CBM Australia ANNUAL PERFORMANCE REPORT on Funding Order 37893/11

"Improving the Quality of Life of People with Disabilities: Building Understanding and Technical Capacity for Disability Inclusive Development"

Financial Reporting period: 1st July, 2011 to 30th April, 2012

1. PARTNERSHIP SUMMARY OVERVIEW 2012

General Narrative Overview and short narrative on each Performance Results Area (Objective 1: Capacity Development, Objective 2: Technical Assistance, Objective 3: Evidence Base).

Context / Executive Summary	
A brief introduction setting the strategic priorities of your <u>**organisation/NGO**</u> *as a whole, describing its operating context (e.g. people reached, geographic, sector etc.)*	CBM International is an international development organization that works to improve the quality of life of people living with a disability who face multiple barriers to participation in the development of their communities, and who therefore experience the double disadvantage of poverty and disability. CBM is active in 700 projects in 70 countries in Africa, Asia, Pacific, Latin America, and Eastern Europe. CBM Australia has a geographic focus on Asia and Pacific and parts of West and East Africa. The CBM Australia strategic goals focus efforts on providing and resourcing quality international programs, advocacy and community education. Specifically, Goal 3 within the current strategic plan directs CBM Australia to "work in partnership with people with a disability to be a leading resource on disability inclusive practice in international development, so that more people will benefit from development programs from all sources". This includes objectives that focus on disability and inclusive development in the following areas: • Contributing to and disseminating an evidence base • Capacity development of relevant stakeholders

	- Advocacy and awareness raising - Provision of technical assistance. For the purpose of FO 37893/11, the activities and coordination for this work is primarily undertaken by the CBM-Nossal Institute Partnership for Disability Inclusive Development (CNIP) on behalf of CBM Australia. The CNIP is not an incorporated entity and therefore contracts are held by the parent organisations. It was established to meet the capacity development, evidence base and technical assistance objectives of the parent organisation around disability inclusive development.
A short general description of your __Funding Order 37892/11__ objectives.	The goal of the partnership between CBM Australia and AusAID under Funding Order 37893/11 is to "Improve the quality of life of people with disabilities: Building understanding and technical capacity for disability inclusive development". This general purpose is divided into three specific objectives: 1. Proactively support building the understanding and capacity of AusAID and relevant partners to implement disability inclusive development. 2. Support the inclusion of persons with disabilities in development programs through responsive and timely technical assistance and analytical support. 3. Work in partnership to promote, build and disseminate the knowledge base on disability inclusive development.
Any __major__ changes in the development context that affected the implementation of	The original objectives of the proposal that became Funding Order (FO) 37893/11 remain relevant. However, since the submission of the proposal, several developments in the sector have informed the refocusing and implementation of

Objectives e.g. political instability.	activities proposed within these objectives. These include: - Disability is more strongly imbedded in AusAID policy framework, as one of the ten core individual objectives of the Australian aid program[1] . This reduces need for internal communications and has increased demand for ad hoc support and advice (objective 2) - The end of contract 37893/7 ran simultaneous to the first 6 months of FO 37893/11. Both have a component to support ad hoc task requests. At the request of AusAID, all ad hoc tasks were run through 37893/7 until it was closed in February 2012. This resulted in a delay in expenditure on objective 2 of FO 37893/11. - There has been a change in AusAID DIDT staff and priorities within this contract. Reflecting this and changes within AusAID, FO 37893/11 has been refocused towards internal AusAID priorities and systems related tool development have been removed as activities from this contract to sit within the workplan of DIDT staff. - There has been challenges in accessing appropriately skilled staff in the Australian context to meet the wider demand for DID expertise. This includes staff being trained by CBM and then electing to follow opportunities in other partner organisations that are seeking in house expertise (e.g., WHO, WRC) - Funding linked to UNCRPD has meant considerably more global investment in databases for DID on international scale (e.g., Source has been refocused, World Bank, etc). The scope of the database section of FO 37893/11 has therefore been changed to meet gaps that exist such as analysis. Also, data will be more readily available based on analysis done under this partnership within AusAID's new Transparency Framework. - There have been changes in AusAID that shape the timing of the activities under some objectives. For example, massive scale up in staffing leads to more staff training, changes in how learning and development occurs in AusAID (e.g. Shift to Safeguards training, e-learning framework – (Objective 1); a new AusAID research framework (objective 3).

