

**Mackay Advocacy Inc**

# **Annual Report 2019-2020**





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

## MANAGEMENT COMMITTEE

**President:** Keith Duffy  
**Vice President:** Linda McGregor  
**Secretary:** Ros Warner  
**Treasurer:** Laura Thompson  
**Committee:** Kathy Winterburn  
Ashley Reynolds  
Julie Holliday

## OFFICE DETAILS

**Address:** J22 Nelson Street, Mackay Qld 4740

**Phone:** (07) 4957 8710

**Email:** [admin@mackayadvocacy.com.au](mailto:admin@mackayadvocacy.com.au)

**Website:** [www.mackayadvocacy.com.au](http://www.mackayadvocacy.com.au)

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

**Staff:**

<b>Manager/Advocate:</b>	Nina Swara
<b>Advocate:</b>	Tamara Plater Juanita Adamson
<b>Outreach Advocate:</b>	Karen Casteel
<b>Business Coordinator:</b>	Melissa Martin

**Who we are:** Mackay Advocacy Inc. is an independent non-profit organisation funded partly by the Department of Communities, Disability Services and Seniors, and partly by Queensland Department of Health. Mackay Advocacy 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 Department 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 2017/2018 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 (ihca) Certification in the Human Services Quality Standards for Disability Advocacy.  
Certification Number: 57600

### **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**

Mackay Advocacy relocated in March, a billboard promotion was run for a week in July to advise the community of our change of location along with emails and letters being sent out to clients and stakeholders. The billboard also made mention of the work Mackay Advocacy Is doing with the Disability Royal Commission.

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.

**“Never be afraid to raise your voice for honesty and truth and compassion against injustice and lying and greed. If people all over the world...would do this, it would change the earth.”**  
— William Faulkner

MACKAY ADVOCACY INC  
78 VICTORIA STREET, MACKAY  
AGM MINUTES 7/11/2019

1. **Opened @ 3:15 pm** and welcomed by Keith Duffy who welcomed new staff member Debra Fitzgerald as our new Regional Advocate & Juanita Adamson who took up the new federally funded Advocate position end of last year. Keith also acknowledged Dave Conway who was unable to attend due to ill health and has resigned from the Management Committee.
2. **Present** – Nina Swara, Tamara Plater, Karen Casteel, Pauline Frampton, Juanita Adamson, Keith Duffy, Dave Conway, Jasmine Rekowski, Linda McGregor by mob, Julie Holliday, Danny Baker, Ray Breckenridge, Coral Breckenridge, Julieann Gilbert MP, Rodney Matthews, Tiffany Matthews, Jodie Meynell, Ash Reynolds, Debra Fitzgerald, Dorne Wallace RSDC,
3. **Apologies** – David Conway, Shona Fitzgerald, Judith Leslie, Dale Roper CASA, Ray Sumpter, Laura Thompson, Sylvia Somerfield, Kathy Winterburn, DCDSS.
4. **Submission of the Minutes of 18/19 Annual General Meeting**

**Moved:** Jodie Meynell                      **Seconded:** Julie Holliday      - 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:** Dorne Wallace      - all in favour – carried

**Organisation Report** - Nina, Karen, Juanita & Tamara read their own reports

Good feedback, discussion & questions from the floor on-

- Comparison of admissions to hospital between physical & mental health
- Desperate for accommodation especially wheelchair accessible
- Occurrence of early onset dementia

**Moved:** Keith Duffy                      **Seconded:** Jodie Meynell      - all in favour - carried

**Treasurers Report** read by Nina on Linda McGregor's behalf

**Moved:** Linda McGregor              **Seconded:** Jasmine Rekowski      - all in favour - carried

8. **Presentation of Life Membership** – Keith presented Jodie Meynell with a badge for Life Membership to our organisation which Jodie said she was delighted to receive. Keith also made acknowledgement of Dave Conway and his contribution to the organisation as he was also to be a recipient of same. We are going to make a presentation to Dave at a later date when his health permits.
9. **Presentation to Management Committee:** Nina presented gifts to the members of the management committee for their voluntary commitment to the organisation. For those that are away a presentation will be made at a later date.
10. **Speakers** – **Julieann Gilbert MP** spoke briefly stating that we make a tremendous difference to the people that live in our community. She acknowledged the issues with housing and stated that the Housing Minister is very supportive and believes that people should live with dignity and a certain standard, to have a certain standard of housing. Julieanne also thanked the volunteers and MAI Staff again for what we do.



**Danny Baker** spoke about the role he plays within the RSL for the welfare of Vietnam Vets and the counselling service eg: PTSD, transitioning into normal life from forces into civilian life.

Huge area of need and trying to get hospitals to refer to Tracey Victor @ RSL so that she can visit and assist with their needs. He also asked that if we identify any need could we please refer to Tracey as well.

In identifying gaps - Julieanne Gilbert said that businesses are keen to connect with those with supports to finish off their trades. Dorne Wallace stated that the Resource Industry is also a good contact.

- 11. Existing Management Committee to stand down -** **Dorne Wallace** chaired the election of the new committee & acknowledged the traditional owners on the land in which we live. Before calling for election of committee Dorne thanked MAI for their work and spoke briefly about RSDC & linking in with ndis needs, the need & delivery of outreach services. They are in the planning stages of a Community Forum to do with delivery of services to these areas.

**12. Election of New Management Committee**

<b>PRESIDENT:</b>	<b>Keith Duffy</b> Nominated himself from the floor Seconded by: Jodie Meynell	- all in favour - carried
<b>VICE PRESIDENT:</b>	<b>Linda McGregor</b> Nominated herself from the floor Seconded by: Keith Duffy	- all in favour – carried
<b>SECRETARY:</b>	<b>Roz Warner</b> Nominated by: Julie Holliday Seconded by: Jasmine Rekowski	- all in favour - carried
<b>TREASURER:</b>	<b>Laura Thompson</b> Nominated by: Dave Conway Seconded by: Kathy Winterburn	- all in favour – carried
<b>MANAGEMENT COMMITTEE:</b>	<b>Kathy Winterburn</b> Nominated by: Dave Conway Seconded by: Shona Fitzgerald <b>Ashley Reynolds</b> Nominated herself from the floor Seconded by: Jodie Meynell <b>Julie Holliday</b> Nominated herself from the floor Seconded by: Keith Duffy	- all in favour - carried - all in favour - carried - all in favour - carried

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

**14. Appointment of Financial Auditors, Inspire Accounting**

**Moved:** Keith Duffy                      **Seconded:** Julie Holliday

**Closure of Meeting:** 4.00pm

*Recorded by Pauline Frampton Administration*

## **PRESIDENT'S REPORT**

I am once again pleased to be presenting you the President's Report for Mackay Advocacy Inc, this time for the 2019/2020 year. I remember this time last year how different we were all feeling, with most of us looking forward to a winding down of 2019 towards a renewed and vigorous 2020 – little did we expect what was ahead of us!

