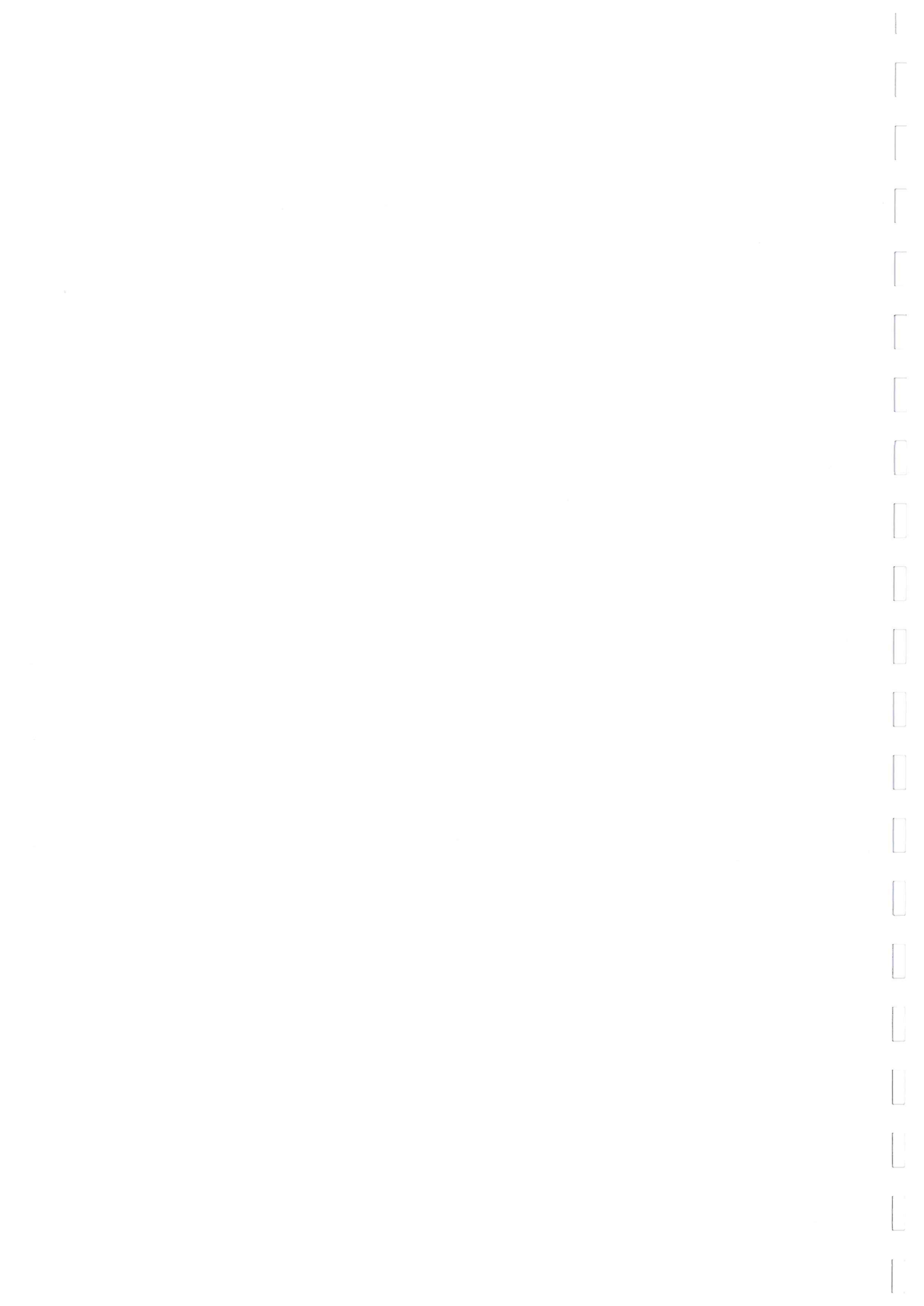


Mackay Advocacy Inc



ANNUAL REPORT

Seeking resolution, not conflict, for the most vulnerable



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Management Committee

President:	Keith Duffy
Vice President:	Dave Conway
Secretary:	Jasmine Rekowski
Treasurer:	Linda McGregor
Committee:	Kathy Winterburn Shona Fitzgerald Julie Holliday

Office Details

Address: Suite 5, City Court Arcade, 78 Victoria Street
PO Box 174, Mackay QLD 4740

Phone: (07) 4957 8710
Email: admin@mackayadvocacy.com.au
Website: www.mackayadvocacy.com.au

Office hours: Monday to Thursday, 9am to 4pm
Friday, 9am to 12pm

Staff:	Manager/Advocate:	Nina Swara
	Advocates:	Karen Casteel Juanita Adamson Tamara Plater
	Admin/Reception:	Pauline Frampton

Who we are: Mackay Advocacy Inc. is an independent non-profit organisation funded mainly by the Queensland Department of Communities, Disability Services and Seniors, Department of Social Services and partly by Queensland Department of Health. The service is governed by a volunteer management committee.

What we do: Mackay Advocacy Inc. is a non-profit community-based organisation that provides free and confidential individual advocacy to Mackay, Whitsunday and Hinterland areas.

As we are funded by the Dept. of Communities, Disability Services and Seniors it is part of our service agreement to support the most vulnerable people with a disability, to ensure their fundamental human rights are met.

MAI Objectives:

Mackay Advocacy Inc believes that people living with a disability should:

- Be respected and valued
- Be connected with family, friends and community
- Have support services provided in appropriate and responsive ways
- Have opportunities to live an ordinary life

VALUABLE VOLUNTEERS

Mackay Advocacy Inc. acknowledges the invaluable contribution of volunteers during the 2018/2019 financial year. Without their commitment, our organisation could not function. Thank you all for your continuing involvement.



Accreditation

Mackay Advocacy Inc. is accredited by Institute for Healthy Communities Australia Certification in the Human Services Quality Standards for Disability Advocacy. Certification No: HSQS051

Community Links

Mackay Advocacy Inc maintains its connection with other service providers by staff attending meetings held by service providers in the region.