[1] An Effective Aid Program for Australia: Making a real difference—Delivering real result. Available at:
http://www.ausaid.gov.au/Publications/Pages/5621_9774_1073_3040_2380.aspx

	This has delayed some objectives that need to align with AusAIDs changing overall approach. - Objective 1 - regional priorities and staffing changes have repeatedly delayed capacity development activities in focal countries in Pacific and Asia – based on direction from DID regional resource posts.
Key achievements over the last 12 months under F.O. 37893/11	
Capacity building of AusAID and implementing partners.	• Five e-learning modules (partially) developed incorporating the findings from the ORIMA research (to be completed by June, 2012) • Disability Inclusive *Safeguards* training commenced in Canberra and since April, 2012 it had begun to be rolled out across AusAID Posts in Asia-Pacific. • Formalisation of partnership and design with Pacific Disability Forum for 'People with Disability as Technical advisors' component. This is a critical early component of objective 1.
Technical Assistance to AusAID and implementing partners.	Due to changes in context and AusAID approach, technical assistance through a "help-desk request system" was the mainstay of the partnership in the first year; • 25 out of 28 ad-hoc pieces of technical assistance have been completed under Funding Order37893/11 (this figure reflects that most ad-hoc tasks between July, 2011 and January, 2012 were run through Funding Order 37893/7). • CBM contracts with PDF to collaborate together on future technical assistance requests coming to either CBM or PDF. • Concept Note for IT Platform (Web site incorporating Help Desk & Resource Database) developed and revised to changing context and AusAID.

In Disability Inclusive Evidence Base.	There has been a substantial refocus of activities under this objective meaning work in this objective has focused on changes in strategy and planning rather than implementation. However the following achievements are listed: • Brief developed for the collection and use of case studies/good practice stories. • Decision to not replicate other repository style resource databases that now exist but to have added value by having a resource database that is quality assured and highlights the most valuable resources in general and across a variety of thematic areas. • Decision to have an in-depth analysis of a thematic area instead of two single country pilot programs. This change will enable analysis and lessons learned as to why certain strategies work or don't work in particular contexts and hence will better inform future disability inclusive development.
Other (e.g. strategic achievements at the program level).	• Please Note that due to delays (as outlined above) in most aspects of Objective 1 and 3, the main beneficiaries of this FO 37893/11 in Year 1 were AusAID staff in general and more specifically, the DIDT. Only one AusAID Post (Kiribati) had DID training conducted by CBM-Nossal staff during this first year. It is expected that during the second and third years of the Partnership, there will be a scale up of capacity development for AusAID staff and partners. This will make the disaggregated data table more meaningful when populated with this data in future reports

2. Financial Acquittal (previous FY e.g. FY2011-12)

Australian NGO Contact Details	CBM Australia, 56 Rutland Road, Box Hill, Victoria 3128
Contact Officer	

Title	Director of Inclusive Development	
Telephone Number		
Fax Number		
Email Address		

Total AusAID Grant received in FY (AUD$)	*941,850 (+GST 94,185)*	*Total NGO Match FY (AUD$) – 1:5*	0
Total AusAID funds rolled over from previous FY (AUD$)	*Nil*	*Total NGO carried forward funds from previous FY (AUD$)*	0
Total interest earned in FY (AUD$)	*21,676*	*Total NGO Contribution (AUD$)*	0
Total Foreign Exchange gains in FY (AUD$)	*Nil*		

Summary Table: *Actual project expenditure for the financial year, including projects grouped by country as a separate appendix*