The Management Committee for the past year has included renewed commitment by Linda McGregor, Kathy Winterburn and Julie Holliday. We also welcomed Ashley Reynolds and Laura Thompson and Ros Warner, who both took on executive roles. I sincerely extend my appreciation to all the committee, in attendance and/or navigating Zoom meetings to ensure quality governance of the organisation. This is especially when there was no opportunity to experience training and events in the advocacy realm which enhances motivation in providing personal and professional time required by this agency's governance.

This year was a year of change requiring us all to think outside of the square and becoming even more creative. Mackay Advocacy Inc has worked hard all year, without interruption, proving that staff commitment, leadership and governance supported by open communication and co-operation leads to availability and reliability to the most vulnerable people in our community. I am extremely proud of the way in which the staff and management committee continue to adapt whilst always ensuring the needs of our clients are paramount.



Keith Duffy, President



**Nina Swara – Manager  
Annual Report 2019-2020**

I am pleased to present the 2019/2020 Annual Report which also indicates my 15<sup>th</sup> year in my role at Mackay Advocacy Inc. I have had the pleasure to participate in and witness the continued growth of this organisation over the years, particularly in the past 2 year with new funding streams. This time last year we enjoyed the appointment of a new advocate Debra, in the Banana to Barcaldine region, Juanita had completed her first year with us with the new federally funded National Disability Advocacy Program and we also received a new contract to support people to make submissions to the Royal Disability Commission.

The first part of 2020 began with purchasing a new database system that would capture more of the work that we do. Whilst keeping all client records confidential and secure, we could have improved accessibility to supporting evidence and relevant contacts to assist clients towards eligibility for significant services. I would like to thank Rohan and Suzanne from 1024 Supports who have provided training to staff so that we can track all advocacy efforts, staff initiatives, service demand and waiting times (to name a few). Tamara has harnessed the navigation of this system to share with staff when urgently needed for a new purpose.

Congruent with this implementation, we had the pleasure of meeting Brad Dawson from 2IT who came on board to assist with the IT transition and to create more economic and improved communication and IT systems for staff that continues to be significantly more efficient in all aspects.

Karen took on board the search for a new premises in the previous year and by March, the move to a much brighter, larger, comfortable and inviting working space emerged. Karen supplemented this feat with a successful grant application to the Mackay Regional Council for new office furniture and refurbishments. I would like to sincerely thank her husband, Aiden, for his handywork in displaying and affixing all relevant shelving and artwork. This space will be a renewed place of safety and harmony for all to enjoy for many years to come.

Somewhere around this time, COVID-19 happened. Due to moving premises, the staff had a small window of time for the unpacking and setting up offices but very rapidly we were 100% on deck supporting people as usual. There were several conciliation and QCAT hearings scheduled by telephone through Brisbane, regulated face to face stakeholder meetings and client appointments (with limited home visits) continued. We did carry extra weight at times whilst other organisations were closed or with no face to face contact. Zoom became the trend and some positives arose including not having to travel for a meeting, an increased amount of excellent training webinars and Dallas from Centrelink took over from Kathy in directly supporting advocates. Juanita worked with him to establish E-Services to streamline our client support even further.

With such rapid growth and increased reliance on IT systems, website development and maintenance with new policies and procedures to harness same, it was inevitable to evolve our business system from an administrative role to an in-house business development and coordination role. We farewelled Pauline Frampton after over 3 years of service but this difficult decision resulted in welcoming Melissa Martin who began ticking a lot of new boxes mid-year. This was most timely as we underwent our first federal Quality Assurance Audit. Usually, audits are an opportunity for us to showcase what we have been doing. However, on this occasion it was extremely daunting to collate all of the most recent data, policies reviewed, personnel files etc against the new Advocacy Standards so that the audit could be conducted in South Australia! Juanita, Melissa and I were at the point of sweating blood for the week preceding and during, Tamara attempted IVO access for the auditors, Deb became more inundated with demand out west and Karen was coming up for air in Royal Commission reports and lots of travel - but in the



end: WE BLOSSOMED!! The most valuable component of this task is the extremely valuable client input.

The last half of the year has been a continuation of same for the staff yet with interruptions of personal crises, illness, loss and grief against that underlying stressor of the global pandemic year. Deb's 12-month contract also came to an end and we will seek the continuation of meeting the needs of people in rural and remote regions with evidence of her hard work and the feedback from those communities that were inspired by the presence of independence advocacy. I sincerely acknowledge the depth and genuine commitment of the staff in fronting up each day, supporting each other and ensuring professionalism prevails in their service delivery. *Please see their individual reports.*

This perseverance would not exist without the support and commitment of our Management Committee and on behalf of the staff I extend our immense gratitude to Keith, Linda, Laura, Ros, Ashley and Kathy. I also thank Julie and wish her and her family well with her future commitments, we will miss her gorgeous charm.

In my advocacy efforts, I have been able to witness the utmost resilience the men and women I have been supporting. Many have suffered loss, poverty, discrimination and isolation for years and I am pleased that a few had a glimpse of success over adversity this year. Such achievements included submission and compensation with the National Redress Scheme, compensation in a major anti-discrimination case, an improved housing and living environment, one regaining their previous employment. However, there is a long road ahead with new referrals on top of clients revisiting due to new or recurring hardships.

I thank Lauren Cameron from Department of Social Services, John Mallet from Dept of Communities, Disability Services & Seniors, Deb Rae of Deb Rae Solutions, my advocacy cohorts both state and nationally and many other peers that help me be accountable to all our funding entities.

Finally, I take this opportunity to acknowledge the passing of Tim Mulherin. Tim opened this organisation back in 1997 and continued to support Mackay Advocacy staff and clients first-hand, at either our office or his for many years. He was steadfast in advocacy principles for anyone less fortunate or who was being treated unfairly and is sorely missed.

I join with all of you in prayers, hopes and incantations...anything..... for a most peaceful and healing time ahead.

**Nina Swara, Manager**

**Karen Casteel – Outreach Advocate**  
**Annual report 2019-2020**

Hello everyone, 😊

What a strange and challenging year it has been for everyone, whilst my main focus is and will always be my advocacy work, I have also been focusing some of my time this year on a couple of other areas which I would like to share with you.

The year started very positive and exciting with securing our new premises, what I did not anticipate was how much was involved with meetings, overseeing refurbishment including accessibility, ensure the property met health and safety regulations, as well as ensuring all the normal day to day running of the organisation's transitioned smoothly. The new location offers more crucial space, better accessibility, and a more open and inviting environment. The new visible signage will increase community awareness about our organization and its purpose.

With the introduction of the Covid-19 restrictions Outreach visits were temporarily suspended which gave me more opportunity to settle into our new office and time to source grants which would assist us in upgrading old furniture and purchasing new furnishing for extra spaces in the office.

I would like to take this opportunity in thanking Mackay Regional Council in granting us a community grant which provided our new office with the much needed upgrades which has produced a warm welcoming environment for our clients and the community.

During our Covid-19 restriction period we also had time as a team to work on our continuous improvement with the introduction of a new data system, updating some of our processes as well as including some new additional information booklets for our clients.

Outreach had a reshuffle - I will continue to cover Moranbah and will now be covering the Whitsunday area again, other outreach areas such as Sarina and Pioneer valley will be covered by all Advocates and will be allocated dependent on advocates case load. I commenced outreach client contact in July and have Re-established connections in the Whitsunday community and have seen an increase in referrals in the area.