Promotion & Membership

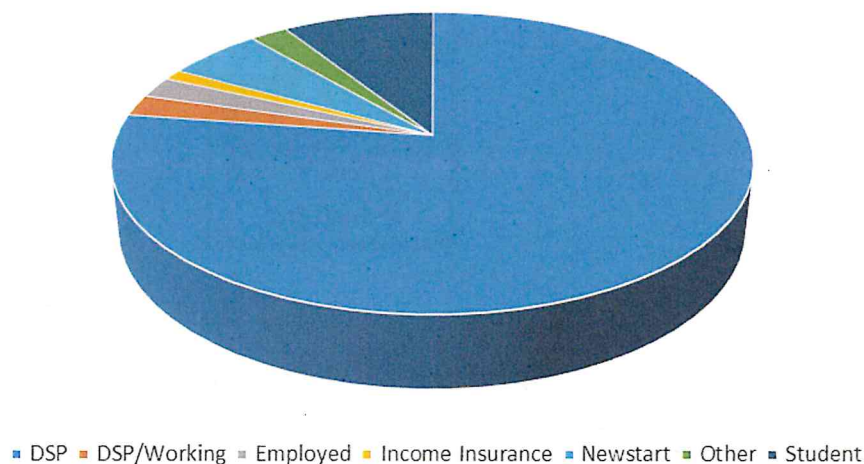
The front window is regularly decorated to inform people about various community organisations and events or to promote a current action week, e.g. Domestic Violence Week and Disability Action Week, along with other information on events and information sessions held by MAI.

Mackay Advocacy staff regularly meets with staff of new or existing services to share information, attend information sessions at other agencies and attend interagency meetings. Attendees to the office Mackay Advocacy Inc have included Minister Coralee O'Rourke, George Christensen (Member for Dawson), Julieanne Gilbert MP (Member for Mackay) and representatives from Queensland Health, Queensland Alliance for Mental Health, Independent Advocacy in the Tropics (Townsville), Office of the Public Guardian.

Effective, independent advocacy has, as its primary obligation, the upholding of rights, well-being and interest of people who have been or will be harmed, damaged or exploited. Source Dr Michael Kendrick

Mackay Advocacy Inc supports the most disadvantaged in our community who face barriers due to not only having disability but also the further aggravations of being a single parent, female, other ethnicity, isolated with no family or social supports.

Source of Income



“Advocacy is vital when people are not able to speak up for themselves. Without advocacy, many individual and systemic improvements in the lives of people with disability would not have happened as soon as they did, and perhaps not at all.

Advocacy has assisted countless people to gain supports and services and uphold their rights in health, employment, income support, discrimination, housing and many other places beyond the scope of NDIS provision. It should be clear now to everyone that the NDIS, while a great and necessary reform, is only a part of the jigsaw puzzle, not a panacea.

Advocacy is an investment in people and is crucial to basic human rights.

The need for that advocacy will be no less under an NDIS.”

Michelle O’Flynn, Queensland Advocacy Inc.

MACKAY ADVOCACY INC

78 VICTORIA STREET, MACKAY

AGM MINUTES 15TH NOVEMBER 2018

1. **Open @ 3.15pm and Welcomed by Keith Duffy**
2. **Present** – Nina Swara, Tamara Plater, Karen Casteel, Pauline Frampton, Keith Duffy, Dave Conway, Jodie Meynell, Jasmine Rekowski, Linda McGregor, Kathy Winterburn, Shona Fitzgerald, Renee Huntley, George Christensen MP, Ray Sumpter, Bradley Page Dhu, Wendy Page Dhu, Judith Leslie, William (Bill) Rasmussen, Dorne Wallace, Rodney Matthews, Tiffany Matthews, Ray Breckenridge, Coral Breckenridge, Angela Woodhouse, Kelly Jansen, Di Clark, Jess , Wendy Willian, David Frost
3. **Apologies** – Julie-ann Gilbert, Mark Follett, Julie Holliday (MAI Secretary), Shelly Argent (George Christensen MP Office), Richard Wainwright & Kate Sherry (Inspire Accounting), Danny Baker
4. **Submission of the Minutes of 17/18 Annual General Meeting**

Moved: Jodie Meynell Seconded: Jasmine Rekowski - all in favour - carried

5. **No - Inward/Outward Correspondence**
6. **No - New Business**
7. **Organisational Reports**

Presidents Report read by Keith Duffy

Moved: Keith Duffy Seconded: Dave Conway - all in favour - carried

Treasurers Report read by Jodie Meynell

Moved: Jodie Meynell Seconded: Dave Conway - all in favour - carried

Organisation Report read by Nina Swara

Moved: Nina Swara Seconded: Jasmine Rekowski - all in favour - carried

8. **Guest Speaker** – George Christensen

George thanked MAI for the service that they provide to the community and has received great feedback from Service Providers to that fact especially with the NDIS.

George then spoke about NDIS with some of the highlights as follows:

- have been cost pressures,
- quality of the scheme
- wanting to build up a workforce

George reiterated the relevance & importance of Independent Advocacy and the role in which we actually play in navigating the scheme. We were in there doing the job without being funded to do so.

If it wasn't for MAI's intervention in getting George & Assistant Federal Minister for Social Services & Disability Services - Jane Prentice involved, there wouldn't have been the outcome locally that there was.

There are new guidelines coming out for people living with Autism with a Functional Tool for Assessment. Mental Health have specialised planners with better focus of recovery-based planning and episodic needs.

9. Existing Management Committee to stand down - Dorne Wallace chaired the election of the new committee

10. Election of New Management Committee

PRESIDENT: Keith Duffy

Nominated by: Jodie Meynell

Seconded by: David Conway - *all in favour - carried*

VICE PRESIDENT: David Conway

Nominated by: Keith Duffy

Seconded by: Jodie Meynell - *all in favour - carried*

SECRETARY: Jasmine Rekowski

Nominated by: Keith Duffy

Seconded by: David Conway - *all in favour - carried*

TREASURER: Linda McGregor

Nominated by: Nina Swara

Seconded by: Jodie Meynell - *all in favour -*

carried

MANAGEMENT COMMITTEE:

Shona Fitzgerald

Nominated by: Jodie Meynell

Seconded by: Keith Duffy - *all in favour - carried*

Kathy Winterburn

Nominated by: Keith Duffy

Seconded by: Jasmine Rekowski - *all in favour - carried*

Vacant Position – waiting to see if Julie Holiday is willing to still be on committee when she comes back from Ireland

11. New Committee appointed - President Keith Duffy to take the chair

12. Appointment of Financial Auditors, Inspire Accounting

Moved: Shona Fitzgerald *Seconded:* Linda McGregor

Wendy Page Dhu & Wendy Willan thanked the staff of MAI for their efforts & support, as the process without them would be much harder.

Keith Duffy thanked George Christensen for his encouraging comments and information on the NDIA.

Closure of Meeting: 3.50pm

*Recorded by Pauline Frampton
Administration*

Presidents Report

It is with much pleasure for me to present the 2018/2019 Presidents Report for Mackay Advocacy Inc.

The highlight of this past year is that we were successful in attaining federal funding from the Department of Social Services to create a new position in providing more individual advocacy in accordance with the National Disability Advocacy Program. This program aims to provide people with disability, access to effective advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling full community participation.

Another new venture we are embarking on is providing advocacy support in accessing the National Disability Insurance Scheme to people with disability in rural and remote areas in the Central Highlands Region, geographically between Barcaldine and Banana and everywhere in between. I am delighted to welcome our new advocate Debra Fitzgerald who is here today to meet everyone for the first time.