Objective	Activity	AusAID Grant A$	Actual Grant Expenditure A$	Total A$	Reason for variance *(e.g. partner under spend / absorbed)*
1: Capacity Development	Personnel/Technical Staff & Consultants	150,000	22,456		
	Guidelines for Internship program	5,000	0		
	Training Materials	7,000	0		
Total – Capacity Development		**162,000**	**22,456**	**139,544**	Main Capacity Development activities only commenced late in Yr 1
2: Technical Assistance	Personnel/Technical Staff & Consultants	130,000	58,991		
	Capacity Development of DPOs/PWD as disability advisors	20,000	0		
Total – Technical Assistance		**150,000**	**58,991**	**91,009**	Funding Order 37893/7 ran simultaneously for the first 6 mths of this contract and absorbed the ad-hoc tasks between July, 2011 – Jan, 2012

3:Evidence Base	Personnel/Technical Staff & Consultants	130,000	0		
	Publication of Materials	15,000	0		
	Pilot Program 1	40,000	0		
Total – Evidence Base		185,000	0	185,000	Due to changing context and refocus of AusAID priorities, this Objective is still in planning phase and now will be implemented in Yr's 2 & 3.
Personnel/ Management & Admin	Program Manager & Admin Staff	90,000	135,483		
Total – Personnel management Costs		90,000	135,483	-45,483	The overspend in Management is due to two main factors; i) currently the help desk is not automated but being managed through the Senior Program Manager, and ii) During this first year of the contract, there have been significant changes of focus in the objectives (at activity level) that have required more senior management time . This is expected to normalize for the remainder of the contract with clear, refocused work plans arising from these early discussions.
Information Technology	Software Development for Consultant & resource database	105,000	26,230		
	Website development and hosting	35,000	0		
	IT Support Staff for Maintenance	30,000	0		

	IT Equipment for Staff & Consultants	20,000	0		
	Data Entry	15,000	0		
Total - Information Technology		205,000	26,230	178,770	Due to changing context and rethinking of the concept, the IT Platform (database and helpdesk) will now be implemented as we enter Yr 2.
Governance & planning, Monitoring & Evaluation	Steering Committee	8,000	1,303		
	Planning, Monitoring & evaluation meeting Annually	5,000	0		
Total - Governance		13,000	1,303	11,697	One Steering Committee has occurred. Other meetings with steering committee members have been incorporated in management and program visits. This is expected to normalize in Year 2.
Travel and Related Costs	Domestic Trips	36,000	5,988		
	International Trips	56,000	3,594		
Total Travel		92,000	9582	82,418	Most of the budgeted travel was for activities related to Objective 1 and 3. Scaled increase in this work will see increased expenditure in year 2 and 3.
Total		897,000	254,045	642,955	
Overhead Costs	(5%)	44,850	22,425		
Total		941,850	276,470	665,380	
GST	(10%)	94,185	27,647		
	Total	304,117	731,918	29% spent of total grant	

DECLARATION - The following declaration must be made by an appropriately Authorised Officer of the Non-Government Organisation.

I declare:

- this report is as complete and accurate as possible given the information available at the time of writing;
- the acquittal attached is a correct record of income and expenditure for this Partnership Plan;
- interest earned on AusAID funds has been calculated accurately and applied to the Partnership Plan or refunded to AusAID;
- the expenditure detailed in the acquittal has been extracted from the NGOs (or the delivery organisations) financial accounting records;
- a detailed record of income and expenditure at an individual item level is available;
- the funds allocated to the Partnership Plan were used in accordance with Head Agreement 37893, Funding Order 37893/11, and the Partnership Plan Proposal, including any variations to the proposal approved by AusAID in writing; and
- that any instances of fraud and child protection cases have been reported to AusAID in 5 days.

Full Name: Signature: Position in NGO: Director of Inclusive Development   Date: 14th May, 2012

3. End of Year Report on Objective progress/performance (1 page each)

The purpose of this information is to provide AusAID with the detail narrative of the Partnership work. This information is often sought by AusAID Posts and country programs. The information in this format can be quickly linked to other NGO reports to provide an ANCP funded 'picture' for any specific country.