My current case load consists of a variety of different issues from Housing, DSP, Anti - discrimination, NDIS (access/reviews/ATT), Neglect and Abuse, Education, OPG & Public Trustee, Child safety.

One story I would like to share is the successful full re-unification of a child with its parents who both have a disability, I have been working with the family for over five years, it has been a battle to show and prove to Child safety they had the ability to be parents, there were many barriers to face including the parents living rural with very limited services. The parents proved to be resilient and determined to show child safety they were capable. Many times we had to encourage child safety to think outside the box for the parents to move forward to the next step. There were many frustrating and low times, wondering if we were ever going to get there, but finally there was light at the end of the tunnel and we started moving forward in much more positive way. During this time, the parent's confidence and assertiveness started to grow and they can self - advocate when dealing with child safety. I recently visited and it is heartwarming to see a family re-united together their child is a happy, cheeky child who has a close bond with his parents. The parents are now telling their story to the Royal Commission in the hope that other parents do not have to go through what they did.



Talking about the Royal Commission I continue to be very passionate about our work with the Disability Royal Commission. It has been time consuming in understanding processes, keeping up to date with issue papers, DRC hearings and Advocacy webinar sessions. Mackay Advocacy continues to play an important role working closely with DANA and QAI through zoom meetings in providing very relevant information and case studies to assist with Advocacy submissions which effect people with a disability.

In September a Disability Royal Commission community engagement officer reached out to our organisation to arrange a visit, we discuss: the valuable work we do in our region, our understanding of the Disability Royal Commission, barriers with engaging clients around submissions, lack of community awareness. Engagement officer complemented Mackay Advocacy on having a good understanding of the processes and how to put this knowledge into practice. To date I have completed two systemic submissions on behalf of Mackay Advocacy Inc with input from staff. 1) Rights and attitudes 2) Child protection system. We have more ideas for future submissions. I have assisted several individuals to tell their story and make a submission, I also have a couple in the progress as well as the possibility of others possibly willing to make a submission.

One of the biggest barriers we have faced with the Disability Royal Commission is the lack of awareness not only in our own community but around Australia. I have held a couple of community awareness sessions earlier in the year, but due to Covid-19 several other sessions had to be cancelled but these will be re-established in the new Year. The Royal Commission is aware of significant barrier across Australia and have been looking at ways to assist organisation's with media platforms.

Thanks to our business coordinator Melissa who has implemented relevant information on our website around the Royal Commission and will continue to work on improving our social media platform to raise more awareness in our community.

Lastly, I would like to say welcome to Melissa how has been a great addition to Mackay Advocacy and thank you as always to the rest of the team for their continuous support.



**Juanita Adamson – Individual Advocate  
Annual report 2019-2020**

Good morning, for those who don't know me, my name is Juanita Adamson and today is my second anniversary as an Individual Advocate with Mackay Advocacy.

Firstly, many thanks to my colleagues, particularly my manager Nina Swara for supporting me throughout a rough year.

Regardless of the challenges there have also been many blessings, Melissa being amazing!, relocating to bigger, brighter premises, (many thanks to Aiden, Karen's partner and our free handyman) successful grants, a successful NDAP audit and the ever present management committee.

Apologies in advance, but it would not be a 2020 annual report without mentioning Covid-19, although new territory, we continued to work through the pandemic adapting, learning, and growing.

The positive that came out of service delivery was working with medical professionals electronically. As clinics avoided face to face contact, I received prompt evidence to support my DSP & NDIS applications resulting in successful outcomes and new bonds.

Last year I mentioned building a relationship with a Legal Aid solicitor in Brisbane. Bryony and I worked together to develop resources to assist with DSP grants whilst working an appeals case for our client which after 18 months resulted in victory.

This year I have worked within the realms of but not limited to the education department, child safety, mental health, QCAT and the Human Rights Commission.

Apart from working collaboratively with Social Services (Centrelink) this year as a business we are registered and regular users of the online business services providing prompt and efficient outcomes to our clients without leaving the office.

So onwards and upwards from here, I look forward to contributing to effect change and better outcomes for people who have been harmed, exploited or treated unfairly.

**Tamara Plater – Individual Advocate  
Annual Report 2019-2020**

2020 has been a year of change. These changes have been a bag of mixed emotions, sad, happy, challenging, and inspiring. We relocated to our new premises in March 2020 and shortly after we said our good-byes to Administration officer Pauline and welcomed our new Business Coordinator, Melissa Martin to the team. Melissa has been a breath of fresh air and I welcome her to our team whole heartedly. We also welcomed Deborah to our team in late 2019 and said our good-byes in September. I would like to thank our whole team for coming together to support each other during a year that has been challenging for ourselves and our clients.

On reflection over the past 12 months there have been lots of highs and lows for clients. Some issues I have been able to assist with and others have very significant complexities that have challenged me to be able to come to some resolutions. I have come to acknowledge that there will be times as an Advocate that, although clients want to achieve goals, some are simply not achievable at this time. Often reaching the long-term goal realistically is a slow progressive journey.

We have struggled with the impact of COVID-19 with our clients and being able to support them when challenges arise with all the changes to their supports throughout this time. Some clients were not able to continue with their community access except for shopping for essential items such as groceries, medication and access to medical services. Some clients really struggled with the isolation that this cause for them due to limited access to human interactions. Other clients also had to cease work as they lived in residential facilities with high risk clients and due to this their financial stability was also impacted by the loss of income during this time.

**Case Study:**

Client was hospitalized prior to turning 18. Was a risk to younger siblings in the family home with the potential of Child Protection required to intervene due to aggressive behaviours. Client was assisted to leave hospital and resided in Medium Term Accommodation while still having a significant relationship with family members.

During this time, the client also had a family member appointed as the Administrator and Guardian for all matters that would take effect on their 18<sup>th</sup> birthday. While appointed the decision maker had mismanaged the client's finances and utilised all of the client's inheritance that they received upon turning 18. I then applied for an interim order for the appointment of Public Trustee for all financial matters and at the following hearing had the Office of the Public Guardian and Public Trustee appointed.

There are other significant issues that are happening for this client that include Service Provision changes, accommodation and engaging with employment Services. These issues are settling, and things are progressing for this client in a positive way that ensure that they are assisted holistically with choice and control into the future.



## **Debra Fitzgerald - Central Highlands Advocate Report**

### **Report 2019-2020**

**Role:** NDIS Advocate (Disability) – regions of Banana, Barcaldine and Central Highlands Shires - Central Queensland

*This report has been completed to highlight the issues that many living with a disability/s experience within the rural and remote areas of Central Queensland, Australia in relation to the NDIS. The views and ideas about the issues raised within the report have been as evidenced and are the lived experiences of many rural and remote people with disabilities within the Central Queensland region.*

**Introduction:** This report is to provide feedback on the Individual Disability Advocate (NDIS) pilot program, which commenced 9 November 2019.