The new positions and funding opportunities have been exciting growth for this organisation however we are conscious of the renewed responsibility we are undertaking. Such new opportunities are a reflection of government, both State and Federal, valuing the presence and practice of independent individual advocacy in our growing community. Earlier this year, the staff and Management Committee contributed to a robust and diligent strategic planning initiative in providing the best service delivery possible within our scope and resources - without losing sight of our core mission and values in upholding the rights of the most vulnerable.

I now take the opportunity to thank fellow members of the committee and acknowledge their support and contribution to the management of this organisation. It is with much regret that David Conway, our long-serving volunteer, Vice-President and member of Mackay Advocacy Inc. and of other community organisations is leaving us. I would like to acknowledge his contribution to this organisation and he will be tremendously missed by the staff and committee members. The other outgoing committee members - I thank you for your assistance and dedication throughout the year and I extend our welcome to the potential new committee members.

And finally, on behalf of the Committee I would like to extend my appreciation to Nina, Juanita, Tamara, Karen and Pauline for their dedication and commitment and acknowledge the excellent outcomes they have achieved for people who have chosen Mackay Advocacy for help.



Keith Duffy, President

Karen Casteel – Outreach Advocate Annual report 2018 -2019

Hello everyone, 😊

I cannot believe I have now been working at Mackay Advocacy for over 5 years and during that time I have seen how Advocacy is forever evolving and changing to meet the global trends which affect people with a disability in our country. It has been a massive year with lots of changes to our sector.

Whilst as advocates we are pleased to finally see an NDIS safeguard commission which has been much needed, we have identified some loopholes in the system that still does not fully protect our clients who are vulnerable and in need of protection.

I am very passionate and looking forward to working very closely with the rest of the team to ensure we play an important role in the Royal commission into abuse and neglect to people with a disability, In assisting individuals who require assistance to tell their story and help to prepare them through the process, and for us tell our own stories during our time as advocates.

Whilst my focus remains working as an individual Advocate, I have also been working more holistically in areas which are affecting people with a disability.

- I continue to be involved in the area of affordable and available housing for people with a disability, recently Department of housing made changes to the application for people with a disability to be in line with the NDIS, but in practice the new system had some issues. I liaised with Public Trustee who were not willing to sign any client off under the proposed new system and worked with Department of housing Mackay CEO who temporarily withdrew the new system until Department of housing were able to get legal advice. It was agreed when new system was ready Department of housing CEO would arrange meeting with Mackay Advocacy to go through the new process. I also brought these issues to the attention of our local member Julianne Gilbert.
- During my outreach travels to the hinterland, I have started to work closely with Clermont organisations and we identified areas between Clermont and Emerald where people with a disability were not receiving services and there was a massive gap of people who were not able to access NDIS. These concerns were raised with Nina Swara MAI Manager, who spoke with state funding body and secured funding to cover this much needed service in this area for one year. 😊 Thank you, Nina.
- Issues around lack of hydro facilities in our region. I have joined the council access and inclusion group to start addressing this area.

I have been Instrumental in organising and inspecting potential new office space for Mackay Advocacy, I am excited to announce myself and Nina are currently negotiating on a possible property which will provide Advocate's their own office space and provide more general space and am excited for the new professional look for Mackay Advocacy for 2020.

It has been a challenging year with an increase of very high complex need clients who have been identified as requiring protection against abuse and neglect, we have faced constant barriers and red tape this has been very frustrating and as advocates we have had to find creative ways to overcome these barriers and ensure our clients are protected whilst enabling them to maintain choice and control over their lives.

I will be saying goodbye to several clients after working very closely with them for over 2 years and whilst sad it is also fulfilling to see them finally reach their goals towards independence, finding suitable accommodation, being a parent, or receiving benefits and services they are entitled to, and to give the client the tools to empower them to be their own advocates in their own lives.

Juanita Adamson - Individual Advocate Annual Report

Hi all, my name is Juanita Adamson, it was with absolute joy that I accepted the position as Individual Advocate starting on the 3rd December in 2018. For the very first time Mackay Advocacy Inc received federal funding through the National Disability Advocacy Program for this additional position!

I cannot believe how this past year has flown, thank goodness for the amazing and ongoing guidance and support from my manager and colleagues. I was also fortunate to start around Christmas time thereby meeting our wonderful committee members who also welcomed and embraced my commencement.

This first year has been a whirlwind of business. Obviously the NDIS in my mind has been prominent and wrought with ongoing challenges, including access, reviews, systemic abuse, gaps and inconsistencies. We welcomed the Quality Safeguard and Commission which to date have responded to concerns in a timely manner.

Although having a background in Tenant Advocacy, the past year has been a huge eye opener, the diversity is incredible, the abuse and many issues horrendous. Fortunately, we get to effect change, empowering individuals to exercise choice and control. Together we make a difference, and I would like to give a big thank you to Nina, Tamara and Karen for sharing their knowledge, being great mentors and supporting me throughout my first year.

My experience started with child safety and QCAT exposure and I quickly learnt the value of stake holding for our most vulnerable clients. Recently I submitted my first QCAT Application and submissions, the staff at QCAT provided a lot of support to achieve desired outcomes for our client. During this experience I participated in some NAPCAN training and from this produced the 'Child Safe' policy and incorporated the practice into our organisation.

I have already lost count of the number of clients I have assisted with navigating DSP and NDIS applications and access. Whilst sounding simple the effort that goes into liaising with medical officers, sourcing assessments and necessary reports is laborious and time consuming. With appeals I was fortunate to create a professional relationship with a Legal Aid solicitor who has spent numerous hours with me not only for 2 clients but given me

enough resources to put together a Social Service kit for our organisation and to guide us through future challenges.

This year has seen me develop and strengthen relationships through valuable community networks, meetings and workshops. I assisted Karen with a display at the Special School expo taking the opportunity to chat with staff and parents promoting our amazing service and offering hope and reassurance.

It has been a massive year of learning for me with many training opportunities to aid my journey I will continuously strive to learn, improve and deliver. I look forward to the next 12 months with a commitment and passion to fight for people's rights.

Tamara Plater - Individual Advocate Annual Report

This year there have been a lot of changes to our little organisation. We welcomed Juanita to the team in December last year. Juanita has been a welcome addition to our team. I cannot believe that I have been with a team of dedicated Advocates for nearly 8 years... Boy does time fly. Sometimes I wonder where it has gone.

On reflecting over the past 12 months I find myself thinking about the positive contribution that I have assisted with to empower clients. This year I have worked very closely with the health system as there has been a huge rise in clients being hospitalised for long periods of time. This is happening not only in Mackay but also Sarina and Proserpine areas. Some being in-patients for over a 12-month period. It reminds me how important Advocacy is in the life of these people. There are so many supports assisting with the result of independence but for some clients it is a pipe dream that they cannot seem to reach.