A: Objective 1 Summary *Proactively support building the understanding and capacity of AusAID and relevant partners to implement disability inclusive development*	
Countries	Australia, Kiribati, Fiji (to date) with additional countries in Asia and Pacific to follow.
Key Achievements of Program *(including against significant outputs)*	*Provide a brief – two or three paragraph description that captures the objective level and its progress during the year reflecting the original Plan. This information can be both quantitative and qualitative* This Objective sets out to proactively build the understanding and capacity of AusAID staff and partners in implementing disability inclusive development. Some achievements include: • 5 e-learning modules are close to completion and have incorporated the ORIMA research findings (to be completed by June, 2012) • Disability Inclusive *Safeguards* training commenced in Canberra and since April, 2012 it had begun to be rolled out across AusAID Posts in Asia-Pacific. • Formalisation of partnership and design with Pacific Disability Forum for 'People with Disability as Technical advisors' component.
Challenges / Issues	*At the Objective level.* As outlined in part 1, there have been some changes in staffing, priorities and approach that has delayed several activities within this objective. Overall, the objective remains relevant and a critical component of this work for the remainder of the contract. We expect this work to scale up significantly over the remainder of the contract as more staff are employed within the CBM- Nossal partnership and broader learning and development frameworks within AusAID are confirmed.
Significant changes due to implementation	It is likely that some of the capacity development in AusAID to date contributes to greater awareness about disability inclusive approaches and thus subsequent requests for support through the help desk/ad hoc system.

Lessons Learned	*This can be both positive and negative.* There is an ongoing need to support DIDT in internal awareness raising and communication around why DID is important and the responsibility of all parts of AusAID. This is particularly important given the large number of new AusAID staff members as the aid program scales up. Delays in implementing this objective, impacts how AusAID staff feel responsible, skilled and capable to include disability in their work. Some pieces of work are running through the ad-hoc (objective 2) component might otherwise be more the responsibility of the respective program areas.		
Self-assessment *(1-6 rating)* [2]	*4*	**Brief Justification**	*1 to 2 paragraphs describing your self-assessment and any action to be taken.* Whist the quality of the work provided under this objective is strong, we would have liked to progress the internal AusAID component of capacity development around DID further within the first year of this contract. For a variety of reasons both within AusAID, and within CBM, this has been delayed. In particular, we would like to have moved further forward on identifying and building the capacity and systems for focal points and their network for follow up. These individuals will have a pivotal role in DID roll out, communication and monitoring. We anticipate with both new staff at CBM and some clear changes within AusAID, that the internal AusAID components of this objective will scale up significantly in 2012. We would like to develop in conjunction with AusAID DIDT, an annual calendar of proposed internal AusAID DID training, with clear lines of responsibility (DIDT or CBM or other) to ensure more proactive planning and implementation for this work. This would include for example, focal point and post training, e learning revisions, support to safeguards, new starters, etc.

B: Activity SUMMARY: *These are the individual activity descriptions that enable AusAID to approve work undertaken by NGOs.*	
Activity Name	People with Disability as Technical Advisors – design phase
Country/s	Fiji and other PDF member countries,(inc East Timor, PNG, Kiribati, Samoa, Vanuatu, FSM, Cook Islands, New Caledonia, etc). Will be repeated in Asia based on needs assessment in year 2.

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[2] Insert link to self assessment documentation (including in reporting manual).

Satisfactory		Less than Satisfactory	
6	Very high quality; needs ongoing management and monitoring	3	Less than adequate quality; needs work to improve in core areas
5	Good quality; needs minor work to improve in some areas	2	Poor quality; needs major work to improve
4	Adequate quality; needs some work to improve	1	Very poor quality; needs major overhaul

