

Annual Report 2021-2022

Mackay Advocacy Inc

*Independent Advocacy
to people with a disability to ensure
their fundamental, human rights are met*

www.mackayadvocacy.com.au



CONTENTS

	<i>Page</i>
ABOUT MACKAY ADVOCACY INC.	3-4
2020-2021 ANNUAL GENERAL MEETING MINUTES	5-6
PRESIDENT'S REPORT	7
ORGANISATION & WORKER REPORTS	8-11
YEARLY STATISTICS	12-17
TREASURERS REPORT	18
FINANCIAL AUDIT REPORT 2020-2021	Appendix A
ANNUAL CLIENT SURVERY AND PROFESSIONAL/BUSINESS FEEDBACK	Appendix B



Disability Expo – August 2022

Homelessness Expo – June 2022



MANAGEMENT COMMITTEE

President: Keith Duffy
Secretary: Ros Warner
Treasurer: Raoul Wilson
Committee: Kathy Winterburn
Ashley Reynolds
Ray Wegner
Tarnia Kerruish

OFFICE DETAILS

Address: J22 Nelson Street, Mackay Qld 4740

Phone: (07) 4957 8710

Email: admin@mackayadvocacy.com.au

Website: www.mackayadvocacy.com.au

Office hours: Monday to Friday 9am to 5pm

Staff:

Manager/Advocate:	Nina Swara
Advocate:	Juanita Adamson
Business Coordinator:	Melissa Martin

Who we are: Mackay Advocacy Inc. is an independent non-profit organisation funded partly by the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships, The Department of Social Services 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 to support the most vulnerable people with disabilities in our region.

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 2021-2022 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) with Certification in National Standards for Disability Services National Disability Advocacy Program (NDAP). Certification Number: 576-00

COMMUNITY LINKS

Mackay Advocacy Inc maintains its connection with community organisations and service providers in our region by staff attending meetings held by a variety of organisations.

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 George Christensen (Previous Member for Dawson), Julieanne Gilbert MP (Member for Mackay) and Cr Alison Jones, Mackay Regional Council.

"The good things in life are universal and include being treated with dignity, respect, acceptance, a sense of belonging, an education, developing and exercising one's capacities, a voice in the affairs of your community and society, opportunities to participate, a decent material standard of living, a normative place to live, and opportunities for work and self-support"
~ Wolfensberger et al 1996 ⁷



MACKAY ADVOCACY INC

Annual General Meeting Minutes 2021

Mackay Advocacy Inc

DATE: Thursday 18th November 2021

MEETING OPENED: 11:05am

MEETING CLOSED: 11:35am

1. Meeting Opened at 11:05am by Keith Duffy

2. Welcome to County

Keith Duffy present Welcome to Country and paid respect to the Traditional Owners of the land in which the meeting was taking place.

3. Welcome & Apologies

- **Present** – Nina Swara, Juanita Adamson, Karen Casteel, Tamara Plater, Melissa Martin, Keith Duffy (President), Kathy Winterburn (Committee Member), Coral Breckinridge, Tiffany Matthews, Rodney Matthews, Tarnia Kerruish, Robert Kerruish, Tiffany Parker, Sherrie Davis, Gunther Paul, Ange Clarke, Dianne Mooney, Beth Cooper, Carrie Elliott, Carolynne Fisher, Virginia Clayton, Diana Roper, Helen Hoffrichter, Roslyn Warner (Secretary), Brad Dawson.
- **Present via Video Link** – Raoul Wilson, Ray Wegner (via phone)
- **Apologies:** Mayor Greg Williamson, Julianne Gilbert MP, George Christenson Member for Dawson, Jodie Meynell, Ashley Reynolds, Laura Thompson.

4. Minutes of 2020/2021 Annual General Meeting were read out by Keith Duffy.

Moved: Rodney Matthews **Seconded:** Ray Wegner - all in favour – carried

5. Business Arising from Previous AGM

No business arising from previous AGM.

6. Inwards and Outwards Correspondence

No inwards or outwards correspondence to present into meeting.