During this journey I have had to learn on my feet to navigate a system that have so many stakeholders involved. Navigating Public Trustee, Guardians, Service Providers, Nurses, Social Workers, Department of housing and the list goes on.... I can happily say we have assisted 5 different people leave hospital. Some have returned home with increased supports and others are in either a supported accommodation or a nursing home. The journey does not stop here. There is still so much work to do but it is a step forward for each person. Now it is time to reflect how to make this process shorter, easier, more collaborative and effective.

I have started working as an outreach worker in the Whitsundays area. This role has challenged me more than I expected. Working in a new area and gaining valuable networks to be able to fulfill my duties to assist clients was a challenge for me. Learning who is who in the area has been a real process for me. I also struggled a lot working autonomously as I am used to having other staff around to bounce ideas off. I have now been in this role for a period of time and have gained the support and networks in the areas that I visit to have a positive contribution in the lives of the people that I work with to gain more independence and supports where needed.

In September I attended the Strengthening Disability Advocacy Conference with Karen. The common denominator across Australia that Advocacy are facing with the introduction of the NDIS. Many Advocacy groups stated that they have had to close their books to new intakes.

On returning, this was shared with staff and management and a decision was made to temporarily only focus on existing clients.

I am looking forward to the next 12 months of goals to be achieved and barriers to be broken down. But most importantly I am looking forward to working alongside the most dedicated team that work with and support me every day. A team that not only challenge my way of thinking but offer me advice and share their knowledge and skills.

Nina Swara – Manager

I would like to thank the Department of Communities, Disability Services & Seniors for their continued business partnership and the support of Linda Robinson & Renee Huntley over the past exciting year. Clinton Tolland from Department of Social Services has become a fabulous new support source and mentor for our new federal funding ventures. Queensland Health and the Queensland Alliance for Mental Health provide optimum support and resources. Mackay Advocacy Inc is a member of National Disability Services, Queensland Branch and I would like to acknowledge the support from that team. Julie-Anne Gilbert, MP, Member for Mackay has continuously supported Mackay Advocacy Inc in sustaining its operations to be able to do what we do and this has been generously complemented by the support of George Christensen, Member for Dawson. Hence, Mackay Advocacy Inc continues to be highly regarded at both state and national forums due to its proactive and consistent contribution to disability reform and the promotion of the rights of people with disability: we are always actively participating together towards positive change.

I would like to sincerely express my appreciation of our Management Committee – their contribution is far beyond governance and meeting attendance. All of us staff have been fortunate to enjoy their “behind the scenes” professional and personal contribution to our one-one advocacy efforts.

The vulnerable people who access Mackay Advocacy Inc inspire all staff and volunteers to ‘keep on keeping on’ and we are humbled by their permission to allow us to share their struggles, obstacles, grief, pain, achievements and championship.

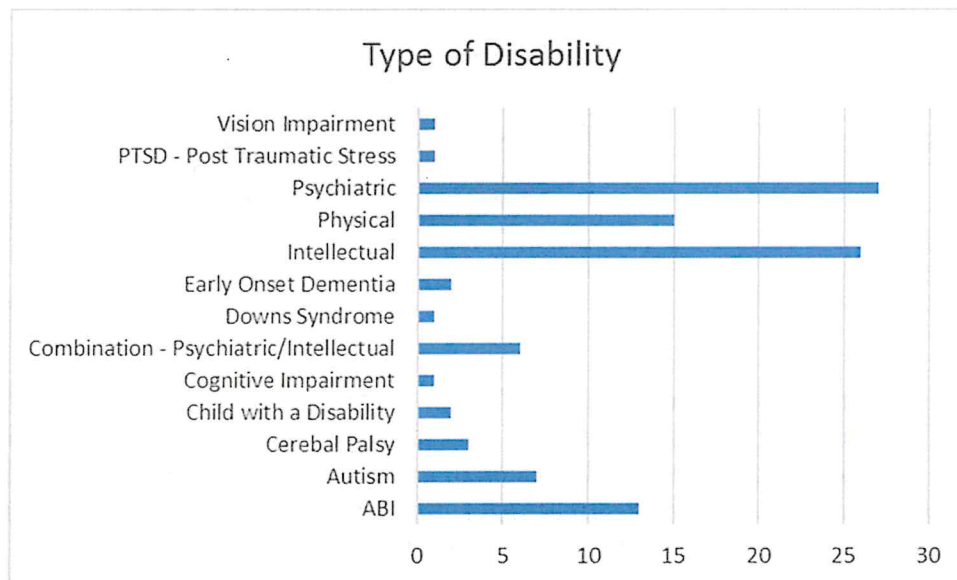
I am immensely proud of this organisation and my team of Karen, Tamara, Pauline & Juanita are essentially attributable to its reputation and vigour. I welcome Debra in sharing the harness and hope the future ahead is onwards and upwards for all of us and each one of you who are involved.

VALUE STATEMENT

MACKAY ADVOCACY INC VALUES ALL PEOPLE WHO HAVE A DISABILITY IN OUR COMMUNITY AND WILL VIGOROUSLY SUPPORT THEM WITH EFFECTIVE INDIVIDUAL ADVOCACY.

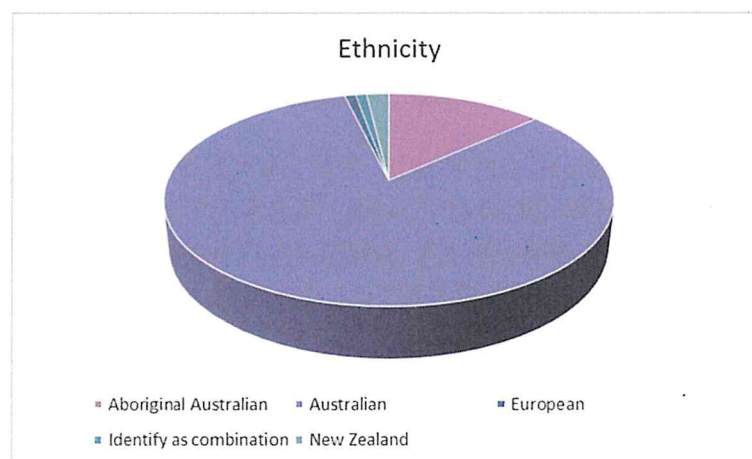
What we've been up to this year.....

Mackay Advocacy Inc supports all people with a disability and prioritise on vulnerability i.e. risk of family breakdown, removal of children or newborn, in danger of facing homelessness, extremely limited or no funding to have their basic needs met and fundamental rights upheld and those who are at risk of harm, abuse or neglect or experiencing family and or domestic violence. As shown, it is people with a psychiatric disability who remain to be the most vulnerable in our community. However, there are many with varying disabilities that are also vulnerable and in need of help to continue to live in the community.