This report has been completed to provide an overview of the significant degree of issues many living with a disability face within rural and remote areas of Central Queensland regarding NDIS. It is hoped that the report provides greater insight and awareness of the difficulties those with disabilities face when attempting access to the NDIS, attempting to access therapeutic assessment for the purpose of NDIS Access, when attempting to implement initial NDIS plans, such as, accessing support services and allied health therapies.

People with disabilities face considerable challenges accessing disability supports and services in rural and remote areas of Central Queensland. Individuals and their carers have reported significant difficulties accessing allied health and therapies, extensive waiting lists for services, and at times are required to travel long distances from their home to access therapies.

Allied health and support services have a significant role in supporting people with disability to participate in society and live their lives as equally as others. As such services are scarce, this has resulted in a high level of unmet needs. From a human rights perspective, such barriers hinder these individuals with disabilities ability to exercise or maintain their independence, choice or control.

#### *Advocate pilot program overview*

From January 2020 – September 2020 the Individual Disability Advocate (NDIS) Advocate Pilot received:

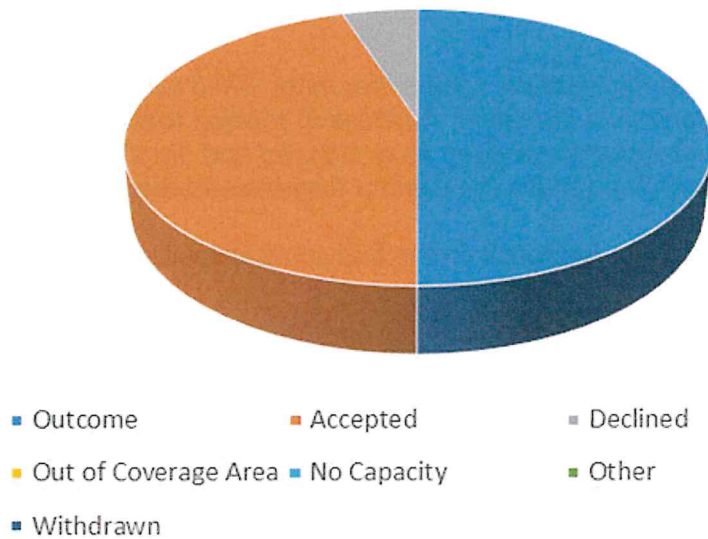
- 34 referrals – 31 referrals related to NDIS Access, 2 referrals for support with implementing/gaining understanding NDIS plans, 1 referral for advocacy assistance with NDIS Plan review

The Government funding provided a 12-month pilot program for an NDIS Individual Disability Advocate role in the three Central Queensland shires, with the aim of promoting the role and seeking referrals to assist people and/or their carers with NDIS Access Requests and any NDIS related issues. However, during this period it appeared immediately evident that the unique environmental circumstances of rural and remote people with disabilities impacted negatively on their ability to access the required evidence to support NDIS Access and/or source services for the purpose of implementing initial and existing NDIS plans.

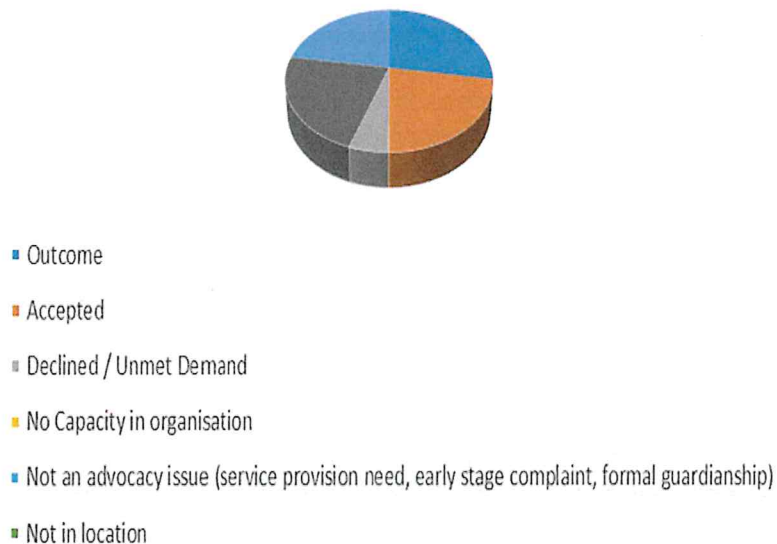
The Individual Disability Advocate role was on-boarded November 2019. Resources required to promote and complete the role were received December 2019 i.e. mobile phone, business cards, and training in internal systems and reporting. As many services were due to shut down for Christmas/New Year break 20 December 1999 – 7 January 2020, the Individual Disability Advocate was fortunate to be able to travel to the townships within the three western shires, and meet with many stakeholders via final 2019 interagency meetings. Additionally, the Individual Disability Advocate was also able to promote the pilot further throughout the remainder of the December 1999 period on social media or at hospitals, clinics and via any agency or organisations within the large geographical rural and remote area.

*A full report has been submitted to the Department of Communities, Disability Services & Seniors*

NDAP - Intake



QLD Disability Services - Intake



### VALUE STATEMENT

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

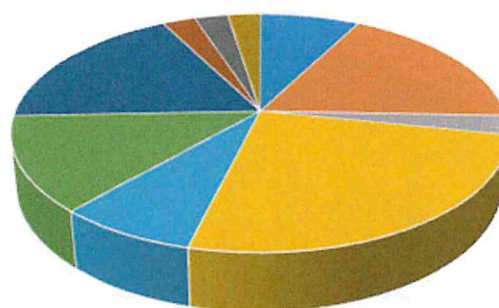


## QLD Disability Services - Primary Disability



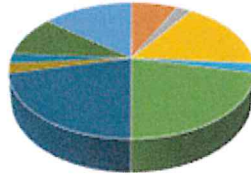
- Acquired Brain Injury
- Autism (including Asperger's Syndrome and Pervasive Developmental Delay)
- Developmental Delay (applies to 0-5 year olds only)
- Intellectual (including Down Syndrome)
- Neurological (including epilepsy and Alzheimer's Disease)
- Physical

## NDAP - Primary Disability



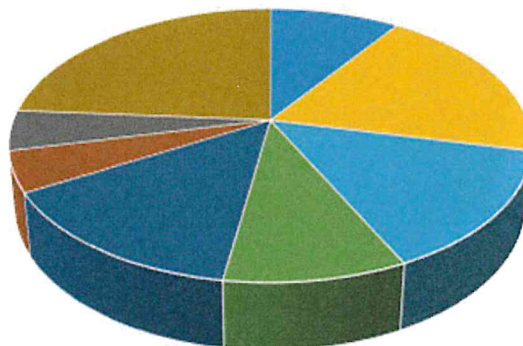
- |                           |                            |                           |
|---------------------------|----------------------------|---------------------------|
| ■ Acquired Brain Injury   | ■ Autism Spectrum Disorder | ■ Developmental Delay     |
| ■ Intellectual Disability | ■ Neurological Disability  | ■ Physical Disability     |
| ■ Psychiatric Disability  | ■ Sensory and Speech       | ■ Specific Learning / ADD |
| ■ Other                   |                            |                           |

