that impact CRU, the people it supports and the broader community. The group met regularly throughout the year and worked closely with the Board of Directors, who also attend Stewardship Group meetings.

Members of the Stewardship Group are appointed by the Board and bring a strong mix of experience, skills and knowledge. They have a deep connection to CRU, lived experience of disability, and a shared commitment to supporting full and inclusive lives for people with disability.

CRU sincerely thanks the members of the Stewardship Group for their voluntary contribution, insight and dedication. Their stewardship plays a vital role in strengthening CRU's governance and safeguarding its purpose and values.

Stewardship Group Members

Lyn Farrell

Tania Lawrie

Hazel Lloyd

Bobby Noone

Pam Spelling

Karin Brady

Tony Swords



Leadership Team

CRU is supported by a committed and experienced Leadership Team who guide our day-to-day work and strategic direction. This team brings a strong mix of professional expertise, lived experience and deep knowledge of the disability and community sector.

The leadership team works closely with staff, partners and the Board to ensure CRU delivers high-quality, inclusive programs that reflect our values and purpose.

Their leadership helps CRU stay focused, responsive and grounded in the voices of people with disability and their families, while continuing to build strong communities and positive change.



DR LISA BRIDLE - CHIEF EXECUTIVE OFFICER (incoming)
Appointed: July 2025

Dr Lisa Bridle is CRU's Chief Executive Officer, bringing extensive experience as a social worker, advocate and family member of a person with disability. With a long history with CRU, Lisa returned in mid-2025 to lead the organisation into its next chapter. Her leadership is grounded in inclusion and the belief that people can achieve meaningful change when encouraged to dream big, equipped with useful ideas and supported to take action in their lives and communities.



LINDIE BRENGMAN - SENIOR FACILITATOR

Lindie Brengman is a Senior Facilitator at CRU, joining the organisation in 2019 through the Families for Inclusive Education project. An Occupational Therapist and parent of four, including a teenager with disability, Lindie brings professional and lived experience to her work. A founding member of the Queensland Collective for Inclusive Education, she has presented and written about inclusive practice and enjoys connecting with families and sharing practical strategies that help people imagine and build inclusive lives.



BILL KYLE - FINANCE OFFICER (incoming)

Bill Kyle returned to CRU as Finance Officer in September 2025, having previously held the role for around six years. He brings nearly 40 years of experience managing finances for small to medium not-for-profit organisations, particularly those focused on social justice. Bill has held senior finance roles at QAI, Youth Advocacy Centre and Caxton Legal Centre. He has also provided financial consultancy services to various organisations, specialising in audit preparation and budgeting.



CATHERINE LAHERTY - SENIOR FACILITATOR

Catherine Laherty joined CRU in 2015 and is a Senior Facilitator with a strong commitment to social inclusion and community. With a background in organisations focused on social change, Catherine is passionate about supporting people with disability to be included and valued in their communities. As a sister to three brothers, one of whom has a disability, she also brings personal insight to her work and believes everyone should have the opportunity to enjoy the good things in life.



DANIELLE MASON - SENIOR FACILITATOR

Danielle Mason is a Senior Facilitator at CRU, leading projects including Inclusive Councils, Inclusive Communities and My Home, My Way, alongside CRU's fee for service work. With a background in psychology and disability support, Danielle's work is strongly influenced by Social Role Valorisation (SRV) and its focus on supporting people with disability to live good, ordinary lives. Danielle is an accredited SRV teacher and a committee member of the Values in Action Association.



LAURA MUGABA - OPERATIONS MANAGER (incoming)

Laura Mugaba joined CRU as Operations Manager in January 2026, bringing 18 years of experience in human services, including 10 years focused on disability. With qualifications in psychology and project management, Laura has held leadership roles across service delivery, quality, compliance and strategy. She works to strengthen CRU's people, processes and systems, helping turn strategy into action and build a culture that recognises the value of people with disability and their contribution to community.



MARGARET RODGERS - CHIEF EXECUTIVE OFFICER (outgoing)



TRUDY GANDERTON - FINANCE AND ADMINISTRATION MANAGER (outgoing)

Staff, Volunteers and Presenters



Our people are at the heart of CRU. Thank you to every staff member, volunteer, Co-designer and presenter for your passion, dedication and commitment to creating more inclusive communities.