Sectoral focus	This activity is primarily disability specific. The focus is on empowerment and capacity of Disabled Persons Organisations and people with disabilities. Through their contributions to technical assistance (on the job training component), people with disabilities will provide providing technical advice on various sectors, with a particular focus on priorities issues identified in mapping for this activity (education, social protection, health, infrastructure (including WASH), governance).
Key Achievements *(including against significant outputs)*	PDF and CBM designed the "people with disability as technical advisors" component of this objective positioning PDF and its' members as the lead for this work from the outset. Contracting and funding arrangements have been made accordingly, including PDF incorporating elements for coordination of this work and ongoing capacity development in their partnership proposal to AusAID (CBM FO 37893/11 will focus only on the capacity development component of workshops and on the job training for the duration of this contract). This ensures the longer term sustainability and ownership of this program and will, by way of income earned from technical advice, support the long term financial sustainability and influence of DPOs in the Pacific. The design involves emphasis on capacity development for technical advice with PDF (for regional level TA), and with PDF members (or other people with a disability they nominate) for national level technical advice. A broad curriculum has been developed, criteria for selection and levels of technical assistance, a mapping of anticipated technical assistance request, regional mentors, training program etc. A plan for the quality assurance role that PDF will play has also been included. All the above aligns strongly with PDF's strategic objectives.
Challenges / Issues	PDF will take a key quality management role for technical advice on DID in the Pacific. This means that PDF and its members need to have a committed, two way flow of information about DID technical opportunities, priorities, etc. PDF have a communication plan to manage this with their membership and will include coordination of this work as a core aspect of a new DID officer that will be employed from July 2012.
Significant changes due to implementation	No changes to date, with mapping and design being primary focus of this activity in year one of FO 37893/11
Lessons Learned	This activity is in an early stage (design), and therefore key lessons relate only to this component. The benefit of having the PDF, AusAID and CBM personnel involved in planning has meant a more coordinated proposal and clear lines of funding and responsibility being included in both the CBM and PDF partnerships with AusAID. It has also ensured that the mapping of regional mentoring and likely technical assistance needs in the Pacific reflects the broader AusAID and regional programs and personnel.

Self-assessment *(1-6 rating)*	*5*	**Brief Justification**	The joint planning exercise has developed a comprehensive design with good ownership and commitment for all key parties (AusAID, PDF and members and CBM). The focus on PDF ownership and coordination from the outset provides a strong model for positioning PDF and its members as key regional technical advisors going forward. The ability to include access to training, funding and other on the job training opportunities through other (non-AusAID) components of the CBM-Nossal partnership's work for disability inclusive development will strengthen the learning opportunities for trainees.

Other information	NB: Given this activity is currently in design phase, is not possible to accurately disaggregate data on this activity. This will be a component of future reports as the program is implemented and technical advisor trainees are identified.							

Estimated total number of Beneficiaries reached through the activity		Disaggregated by Sex / Disability							
		Total	Male	Female	Boy	Girl	Person with Disability[3]	Rural	Urban
Direct Beneficiaries	2011-12								
Indirect Beneficiaries	2011-12								

A: Objective 2 Summary Support the inclusion of persons with disabilities in development programs through responsive and timely technical assistance and analytical support	
Countries	*I.e. a list of countries under the program that will then link to the individual country project summaries described below (B).* Individual Technical Assistance was provided for AusAID staff in the Solomon Islands, Australia, Bangladesh, Vanuatu, Burma, Samoa and generally to the Asia and Pacific posts.
Key Achievements of Program *(including against significant outputs)*	*Provide a brief – two or three paragraph description that captures the objective level and its progress during the year reflecting the original Plan. This information can be both quantitative and qualitative.* This objective is designed to streamline responsive and timely technical assistance and analytical support to AusAID staff and partners. It was intended that in the first year of the contract, this mechanism would become automated through a help desk function on an IT platform. Due to changing ideas as to the nature and scope of this platform and some staffing constraints, its design and focus has only recently been finalized. This means that the platform itself with a website page, help desk and resource database (objective 3) will only move into an implementation phase as the contract enters its second year. Nevertheless, a fairly smooth (but more time consuming) help desk system has been developed between the DIDT and the Senior Program Manager of the CNIP, with 25 out 28 individual ad-hoc tasks for technical assistance being completed (3 still pending completion at time of report) within negotiated timeframes.