7. President's Report

Keith Duffy addressed the meeting with his President's report for the year.

Moved: Keith Duffy **Seconded:** Carolynne Fisher - all in favour – carried

8. Treasurer's Report

Ros Warner presented the Treasures Report for the financial year 2020-2021 on behalf of Laura Thompson who was an apology for the meeting but tabled the report.

Moved: Robert Kerruish **Seconded:** Tiffany Matthews - all in favour – carried

9. Organisation / Worker Report

Manager, Nina Swara tabled her yearly report and addressed the meeting thanking staff and the management committee for their work and dedication throughout the year. Thanks also was given to clients and stakeholders that participated in the NDAP Audit, and Lauren Cameron for her support and guidance throughout the year. This was then followed by Karen Casteel, Juanita Adamson and Tamara Plater who also tabled their reports and addressed the meeting along with Melissa Martin. Nina discussed the funding predicament ahead. Karen and Melissa discussed their role in supporting people to make submissions to the Disability Royal Commission.

10. Presentation to Management Committee

Staff presented the current Management Committee with appreciation certificates and a gift as a thank you and acknowledgement of the work they have done voluntarily for the past year.

11. Exiting Management Committee to stand down

- Robert Kerruish to chair

Robert paid respect to the traditional owners of the land in which the meeting was taking place.

Acknowledged the grant money received this year and the work that Mackay Advocacy staff and Management Committee have completed over the past year.

Robert declared that all current committee members are stood down and declared that all positions are now vacant. Robert also addressed the meeting to confirm that a Vice President is not required on the management committee of Mackay Advocacy and this position will remain vacant. All committee members have been nominated and are all unopposed.

12. Election of Management Committee

PRESIDENT: Keith Duffy nominated by Ros Warner

Second by Kathy Winterburn - *position accepted by Keith*

SECRETARY: Roslyn Warner nominated by Keith Duffy

Second by Kathy Winterburn - *position accepted by Roslyn*

TREASURER: Raoul Wilson nominated by Keith Duffy

Second by Ros Warner - *position accepted by Raoul*

COMMITTEE MEMBERS: Kathy Winterburn nominated by Keith Duffy

Second by Ros Warner - *position accepted by Kathy*

Ray Wegner nominated by Kathy Winterburn

Second by Keith Duffy - *position accepted by Ray*

Tarnia Kerruish nominated by Kathy Winterburn

Second by Ros Warner - *position accepted by Tarnia*

Ashley Reynolds nominated by Keith Duffy

Second by Kathy Winterburn - *position accepted by Ashley*

There were no other nominations.

13. Appointment of Financial Auditor

Keith Duffy declared the appointment of financial auditors as Inspire Accounting.

Moved: Keith Duffy **Seconded:** Ros Warner - *all in favour – carried*

14. Public Liability Insurance

It was duly declared by Keith Duffy that Mackay Advocacy has public liability insurance of \$20 million.

15. Thank you and Closure of Meeting

Keith Duffy closed the meeting and thanked everyone who attended this year's AGM. He thanked everyone for their continued support with Mackay Advocacy Inc and invited all attendees to stay and enjoy the refreshments provided.



Keith Duffy, President

Recorded by Melissa Martin, Business Coordinator

PRESIDENT'S ANNUAL REPORT

I am once again pleased to be presenting you the President's Report for Mackay Advocacy Inc, this time for the 2021/2022 year.

The Management Committee for the past year has included renewed commitment by Ros Warner, Kathy Winterburn, Ashlee Reynolds, Raoul Wilson and Ray Wegner. This has been an extremely difficult year for all concerned due the significant funding reduction of up to 80% from the State government and this also lead to the unfortunate redundancy of 2 advocates half-way through the year. Nina, Juanita and Melissa raised to the occasion to keep the organisation afloat, as the need for independent advocacy in our community is still strong and increasing.

We also brought forward our Strategic Planning meeting and have identified new parallel pathways to pursue - to ensure Mackay Advocacy has relevance and viability for the future. There are challenges ahead and with the dedicated team lead by Nina, with support of the Management Committee, we are optimistic.