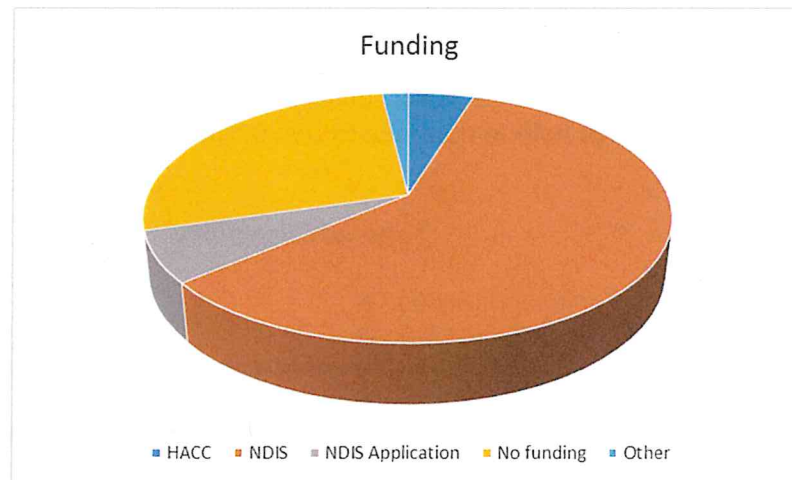


Ethnicity

Mackay Advocacy Inc continues to work culturally with the entire community and continues to network with organisations in the community to enhance the understanding of what Mackay Advocacy Inc can do to help people live in their community.



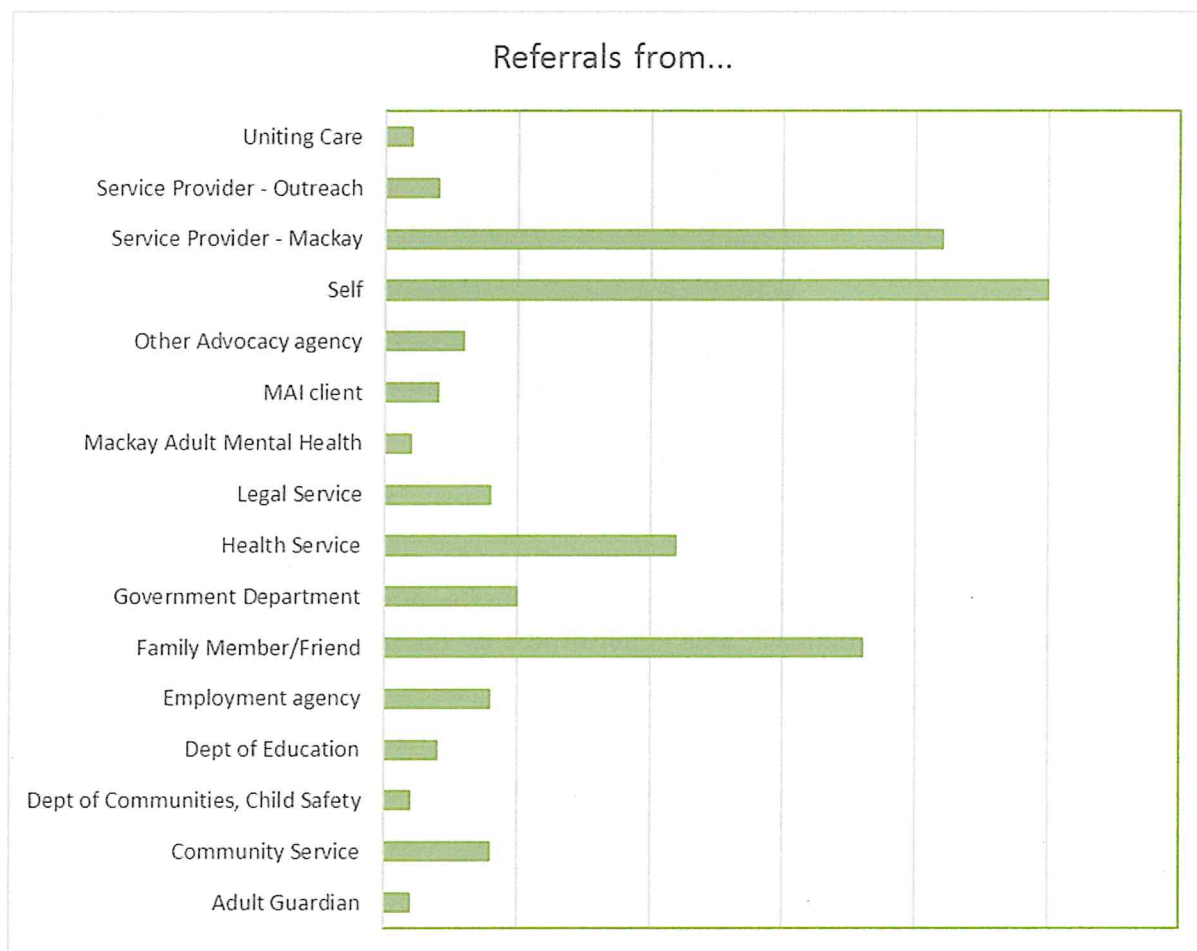
Many people Mackay Advocacy Inc supports are unfunded, who live independently and have very little or no supports in this community when they initially contact our office. Part of the advocacy process is to seek NDIS funding and support as needed ensuring that the people we meet have a voice and choice in this journey.



Whilst many of our clients receive NDIS funding, participants and families have sourced Mackay Advocacy's assistance with varied issues regarding NDIS. This includes assisting with NDIS access, access being denied, requesting urgent reviews to address significant reduction in funding from their packages, funds not allocated to specific areas which are vital to the participants goals. The other dilemmas include concerns prior to NDIS the health interface with participants receiving no support around vital health needs. Other issues include emergency accommodation required and service provision that NDIS is not providing adequately: this has left many people extremely vulnerable and without core supports whilst submissions are being made for positive change. If the participant has been unsatisfied with decisions made by NDIS we have helped in accessing the tribunal process.