## QLD Disability Services - Secondary Disability



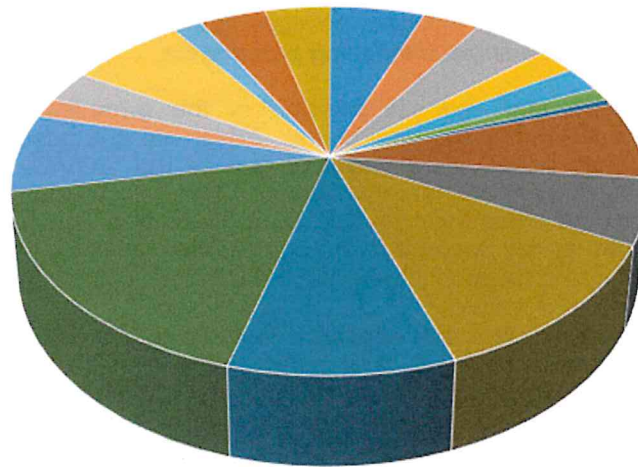
- Acquired Brain Injury
- Autism (including Asperger's Syndrome and Pervasive Developmental Delay)
- Developmental Delay (applies to 0-5 year olds only)
- Intellectual (including Down Syndrome)
- Neurological (including epilepsy and Alzheimer's Disease)
- Physical

## NDAP - Secondary Disability



- |                           |                            |                           |
|---------------------------|----------------------------|---------------------------|
| ■ Acquired Brain Injury   | ■ Autism Spectrum Disorder | ■ Developmental Delay     |
| ■ Intellectual Disability | ■ Neurological Disability  | ■ Physical Disability     |
| ■ Psychiatric Disability  | ■ Sensory and Speech       | ■ Specific Learning / ADD |
| ■ Other                   |                            |                           |

### QLD Disability Services - Client Issues



- Abuse/neglect/violence
- Administrative (includes complaints/appeals process/tribunal)
- Child protection
- Commonwealth entitlements/payments
- Community inclusion, participation, and access
- Discrimination
- Employment / Education
- Financial
- Health / Mental health
- Housing / Tenancy
- Legal issues
- NDIS

### 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.**



## TREASURER'S REPORT

This is my first report in the capacity of Treasurer and I am sincerely grateful for the opportunity to embark on this new learning curve. I would like to thank the members of the management committee and the staff of Mackay Advocacy in supporting me in this new role which has been somewhat fragmented in these social distancing parameters.

The financial performance and financial position of the organisation was sound and in accordance with strategic and operational plans. Additional grants/subsidies, including an unplanned ATO Cashflow boost, were received due to the COVID-19 pandemic, which increased the operating surplus of the organisation. The organisation was solvent and all expenses were paid as and when they fell due. Grants funding and contract revenue were up to date and recorded in the accounts. All compliance activities have been performed, including superannuation and taxation payments, bank reconciliations and funding acquittals.

Total expenditure increased in line with available funding and was applied proportionately to deliver the services of each program. The main changes in costs related to the newly appointed business coordinator position to meet service obligations (compliance, reporting and promotion) and additional accommodation costs associated with moving to a significantly improved premises.

### Financial Risk Management


The organisation undertook to provide reliable and accessible advocacy support services that were delivered professionally. Supporting business processes were designed to deliver quality outcomes and minimise business risk. Key risk areas that could result in significant financial impacts included accidental injury, property access/usage, business operations, association arrangements and electronic business systems. Accordingly, insurance policies were held to manage those risks, including:-

- Workcover accident
- Employee Assistance Program
- Public liability
- Professional indemnity
- Association liability

I would like to thank Richard Wainwright and Kimberley Osborne in assisting this organisation in keeping informed of this extraordinary year's financial sphere.

### Financial Governance

Financial transactions were processed in accordance with delegations of authority that were clearly defined in the organisation's policies and procedures. Business operations were underpinned and supported by a comprehensive framework of internal control which included effective segregation of financial duties and reconciliations of accounts. The financial systems, processes and organisation of the organisation were designed to provide a high level of financial assurance to stakeholders.



Laura Thompson  
Treasurer



# APPENDIX A



## FINANCIAL AUDIT REPORT 2019-2020





**Mackay Advocacy Inc**

ABN 83 685 183 540

Financial Statements  
For the year ended 30 June 2020



**Mackay Advocacy Inc**  
**ABN 83 685 183 540**  
**Detailed Profit and Loss Statement**  
**For the year ended 30 June 2020**

	2020 \$	2019 \$
<b>Income</b>		
Grants - recurrent	474,170	440,605
Events held by MAI		450
Grants - non recurrent	153,250	22,964
Donations received	165	87
Insurance recoveries	8,702	
Interest received	3,521	2,479
Cashflow boost	12,880	
Total income	652,688	466,585
<b>Expenses</b>		
Accountancy fees	9,651	12,260
Advertising	2,960	700
Amortisation expense		133
Bank charges	116	112
Cleaning	9,014	2,356
Computer expenses	5,075	3,353
Depreciation	8,596	2,176
Electricity	2,264	2,731
Fees, subscriptions & donations	2,287	2,480
Function expenses	417	1,926
Insurance	7,125	6,937
Legal fees	4,986	
Motor vehicle expenses	11,064	7,329
Outreach expenses	6,056	
Printing, postage & stationery	8,569	4,721
Provision for annual leave	7,404	(2,516)
Provision for long service leave	3,129	(11,308)
Rent	35,828	28,633
Repairs & maintenance	9,097	4,785
Salaries & benefits - employees	377,094	290,129
Security	3,855	1,783
Staff amenities	5,429	3,618

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 2020**

	2020 \$	2019 \$
Staff training	6,245	3,009
Superannuation - employees	35,828	27,082
Telephone	10,940	6,112
Travel expenses	1,568	3,447
Total expenses	574,601	401,987
<b>Profit from ordinary activities before income tax</b>	<b>78,087</b>	<b>64,598</b>
Income tax revenue relating to ordinary activities		
<b>Net profit attributable to the association</b>	<b>78,087</b>	<b>64,598</b>
<b>Total changes in equity of the association</b>	<b>78,087</b>	<b>64,598</b>
Opening retained profits	161,225	96,628
Net profit attributable to the association	78,087	64,598
<b>Closing retained profits</b>	<b>239,313</b>	<b>161,225</b>

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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 2020**

	2020 \$	2019 \$
Operating profit before income tax	78,087	64,598
Income tax (credit) attributable to operating profit (loss)		
<b>Operating profit after income tax</b>	<b>78,087</b>	<b>64,598</b>
Retained profits at the beginning of the financial year	161,225	96,628
Total available for appropriation	239,313	161,225
<b>Retained profits at the end of the financial year</b>	<b>239,313</b>	<b>161,225</b>

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The accompanying notes form part of these financial statements.