After 7 years as President, I have made the decision to resign this year to focus on our family business as a Registered NDIS Provider. I will remain a strong supporter of Mackay Advocacy with recognition that this is an essential service in our community.

It has been a pleasure to be associated with Mackay Advocacy Inc for nearly 12 years - the first 5 years as the organisation's Community Resource Officer in the days of DSQ and the last 7 years as President after I left working for the Queensland Government.

I now look forward to remaining a friend of Mackay Advocacy and wish this organisation every success for the future.



Keith Duffy
President

MANAGER'S ANNUAL REPORT

I am pleased to present the 2021-2022 Annual Report which includes advocates' reports and supporting data for the past year. Always most valuable is the Client and Stakeholder feedback that is provided to us each year. We are buoyed by the significant contribution by people in our community with their valuable donations and new and continuing memberships.

Mid way through the past year, we underwent an 80% decrease in state funding which has had a significant impact on the remaining staff but most drastically the people we serve. Whilst Juanita, Melissa and I have persevered and have met all current funding contract targets, the waiting lists and unmet need of vulnerable people in our community are increasing and our resources, not to mention energy, are being depleted. Such adversity and challenges have been exhausting however I am proud that the staff and management committee seek creativity and renewed initiatives when it would be easier to give up at times. Communication lines are open with both state and federal governments to not only reinstate our core funding but to also explore new income streams to support the massive qualitative and quantitative evidence that indicates the prevalence of barriers that are experienced by the most vulnerable. Juanita and Melissa not only exceed in their roles but also rise to the occasion are "get on board" when I have new ideas, initiatives, excitement, stress and lulls. The significant achievements we have had over the past year particularly could not have come to fruition without their loyalty and commitment. Most importantly, same has been endorsed by the feedback we receive from the people that entrust us with advocacy implementation.

Again, the perseverance of the team 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 Duffy who has lead this organisation for the past 7 years with commitment, passion and integrity. He has also been an immense support to me personally as a peer and we wish him well with his new ventures but know he will remain in our advocacy family. Raoul has come on board as Treasurer in the midst of a financial crisis but has been a reckoning in preserving this organisation's resources as best as can be with renewed vigour towards seizing new opportunities. I also want to acknowledge Raoul's contribution to Mackay Advocacy Inc by mentioning us in his own government lobbying efforts. Ros is a great support as the Secretary and harnessing the executive role, Ashley has been missed but her presence from afar remains valuable. Kathy, Tarnia & Ray all play vital roles in being in office just at the right time whether it be auditor interviews, delegates visiting and so on - amongst the chaos of the MAI day.

I thank Lauren Cameron from Department of Social Services, the Staff at Dept of Seniors, Disability Services & Aboriginal & Islander Partnerships, Member for Mirani, Stephen Andrews, George Christensen, Cr Alison Jones and Julieanne Gilbert who have made time to either visit Mackay Advocacy Inc in person to support our pledge for funding renewal. I also would like to acknowledge Brad Dawson from 2IT and Nino Guglielmino from Intech Communications who have provided Mackay Advocacy Inc with optimum service most efficiently and economically which is sincerely appreciated. Richard and Kimberley from Inspire Accountants, thank-you for your assistance with financial management and exploring new opportunities.

I look forward to further engagement with Minister Craig Crawford and the Honorable Bill Shorten in exploring new funding opportunities that are aligned with client need and reflective of the significant efforts we can further achieve: and to preserve the local and regional imprint of Mackay Advocacy Inc!

Significant advocacy outcomes this year have included:-

- More than 14 hearings with the Queensland Civil and Administrative Tribunal resulting in desired outcomes for people, in particular revocation of the Public Trustee as financial administrator when one has proven own self-determination in managing one's own finances; or appointment of an Adult Guardian when one has been neglected, abused or exploited
- Success in anti-discrimination hearings, particularly when the person is the vehement warrior in seeking justice, with only an advocate on their side, whilst the other parties have a team of lawyers
- Success in an Administrative Appeals Tribunal for a young person to finally receive the supports, technology and medical equipment they are entitled to (even though MAI is not funded to do appeals) – a team effort by parent, stakeholders and advocate ensured the right decision was finally made
- Success in new NDIS applications
- Success in compensation and claims
- Parents having a voice at Child Safety Case Planning meetings and receiving legal representation when required

Please also refer to the significant achievements by Juanita and Melissa in their reports.