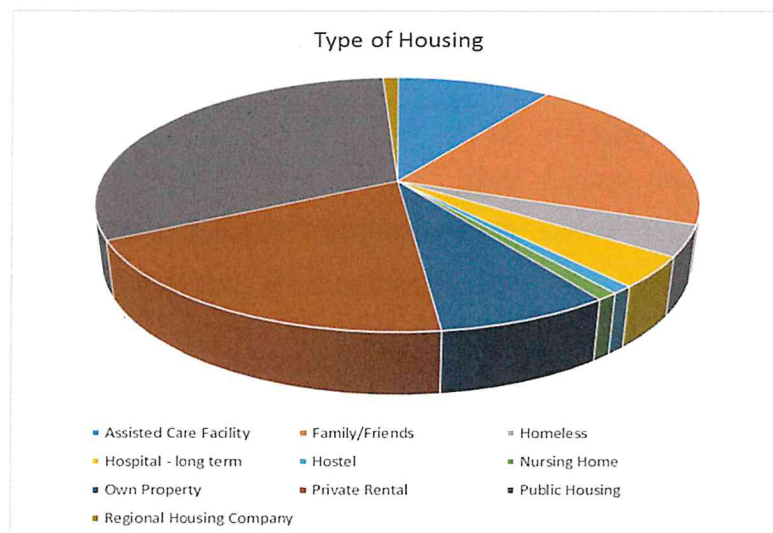
MISSION STATEMENT

MACKAY ADVOCACY INC PROVIDES, FREE, CONFIDENTIAL, INDIVIDUAL ADVOCACY AND ASSISTANCE TO PEOPLE WITH A DISABILITY IN MACKAY AND OUTREACH AREAS TO ENSURE THEIR FUNDAMENTAL HUMAN RIGHTS ARE MET.



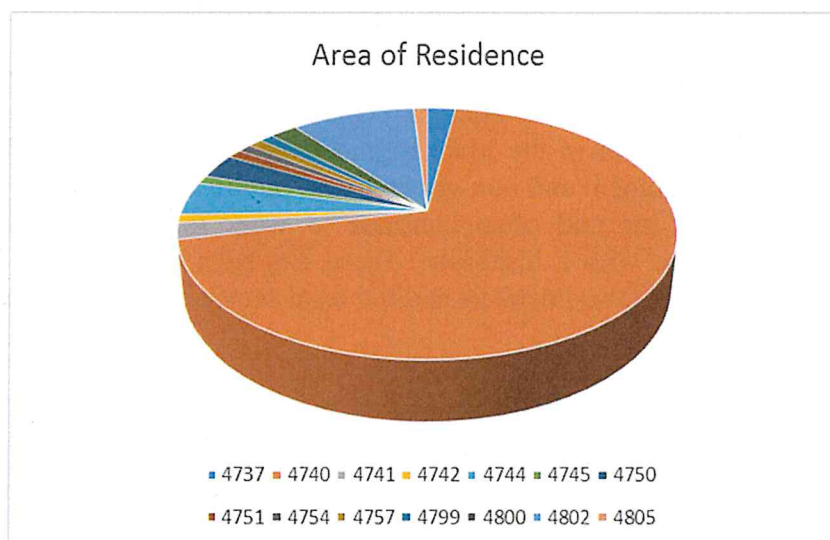
All staff strive to disseminate information in the form of brochures, Website & Facebook and other correspondence as well as attending community networking meetings on regular basis. This has been successful in the Mackay and Outreach regions as indicated by the various organisations (government and non-government, public and private) that refer consistently to Mackay Advocacy Inc and often continue to work together towards achieving positive outcomes for people with a disability. There has been a significant increase in new self-referrals and referrals from hospitals and the legal sector, particularly in Mackay.

Mackay Advocacy Inc is easily accessible to those living in the Mackay area, being in Victoria Street and having a disability parking bay out the front. If people cannot make it into the Mackay office then an Advocate will go to the person's home or another convenient location e.g. service provider's office, Acute Care Unit at the hospital, shared accommodation.



The outreach area is service by monthly visits to the Whitsunday area and all areas are visited when needed. The outreach area is networked by interagency meetings, presentations in all areas and it is readily accessible by phone.

Effective advocates leave matters better than when they found them.

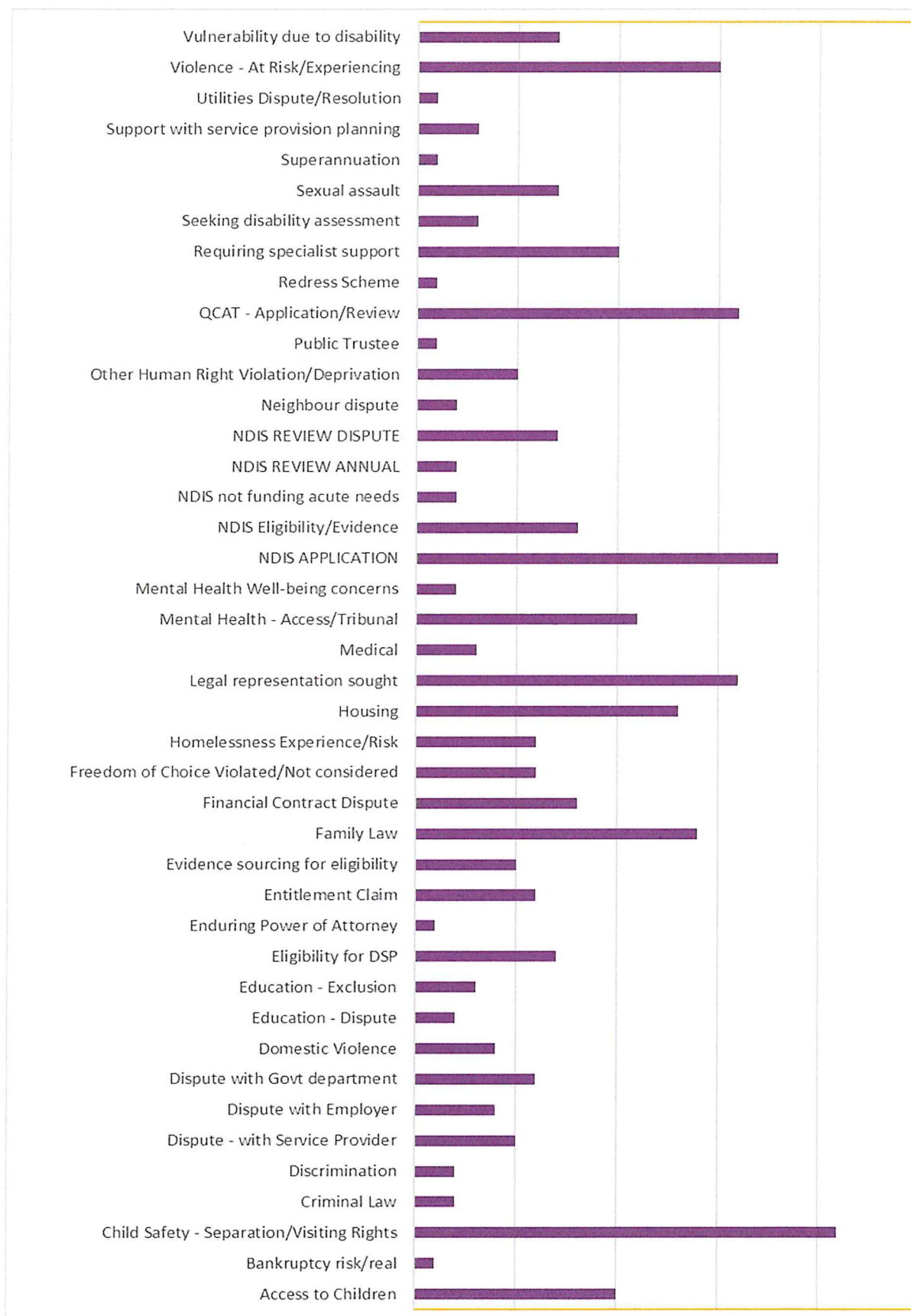


Where can you access Mackay Advocacy Inc.:

Mackay, Bowen, Proserpine, Airlie Beach, Moranbah, Clermont, Pioneer Valley and Sarina.