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[3] Where possible disaggregated by sex/age (for Disability, Rural and Urban)

Challenges / Issues	*At the Objective level.* The help desk component and database have been linked from the outset from an information technology point. With significant delays and changes to the database component of this objective (as outlined in section 1 above), the central intake process for the help desk has also been delayed. However, clear points of communication and a task referral and allocation form have been employed in the interim and appear to be functioning well. This system however lacks the ability to assign tasks numbers that allows people to track progress on their requests on line. Not having an automated help desk also limits the ability to easily analyse the type of requests being received which would help identify future resources and capacity development that are needed.
Significant changes due to implementation	*I.e. any revisions to the Objective during the year.* It is difficult for CBM to observe any changes internal to AusAID. The assessment of this would need to come from AusAID itself. Feedback is sought following completion of ad hoc tasks, which includes some feedback on the changes as a result of the DID technical input. To date however, the response rates for feedback have been very low. Plans for improving this are outlined in the lessons learned section below.
Lessons Learned	*This can be both positive and negative.* The delay in the development of the automated help desk system has meant that some of the inevitable problems of operating a help desk service have been identified and resolved already. This should lead to a more streamlined and clear system of what is required by a Disability Inclusive Development Help Desk when the IT platform is developed. The increase in demand for technical assistance that has occurred only strengthens the focus of future efforts on more proactive activities around capacity development, both internally within AusAID and with DPOs/People with Disabilities as Technical Advisors. Demand for technical assistance is expected to continue to grow and it is important to also grow the capacity to meet that demand. The low return on feedback forms has pointed to the need for an automated process that will be needed on the electronic help desk, which will continue to prompt for feedback.

Self-assessment (1-6 rating) [4]	4	Brief Justification	*1 to 2 paragraphs describing your self-assessment and any action to be taken.* Although the quality of the technical assistance provided has been good, we would have liked to have seen greater progression towards the establishment of the IT platform and the greater use of people with disabilities as technical advisors in the first year of the contract. Wherever possible, people with a disabilities and DPO partners have been involved in technical assistance on an ad hoc basis (e.g., tasks in Kiribati, PNG, review of country information sheets, etc) with good feedback from all concerned. More systematically building this into the 'people with disability as technical advisors' capacity development program. With increased staff capacity within CBM-Nossal Partnership, clarification around the scope of the IT platform and the formalization of the People with disabilities as Technical Advisors program, we expect that the second year will see the fulfillment of the broader aims of this objective. Capacity development will be occurring as CBM-Nossal staff work alongside People with disabilities as Technical Advisors on increasing numbers of technical requests.

B: Activity SUMMARY: *These are the individual activity descriptions that enable AusAID to approve work undertaken by NGOs.*

Activity Name	*Help Desk/Ad – hoc technical assistance*
Country/s	Individual Technical Assistance was provided for AusAID staff in the Solomon Islands, Australia, Bangladesh, Vanuatu, Burma, Samoa and generally to the Asia and Pacific posts. Please see the attached report for a full list of help desk requests for the duration of this funding period.

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[4] Insert link to self assessment documentation (including in reporting manual).

Satisfactory		Less than Satisfactory	
6	Very high quality; needs ongoing management and monitoring	3	Less than adequate quality; needs work to improve in core areas
5	Good quality; needs minor work to improve in some areas	2	Poor quality; needs major work to improve
4	Adequate quality; needs some work to improve	1	Very poor quality; needs major overhaul