**Mackay Advocacy Inc**  
**ABN 83 685 183 540**  
**Balance Sheet as at 30 June 2020**

	2020 \$	2019 \$
<b>Current Assets</b>		
Bank of Queensland Cheque Account	37,509	8,334
BOQ - Websaver Account	121,101	60,441
Petty Cash Float	20	109
BOQ Term Deposit	115,545	112,709
<b>Total Current Assets</b>	<b>274,175</b>	<b>181,593</b>
<b>Non-Current Assets</b>		
Leasehold improvements		9,591
Less: Accumulated depreciation		(9,061)
Plant & equipment	32,812	45,634
Less: Accumulated depreciation	(14,376)	(33,735)
Motor vehicles	47,664	47,664
Less: Accumulated depreciation	(31,649)	(26,311)
<b>Total Non-Current Assets</b>	<b>34,451</b>	<b>33,782</b>
<b>Total Assets</b>	<b>308,626</b>	<b>215,375</b>
<b>Current Liabilities</b>		
Superannuation payable	2,887	3,150
PAYGW payable	17,758	11,000
Trade creditors	294	4,388
Bendigo - credit card	1,151	1,107
Provision for annual leave	18,686	11,282
Provision for long service leave	19,789	16,660
GST payable control account	8,749	6,563
<b>Total Current Liabilities</b>	<b>69,314</b>	<b>54,150</b>
<b>Total Liabilities</b>	<b>69,314</b>	<b>54,150</b>

The accompanying notes form part of these financial statements.

**Mackay Advocacy Inc**  
**ABN 83 685 183 540**  
**Balance Sheet as at 30 June 2020**

	2020 \$	2019 \$
<b>Net Assets</b>	<u><u>239,313</u></u>	<u><u>161,225</u></u>
 Accumulated surplus (deficit)	<u>239,313</u>	<u>161,225</u>
<b>Total Members' Funds</b>	<u><u>239,313</u></u>	<u><u>161,225</u></u>

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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 2020**

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**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.

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**Mackay Advocacy Inc**  
**ABN 83 685 183 540**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2020**

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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.

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Gary West, Director

p: 07 4914 2400 . f: 07 4914 2399  
e: admin@inspirebusinessservices.com.au  
www.inspirebusinessservices.com.au

## **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 2020. 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 2020 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**  
**CA Australia #454 113**  
2 December 2020



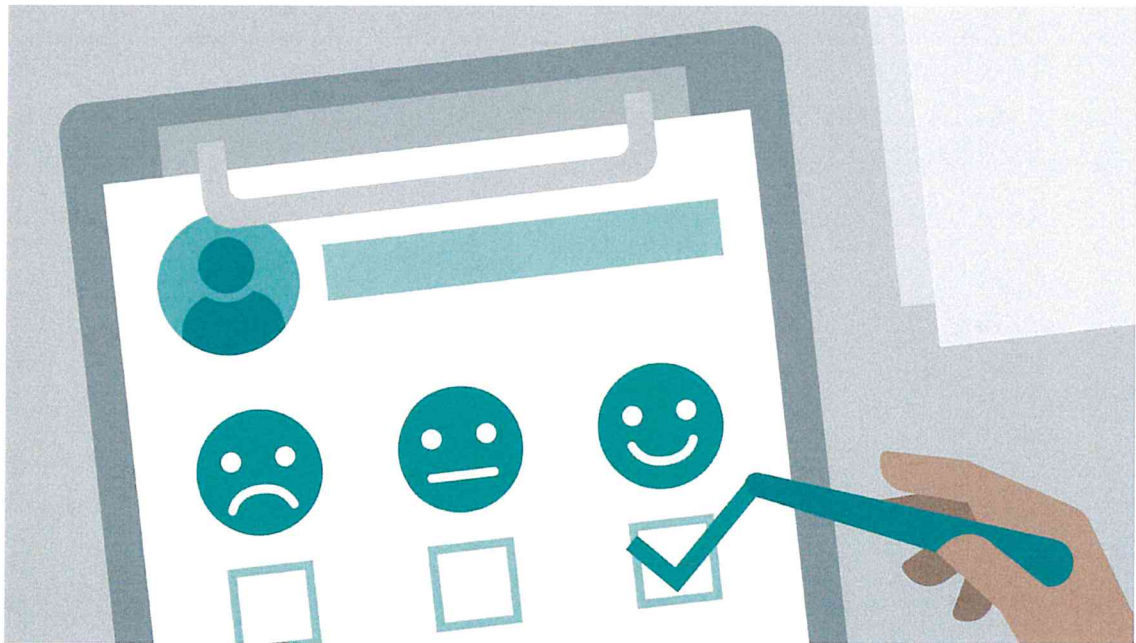
Liability limited by a scheme approved under Professional Standards Legislation







## APPENDIX B



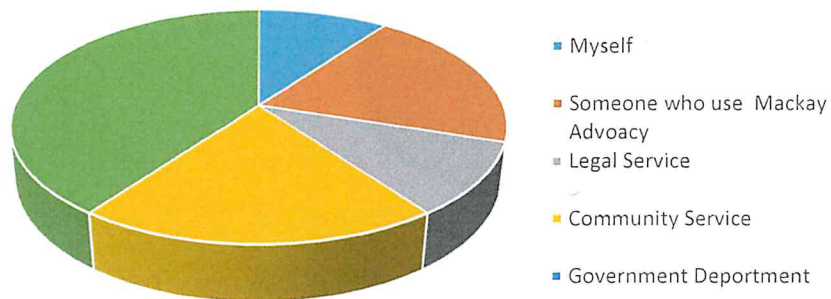
## ANNUAL CLIENT & PROVIDER SATISFACTION SURVEYS



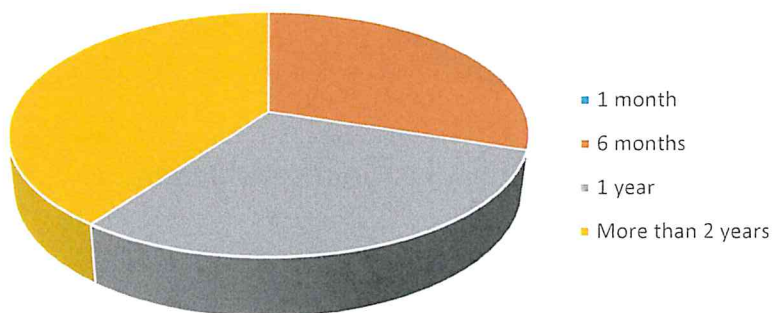


## ANNUAL CLIENT SATISFACTION SURVEY RESULTS

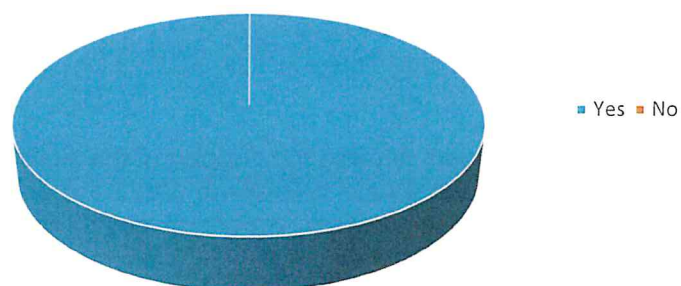
1. How did you find out about Mackay Advocacy?