*Why advocacy?
...so that the other version of the story gets told!*

Issues at Intake this year



TREASURER'S REPORT

I am pleased to present my first report as Treasurer of Mackay Advocacy Inc. for the 2018/2019 financial year.

Funding for the year from Department of Communities, Disability & Seniors totalled \$382,348.13,

and Queensland Health totalled \$10,973.00. Both being Queensland state funding.

Funding for the past year from Department of Social Services totalled \$41,722.50.

This is Federal Funding which is new to Mackay Advocacy Inc as part of the National Disability Advocacy Program.

The major costs for this past year include:

Salaries and superannuation costs	\$317,211
Rent	\$ 28,633
Insurances	\$ 6,937
Telephone & Internet	\$ 6,111

Many thanks to the Department of Communities, Disability & Seniors, Queensland Health and Department of Social Services for the financial support and ongoing assistance.

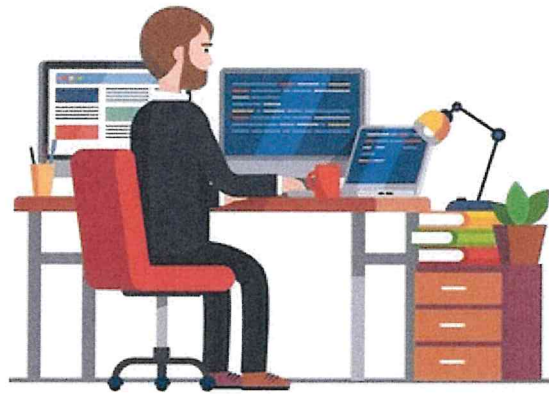
I would also like to thank the team at Inspire Accounting & Business Solutions, particularly Richard Wainwright. Not only for the great job preparing for the annual financial statements and audit, but also the first-class ongoing assistance and guidance we receive from them over the course of the year.

I would like to take the opportunity to whole heartedly thank my fellow Management Committee members, and particularly the MAI staff for their day to day hard work and look forward to continuing on this venture with you in the future.



Linda McGregor
Treasurer

APPENDIX A



AUDITORS REPORT



Mackay Advocacy Inc

ABN 83 685 183 540

Financial Statements
For the year ended 30 June 2019



Mackay Advocacy Inc
ABN 83 685 183 540
Detailed Profit and Loss Statement
For the year ended 30 June 2019

	2019 \$	2018 \$
Income		
Grants - recurrent	440,605	347,915
Events held by MAI	450	
Grants - non recurrent	22,964	
Donations received	87	96
Interest received	2,479	3,279
Total income	466,585	351,290
Expenses		
Accountancy fees	12,260	7,202
Advertising	700	
Amortisation expense	133	165
Bank charges	112	136
Cleaning	2,356	1,705
Computer expenses	3,353	3,120
Depreciation	2,176	3,849
Electricity	2,731	2,552
Fees, subscriptions & donations	2,480	3,462
Function expenses	1,926	1,156
Hire of plant & equipment	2,567	1,735
Insurance	6,937	7,453
Legal fees		250
Motor vehicle expenses	7,329	6,022
Printing, postage & stationery	2,153	3,710
Provision for annual leave	(2,516)	4,434
Provision for long service leave	(11,308)	6,080
Rent	28,633	28,150
Repairs & maintenance	6,568	5,269
Salaries & benefits - employees	290,129	260,561
Staff amenities	3,618	1,596
Staff training	3,009	1,641
Subcontractors		1,145
Superannuation - employees	27,082	24,481

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc
ABN 83 685 183 540
Detailed Profit and Loss Statement
For the year ended 30 June 2019

	2019 \$	2018 \$
Telephone	6,112	6,929
Travel expenses	3,447	2,268
Total expenses	401,987	385,074
Profit from ordinary activities before income tax	64,598	(33,784)
Income tax revenue relating to ordinary activities		
Net profit attributable to the association	64,598	(33,784)
Total changes in equity of the association	64,598	(33,784)
Opening retained profits	96,628	130,412
Net profit attributable to the association	64,598	(33,784)
Closing retained profits	161,225	96,628

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc
ABN 83 685 183 540
Profit and Loss Statement - Summary
For the year ended 30 June 2019

	2019 \$	2018 \$
Operating profit before income tax	64,598	(33,784)
Income tax (credit) attributable to operating profit (loss)		
Operating profit after income tax	64,598	(33,784)
Retained profits at the beginning of the financial year	96,628	130,412
Total available for appropriation	161,225	96,628
Retained profits at the end of the financial year	161,225	96,628

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc
ABN 83 685 183 540
Balance Sheet as at 30 June 2019

	2019 \$	2018 \$
Current Assets		
Bank of Queensland Cheque Account	8,334	6,899
BOQ - Websaver Account	60,441	29,596
Petty Cash Float	109	100
BOQ Term Deposit	112,709	111,100
Total Current Assets	181,593	147,695
Non-Current Assets		
Leasehold improvements	9,591	9,591
Less: Accumulated depreciation	(9,061)	(8,928)
Plant & equipment	45,634	47,109
Less: Accumulated depreciation	(33,735)	(39,256)
Motor vehicles	47,664	28,978
Less: Accumulated depreciation	(26,311)	(24,381)
Total Non-Current Assets	33,782	13,113
Total Assets	215,375	160,809
Current Liabilities		
Superannuation payable	3,150	6,612
PAYGW payable	11,000	8,421
Trade creditors	4,388	601
Bendigo - credit card	1,107	598
Provision for annual leave	11,282	13,797
Provision for long service leave	16,660	27,968
GST payable control account	6,563	6,183
Total Current Liabilities	54,150	64,181
Total Liabilities	54,150	64,181

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc
ABN 83 685 183 540
Balance Sheet as at 30 June 2019

	2019 \$	2018 \$
Net Assets	<u><u>161,225</u></u>	<u><u>96,628</u></u>
Accumulated surplus (deficit)	<u>161,225</u>	<u>96,628</u>
Total Members' Funds	<u><u>161,225</u></u>	<u><u>96,628</u></u>

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc
ABN 83 685 183 540
Notes to the Financial Statements
For the year ended 30 June 2019

Note 1: Summary of Significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporations Act of Queensland. The committee has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(a) Property, Plant and Equipment (PPE)

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all PPE is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

(b) Impairment of Assets

At the end of each reporting period, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

(c) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

(d) Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Mackay Advocacy Inc
ABN 83 685 183 540
Notes to the Financial Statements
For the year ended 30 June 2019

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

All revenue is stated net of the amount of goods and services tax (GST).