Sectoral focus	*Highlight any sectoral program focus e.g. thematic programs – WASH etc.* The Technical Assistance tasks have covered a wide range of thematic/focus areas. These areas have included; humanitarian, infrastructure, human rights, gender, and social protection but by far the most requests are on inclusive education followed by requests around statistics and data. With the development of an automated help desk system, we will have a more systematic analysis of requests which will better inform decisions around the needs for capacity development and technical resources. Please see the attached report for a full list of help desk requests for the duration of this funding period.
Key Achievements *(including against significant outputs)*	*Provide a brief – two or three paragraph description that captures progress during the year reflecting the original Work Plan.* *This information can be both quantitative and qualitative.* The help desk component of this objective has been the primary focus of activity in year one of this contract. Although, currently operating on an unautomated system, 25 out of 28 individual ad-hoc tasks for technical assistance were completed (3 still pending) within the timeframes negotiated. This figure really only represents half a year of technical requests, as all the ad-hoc tasks between July, 2011 and Jan, 2012 were allocated under Funding Order 37893/7 which was running simultaneously. The 28 pieces of technical assistance ranged from tasks taking from 2 hours to 20 days, with the average task requiring 3.2 days of work. The majority of the requests involved review and analysis of AusAID & Partner documents for disability inclusiveness, although larger tasks have been to develop discussion/concept papers, reports, literature reviews and information sheets. Key tasks completed in the first year have included for example: the AusAID Universal Design Guidelines; Bangladesh Country Report; DID Results Framework; Peer review and concept note on Disability Disaggregated Data; and, the Pacific Mapping research.

Challenges / Issues	*For the Activity.* As noted in the lesson learned section below, many of the help desk requests come with very tight timelines (for a variety of reasons). To some extent, this can be controlled with clear minimum turn-around times and understanding of the AusAID calendar and some proactive planning. The partnership has also been constrained somewhat over the first year by difficulties in recruiting enough suitably skilled staff. More senior technical staff have been employed in first half 2012, and this is expected to improve ability to meet increasing technical assistance requests for the remainder of the contract Another challenge has been to receive feedback on the technical assistance given. Only two of the 25 ad-hoc tasks currently listed under this contract have had completed feedback forms returned. Feedback is critical to improving quality and assist in monitoring the impact of technical assistance in the future and we hope to see this mechanism become more automated and utilized once the electronic help desk is operating.
Significant changes due to implementation	*I.e. any revisions to the activity during the year.* It is difficult for CBM to observe any changes internal to AusAID. The assessment of this would ideally be led by AusAID itself. Feedback is sought following completion of ad hoc tasks, which includes some feedback on the changes as a result of the DID technical input. To date however, the response rates for feedback have been very low. Plans for improving this are outlined in the lessons learned section below. Since the promotion within AusAID by the DIDT of the technical assistance available, there has been an increase in task requests which reflects both a growing awareness for disability inclusiveness and a need for further capacity development in AusAID.
Lessons Learned	Many of the ad-hoc tasks come with very tight deadlines. A two week turn-around was identified as a minimal ideal standard and implemented within the first year of this contract. It is recognized that with hectic work schedules at post and other parts of AusAID, short timelines are often difficult to avoid. All task requests currently come via the DIDT. It is anticipated with the online help desk in place, and adequate guidelines and limits on the scope of what can be tasked without DIDT approval, that the task issue and response times will be improved and easier to monitor. More consistent and timely feedback on technical assistance would assist with the quality and timeliness of the services provided. A follow up mechanism for this will be included in the design of the online help desk component, so all primary contact persons submitting help desk requests will receive reminders re: feedback forms.

Self-assessment (1-6 rating)	5	Brief Justification	*1 to 2 paragraphs describing your self-assessment and any action to be taken.* The quality and timeliness of the technical assistance has generally been high. At times of high demand there has been a need to negotiate due dates for tasks, but these have been largely met. With increased numbers of technical staff employed at CBM in the second year of this contract, the quality and timeliness should only improve. In second year the establishment of the electronic help desk system should also improve efficiency, tracking and analysis of the requests, which should lead to better access to quality technical assistance, tailored capacity development and technical resources.
Other information			*This section should only be completed when there are particular issues that need to be brought to AusAID's attention; this may include further explanation of the financial situation when there are complicating factors, or other information as requested by AusAID.* NB: Given the nature of the ad-hoc tasks for technical assistance, is not possible to accurately disaggregate data on this activity.