CEO, Margaret Rodgers
(*outgoing*)
CEO, Lisa Bridle* (*incoming*)

Facilitators

Lindie Brengman*
Katrina Dunks*
Meegan Hardaker
Diana Kerr*
Catherine Laherty*
Deb McNair*
Dianne Mandeville*
Danielle Mason
Shalee Gregson-Quinn*
Ainsley Robertson*
Sabrina Stokes
Veronica Wain*
Nellie Godwin-Welch*

Administration

Tracey Foley
Cooper Hennessy**
Hazel Lloyd*
Laura Mugaba
Naish Nand
Kyla Ranger
Jessica Rodgers
Emily Thompson

Finance

Trudy Ganderton*
Bill Kyle
Jen Upton

Volunteer

Natalie Wright

Presenters and Contributors

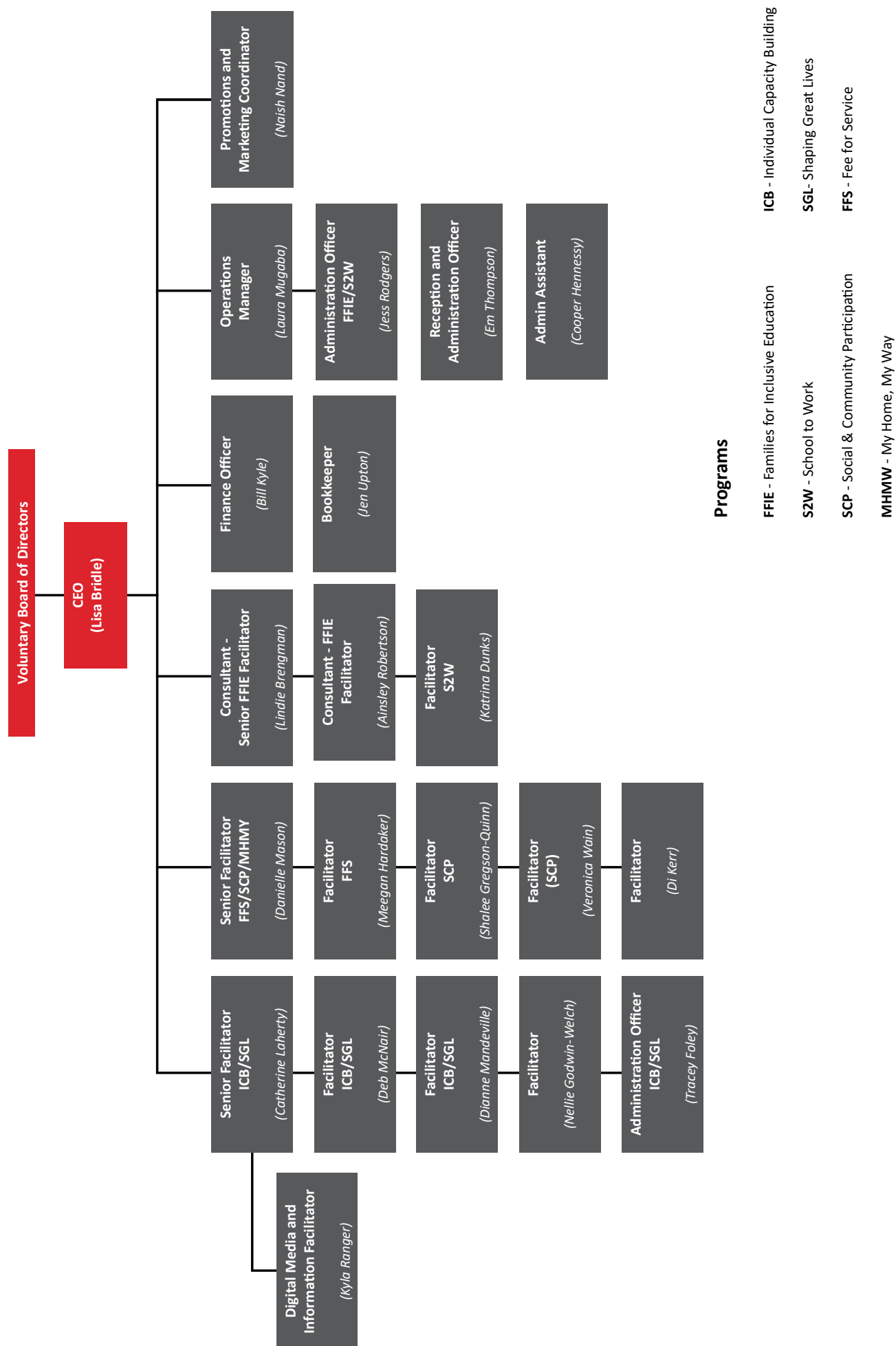
Catherine Allen
Rebecca Altaffer
Dr Angela Amado
Nic Balchin*
Neil Barringham
Tyler Beard**
Carlos Benitez-Viscaya
Linda Benz*
Donna Best**
Sarah Bimrose**
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Freya Toussaint**
Emma van der Klift**
Dr Peter Walker
Lynn Walmsley*
Jo Walters**
Daisy Walton**
Melissa Wanchap**
Gabe Wischki**

*Family member

**Person with disability







Expanding Ideas; Creating Change

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