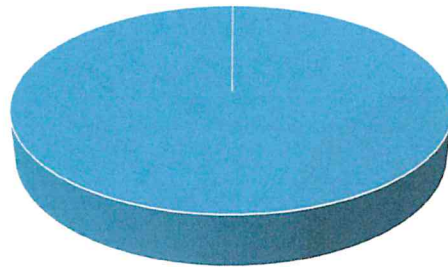
2. How long what you been dealing with Mackay Advocacy?



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

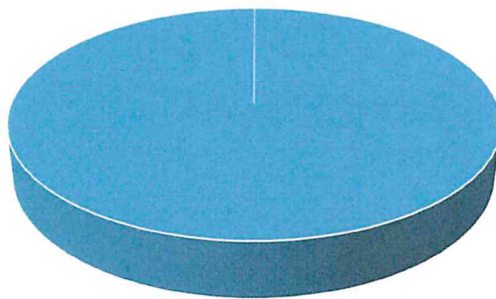


4. Do you believe Mackay Advocy encourages your right to participate and make choices about what advocacy support you would like?



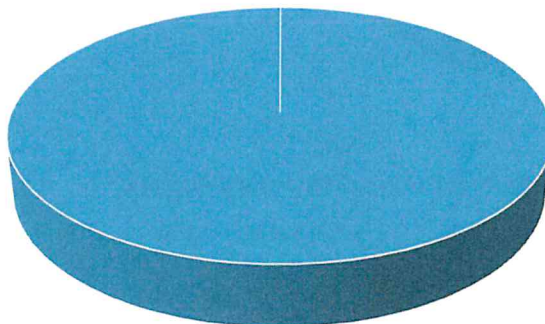
■ Absolutely  
■ Generally  
■ Unsure  
■ Not at all

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



■ Absolutely  
■ Generally  
■ Unsure  
■ Not at all

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

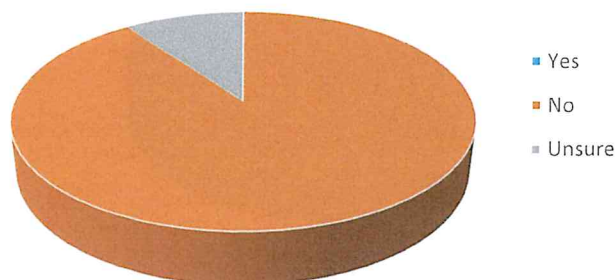


■ Yes  
■ No

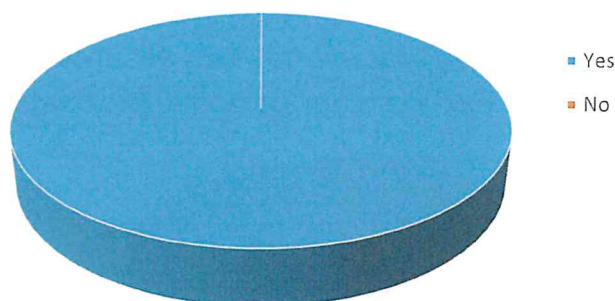
**Comments:**

1. More than satisfied. People like my son, needed the support of the Advocacy team more than ever.
2. Every time I have a problem, they have always helped me with it and sorted it out for me.
3. I dread to think what would have happened to my son and myself if I didn't have their support expertise and understanding.
4. Juanita is helpful and proactive with all the issues we have presented to her.
5. I am always kept in the loop.

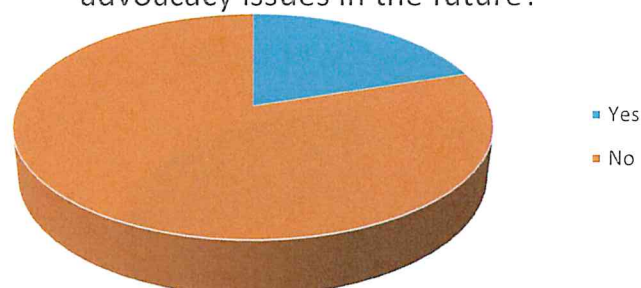
7. Do you feel you could cope with a similar situation on your own next time?



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



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

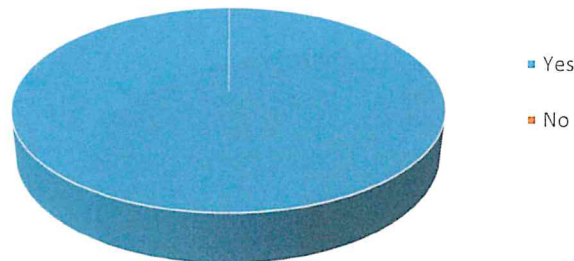


### Comments:

1. Unsure – This may be tested if I/we get to return to WA in the reasonably near future.
2. Our daughter works and her children are socially mobile, so she is fulltime looking after them, we have no one else in Mackay.
3. The issues have been so complex, time consuming, confusing, frustrating, and exhausting! I have complex health issues and care fulltime for my special needs child, so I am totally isolated from family, friend and the community.
4. I have no one.



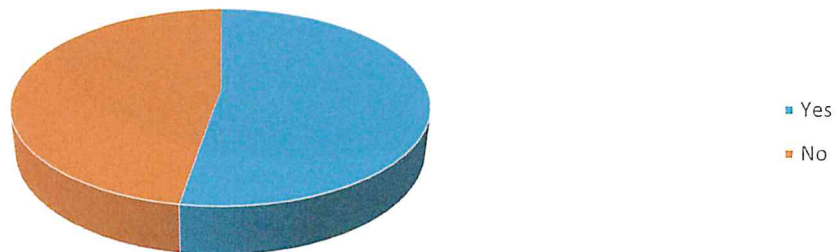
10. Do you feel welcome and included at Mackay Advocacy?



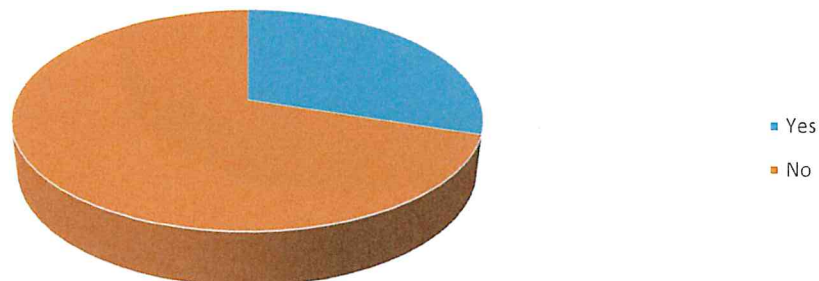
**Comments:**

1. I felt comfortable when talking to them.
2. Always!
3. Karen has always been kind, caring, patient, understanding, compassionate and welcoming with every interaction my son and I have had with herself.
4. Always felt welcome when entering or just out and about.
5. When I speak with Karen, I feel very relaxed. She has been very good with me; I mean really good.