Barriers remaining are (to name only a few):

- Significant reduction to people's NDIS plans and also not having choice in place of residence, inappropriate coordination, waiting lists for assessments which lead to delayed adequate and intrinsic supports and equipment
- Housing crisis and increased homelessness
- Increased domestic violence, financial exploitation and even more personal violations by people in positions of power whether it be stakeholders, unqualified carers and even some family members

Mackay Advocacy Inc is working with Queensland Advocacy Inc and the Disability Advocacy Network of Australia to address these issues systemically with government including contribution to the Disability Royal Commission and the new National Disability Advocacy Framework for NDIS reform.

I would like to acknowledge all of you in our community who support Mackay Advocacy Inc and who all play a part towards positive change, which includes simply one-on-one positive regard, for the most vulnerable, yet resilient, people with disability -actions which are integral to our society.



Nina Swara
Manager

Juanita Adamson – Individual Advocate NDAP
Annual report

Good morning,

I wish to acknowledge the traditional owners and custodians, the Wiri, Yuibera and Birri peoples on whose land I conduct my work. I would also like to recognise those with lived experience of **mental** health conditions in Australia.

With reduced funding and the reduction of staff I was going to say it's been a challenge, but it tends to put negative connotations on it, and I don't want to do that. I love what I do, I love that I get to come to work and be a part of change for better outcomes, making lives a little bit easier, navigating rocky paths or simply sharing 'the load'.

At Mackay Advocacy we embrace challenge, this year we have managed to adapt, reassess, adjust, and diversify, we are continually checking for best practice and continuous improvement.

Our commitment to output and advocacy never waivers we spend valuable time as a team from intakes to outcomes. We've had some extremely positive outcomes and along the way we have empowered individuals to build capacity to resolve issues and successfully self-advocate.

Unfortunately abuse and/or exploitation still trends in our community, as does discrimination, it would be a wonderful world if we had the manpower to get out there and end these atrocities.

We have managed to outreach, network, deliver presentations and even enroll in our own study for professional development.

We are proud to work collaboratively with Child Safety, Queensland Public Trustee and the Office of Public Guardian to name a few.

Thank you, committee members, past and present, although I see you briefly, please know you are very much appreciated, special thanks and best wishes to Keith and his family.

Juanita Adamson
Individual Advocate

Melissa Martin – Business Coordinator
Annual report

In 2022 along with my role as Business Coordinator I have been working on the Disability Royal Commission with people in our community. The Disability Royal Commission is ending in December 2022, and it was a priority to continue to build awareness in the community and get as many people as possible to tell their story to the Royal Commission in hopes of a positive change.

I addressed this by advertising via our social media and on the Mackay Advocacy website, this has up to date information and links to useful and relevant information. By hosting pop up stalls at local shopping centres on two separate occasions, this involved engaging with the community on a face-to-face level and discussing the details of the Royal Commission and to assist them in understanding the process of making a submission.

Presentations were delivered to DES service providers, support services, community groups, mainstream health services both locally and in outreach. Expos were attended by Mackay Advocacy with the intent to engage with the community about details on the Disability Royal Commission, these included the Mackay Disability Expo, Homelessness Expo and NADIOC Day Celebrations.

Furthermore, in May 2022 a community information session was held with ***Lotus Support Services*** and ***Your Story Disability Legal Support*** where people from disability organisations and members of the public attended. The first half of 2022 seen me working closely with clients and family members to provide information and deadlines to register for a Private Session.