(e) Leases

Leases of PPE, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the association, are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for that period.

Leased assets are depreciated on a straight line basis over the shorter of their estimated useful lives or the lease term. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

(f) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the assets and liabilities statement are shown inclusive of GST.

(g) Trade and Other Payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

AUDIT REPORT

Suite 1, 17 Macalister Street . Mackay QLD, 4740
PO BOX 30 . Mackay QLD, 4740
ABN: 47 603 855 803

To the Members,
Mackay Advocacy Inc.

Scope

We have audited the attached special purpose financial report Mackay Advocacy Inc. for the year ended 30 June 2019. The Committee is responsible for the preparation and presentation of the financial report and the information contained therein, and have determined that the basis of accounting used is appropriate to the needs of the members. We have conducted an independent audit of the financial report in order to express an opinion on it to the members. No opinion is expressed as to whether the basis of accounting used is appropriate to the needs of the members.

The special purpose financial report has been prepared for distribution to the members of the Association for the purpose of fulfilling the Association's accountability requirements. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates, to any person other than the members, or of any purpose other than for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts of other disclosures in the financial report, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion as to whether in all materials respects, the financial report is presented fairly in accordance with the requirements of the Associations Incorporation Act.

The audit opinion expressed in this report has been formed on the above basis.

Qualification

It is not practicable for Mackay Advocacy Inc. to maintain an effective system of internal control over all sources of receipts until their initial entry in the accounting records. Accordingly, our audit in relation to all items of revenue was limited to the amounts deposited to the bank accounts.

Qualified Audit Opinion

In our opinion, except for the effects of such adjustments, if any, as might have been determined to be necessary had the limitation discussed in the qualification paragraph not existed, the financial report of Mackay Advocacy Inc. presents fairly the assets and liabilities at 30 June 2019 and the income and expenditure of the Association for the year ended in accordance with the requirements of the Associations Incorporation Act.

Yours faithfully,
Inspire Assurance Pty Ltd



Richard Wainwright
Director

30 October 2019



APPENDIX B



ANNUAL CLIENT & PROVIDER SATISFACTION SURVEY

CLIENT SATISFACTION SURVEY RESULTS
SEPTEMBER 2019
1. How did you find out about Mackay Advocacy?

Myself (brochure/ Website etc.)	Someone who has used Mackay Advocacy	Legal Service	Community Service	Government Department	Other
2	2		2		2

2. How long have you been dealing with Mackay Advocacy?

1 month	6 months	1 year	More than 2 years
		4	2

3. Are you confident that Mackay Advocacy treats people with disability and their families with dignity and respect?

YES	NO
8	

4. Do you believe Mackay Advocacy encourages your right to participate and make choices about what advocacy support you would like?

Absolutely	Generally	Unsure	Not at all
8			

5. Do you believe your advocate strives to ensure your basic human and legal rights are acknowledged?

Absolutely	Generally	Unsure	Not at all
8			

6. Are your issues being dealt with to your satisfaction?

YES 7 NO

Please comment:

- *Running smoothly now, thanks*
- *Nina is doing the best of her ability to help me*

7. Do you feel you could cope with a similar situation on your own next time?

YES

NO 7 Please comment: *Maybe*

8. Do you believe independent advocacy (i.e. not joined with another organisation) is a most important service for vulnerable people who have a disability?

YES 8

NO

9. Do you have family or other supports who could assist with advocacy issues in the future?

YES 4

NO 3 Please comment:

- If they were in a position, where they need Advocacy.*
- I live alone and have no friends or family and I get upset when I can't get things done.*

10. Do you feel welcome and included at Mackay Advocacy?

YES 6

NO 1 Please comment:

- Thank you for your time and effort.*
- The ladies there need an over hall on the whole office spaces eg: new carpet, plants, nice pictures.*
- The girls are friendly, helpful and make you feel comfortable and strive to get the job done right.*
- All the girls are very friendly and welcoming.*

11. Do you believe Mackay Advocacy ensures privacy and confidentiality of your personal information?

YES 7 NO

12. Have you had any issues/problems with an NDIS application or review?

YES 4

NO 3

- I keep getting reject, hopefully they can see I need help as my health isn't getting better as I have to do things on my own and my pain is getting worse.*
- Trying to get my review sorted.*

CONFIDENTIAL – SURVEY September 2019

We sincerely thank you for your comments and your time in providing us with this valuable information

1. How did you find out about Mackay Advocacy?

Myself (brochure/ website)	Someone who has used Mackay Advocacy	Legal Service	Community Service	Government Department	Other
2	4		3		2

2. How long have you been dealing with Mackay Advocacy?

1 Month	6 Months	1 Year	More than 2 years
		3	9

3. Are you confident that Mackay Advocacy treats people with a disability and their families with dignity and respect?

12 Yes ☐ No

4. Do you believe Mackay Advocacy encourages the rights of a client to participate and make choices about what advocacy support they would like?

9 1 Absolutely 1 Generally 1 Unsure ☐ Not at all

5. Do you believe the advocate strives to ensure clients basic human and legal rights are acknowledged?

12 Absolutely ☐ Generally ☐ Unsure ☐ Not at all

6. Are the issues or organisation referred to us being dealt with to your satisfaction?

12 Yes 2 No

7. Would your organisation cope with a similar situation on your own next time?

2 Yes 8 No + 1 Maybe

8. Do you believe independent advocacy (i.e. Not joined with another organisation) is a most important service for vulnerable people who have a disability?

11 + (1 Absolutely) Yes ☐ No

9. Do you believe Mackay Advocacy ensures privacy and confidentiality of your personal information?

12 Yes ☐ No

10. Anything else you would like to tell us about?

- I would like to just thank you all for the amazing work you do! Without this independent Service our participants would not get the help they need - Thankyou 😊*
- The whole advocacy team is knowledgeable & focus is on the PWD! Well done for all of your hard work.*
- Thank you for your help.*
- A vital service for our communities.*
- Potential in the future to explore a referral form for complex consumers referrals to advocacy.*