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



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

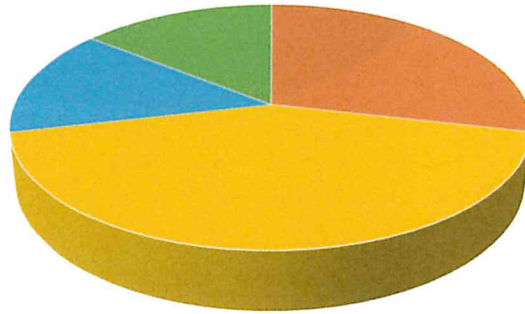


**Comments:**

1. Not to date. December 2020/January 2021 will be the first year review.
2. NDIS refused to include some items from the OT's prescription and Juanita helped in this matter as well as sourcing an alternative plan manager.
3. The whole NDIS process is MADNESS, confusing, unfair, exhausting, frustrating!! Dealing with NDIS people that have NO understanding of the NEEDS of people with disability or the strain on their carers is the biggest downfall of the whole system! This is why I am so thankful for Mackay Advocacy!
4. Mackay Advocacy have always been there to sort it out.

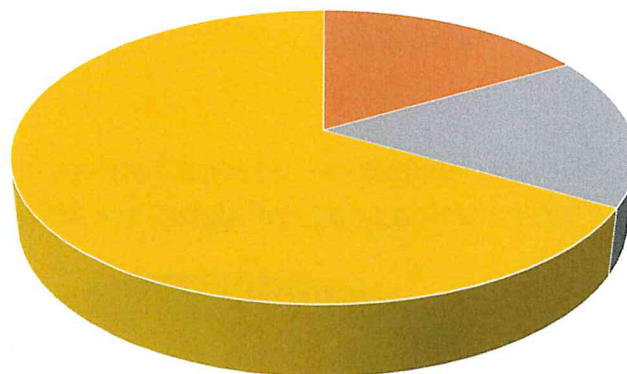
## ANNUAL PROVIDER SATISFACTION SURVEY

1. How did you find out about Mackay Advocacy?



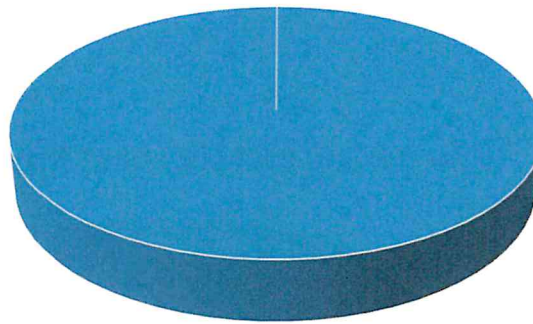
- Myself
- Someone who has used Mackay Advocacy
- Legal Service
- Community Service
- Government Department
- Other

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



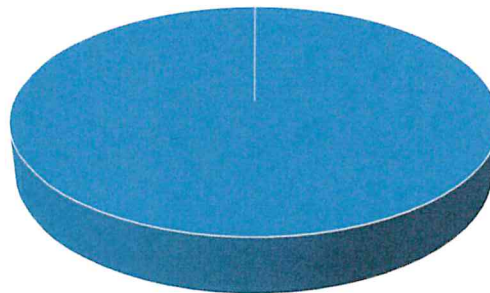
- 1 Month
- 6 Months
- 1 Year
- More than 2 years

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



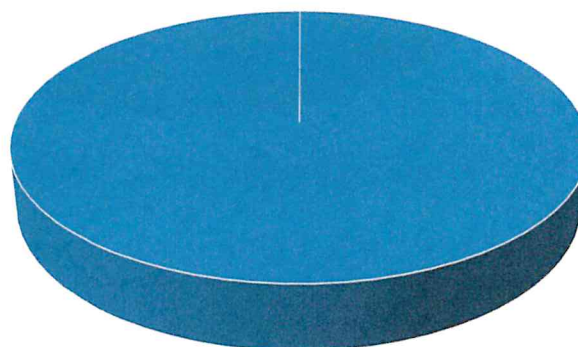
■ Yes ■ No

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



■ Absolutely ■ Generally ■ Unsure ■ Not at all

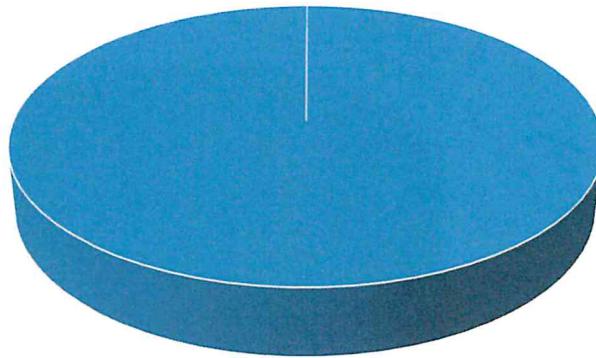
5. Do you believe the advocate strives to ensure clients basic human and legal rights are acknowledged?



■ Absolutely ■ Generally ■ Unsure ■ Not at all

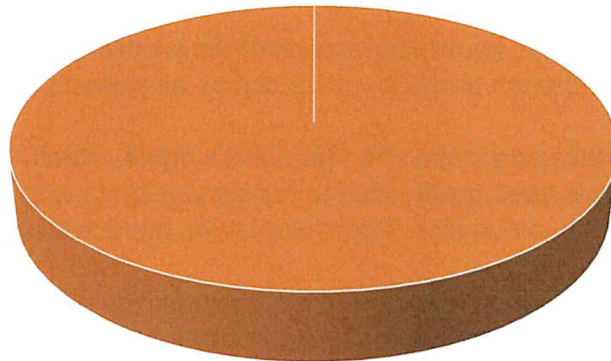


6. Are the issues or organisation referred to us being dealt with to your satisfaction?



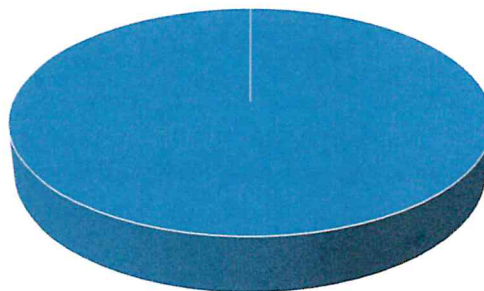
■ Yes ■ No

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



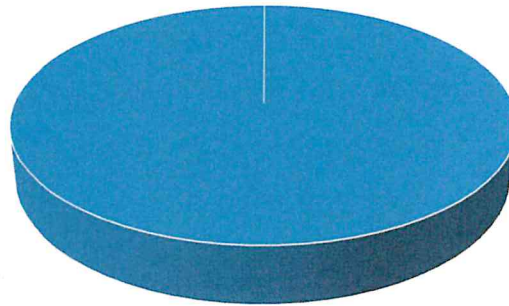
■ Yes ■ No

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 ■ No

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



■ Yes ■ No

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

1. Tamara is very supportive, knowledgeable and has excellent communication.
2. Staff are incredibly thorough and supportive across all aspects of my outgoing interactions with them.
3. Very helpful, supportive and looks after the client's rights. Really liked working with Tamara.
4. Mackay Advocacy has been great value to our service and I really like the emphasis on looking after our clients. I replied no to question 7 because I think there are circumstances where I would always use Mackay Advocacy.
5. Experienced advocates who work hard to advocate for the rights on individuals. Additional advocates would be beneficial due to the high case load / demand.