Estimated total number of Beneficiaries reached through the activity		Disaggregated by Sex / Disability							
		Total	Male	Female	Boy	Girl	Person with Disability[5]	Rural	Urban
Direct Beneficiaries	2011-12								
Indirect Beneficiaries	2011-12								

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[5] Where possible disaggregated by sex/age (for Disability, Rural and Urban)

A: Objective 3 Summary *Work in partnership to promote, build and disseminate the knowledge base for disability inclusive development*	
Countries	Australia
Key Achievements of Program *(including against significant outputs)*	*Provide a brief – two or three paragraph description that captures the objective level and its progress during the year reflecting the original Plan. This information can be both quantitative and qualitative.* Due to the issues listed below, this objective has been minimally implemented in year 1. There has been a great deal of discussion and debate around Objective 3 on what were the best ways to move forward in the activities planned for the first year. As a consequence, although the activities have been greatly delayed, there is now a much clearer understanding of the focus and scope of various activities such as the in-depth analysis, resource database and possible ways to develop leadership in research. Although, no systematic collection has started on case studies or best practice stories, a briefing paper/template has been developed and a collection and tracking system will be incorporated in the IT platform. The scope of case study collection has been linked to the training and roles of disability focal people. They will be used in capacity development, monitoring and evaluation and communications. This is an expanded scope for the original case study work.
Challenges / Issues	*At the Objective level.* The main challenge, as discussed above, has been the clarification of the activities and overall vision for this objective. Understandably, without such clarity it has been difficult to move forward on any of the activities originally proposed to enable the promotion, building and dissemination of knowledge in disability inclusive development. It will be important for maximizing the impact of this objective to promote inclusion of disability in existing broad thematic research areas (eg education, infrastructure etc) and not just focus on specific disability inclusive topics. This approach has application in ADRA rounds as well as when considering what the analysis/lessons learned from the wealth of existing data in those thematic areas could inform improved DID.

Significant changes due to implementation	*I.e. any revisions to the Objective during the year.* With little implementation under this objective, it is not yet expected that any changes will have occurred beyond the re-scoping of activities within this objective. Over year 1 of the contract, there have been significant changes within the objective itself. The original idea of performing an in-depth country analysis has now been replaced by an in-depth thematic analysis (probably on inclusive education or infrastructure). This will contribute valuable lessons that can be applied in one thematic area across a range of contexts. The resource database has also seen a radical shift in focus. Due to the development of a number of repository style resource databases worldwide on disability related development, the resource database that will be developed under this contract will focus on quality assured resources that will enable easy access to the best resources in a variety of thematic areas, as well as links to other existing data bases.		
Lessons Learned	*This can be both positive and negative.* The refocus of activities under this objective highlighted the regional and international need in the area of DID evidence base for much greater clarity, coordination and collective vision. The original ideas/activities detailed in the proposal remain pivotal not only to fulfilling specific Objectives such as Obj 5 in the *Development for All* Strategy, but also foundational to strengthening the other two objectives of this contract.		
Self-assessment *(1-6 rating)* [6]		**Brief Justification**	*1 to 2 paragraphs describing your self-assessment and any action to be taken.* A self-assessment based on quality of work done to date is not really appropriate for this objective, given that implementation has not yet taken place. The delays in implementation for the activities under objective 3 have been caused by a need for greater understanding and clarity within AusAID on DID research. This has been exacerbated by inadequate staffing in the CBM-Nossal partnership that could have helped develop some of the concepts needed to move the activities forward. With the recent discussions, clarification and agreement on various activities within this Objective, such as with the in-depth analysis having a thematic rather than country focus, as well as with increased staff, Objective 3 will be implemented in years 2 and 3.

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[6] Insert link to self assessment documentation (including in reporting manual).

Satisfactory		Less than Satisfactory	
6	Very high quality; needs ongoing management and monitoring	3	Less than adequate quality; needs work to improve in core areas
5	Good quality; needs minor work to improve in some areas	2	Poor quality; needs major work to improve
4	Adequate quality; needs some work to improve	1	Very poor quality; needs major overhaul