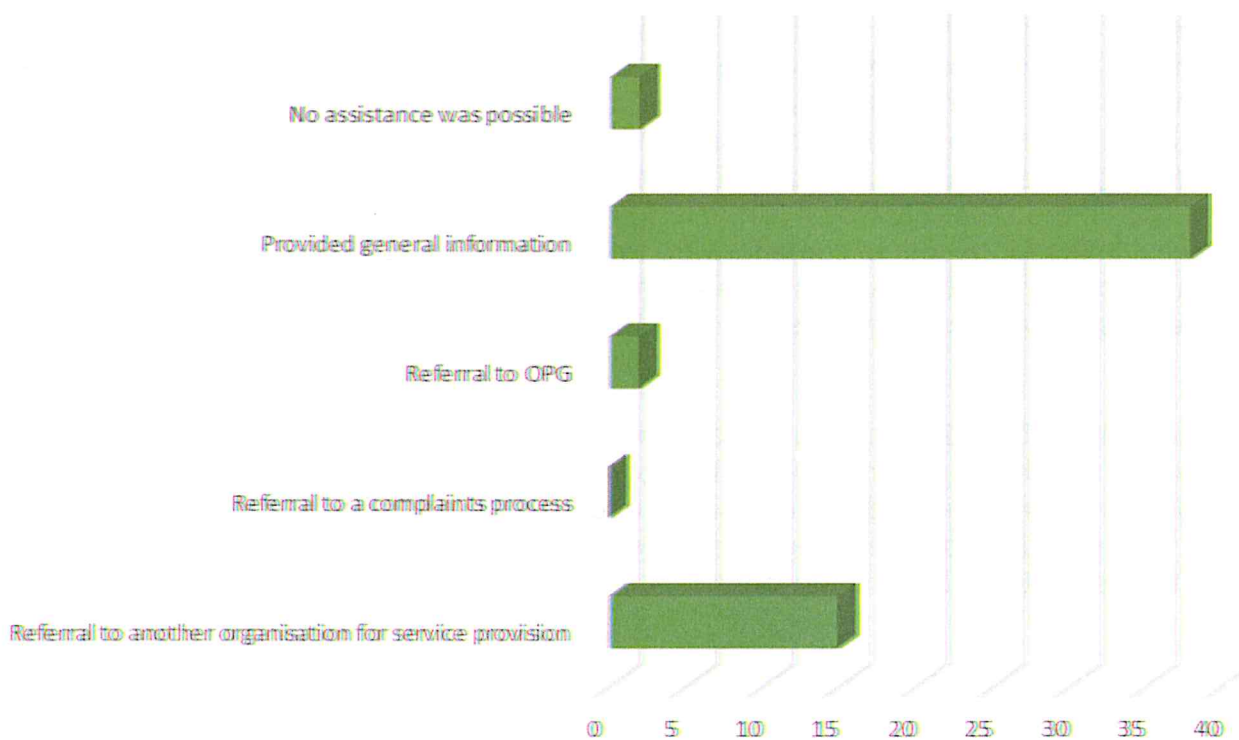
Successes include more clients and organisations showing a willingness to tell their stories. Organisations were more welcoming for presentations and showed an eagerness and willingness to make a submission to the DRC on behalf of the organisation and the people they support. There has been an increase of 35% of clients coming forward for assistance in telling their story. In the past 12 months 11% of clients have reengaged with Mackay Advocacy to make amendments to their submission. 65% of clients are still engaged to get assistance completing a submission, this has been challenging at times to get submission to completion stage. Clients have had a willingness to make submissions via voice recordings, written submissions, diary entries and song. I have also assisted 24% clients to participate in private sessions. Working with the community on the Disability Royal Commission has been a unique experience. The resilience and strength it takes for people to come forward to tell their story in the hopes of a positive change is truly remarkable. These testimonies have been sensitive, private, and traumatic, I feel privileged that I was entrusted by these brave people to deliver such submissions, thank you to all that have done so.

Lastly, I would like to take this opportunity to thank the Management Committee and Nina for encouragement and the opportunity for me to progress my professional development. This year I have found myself completing additional training and study that I find both challenging and rewarding. I am excited to see what bigger and better things that Mackay Advocacy will be able to achieve in the next 12 months and onwards.

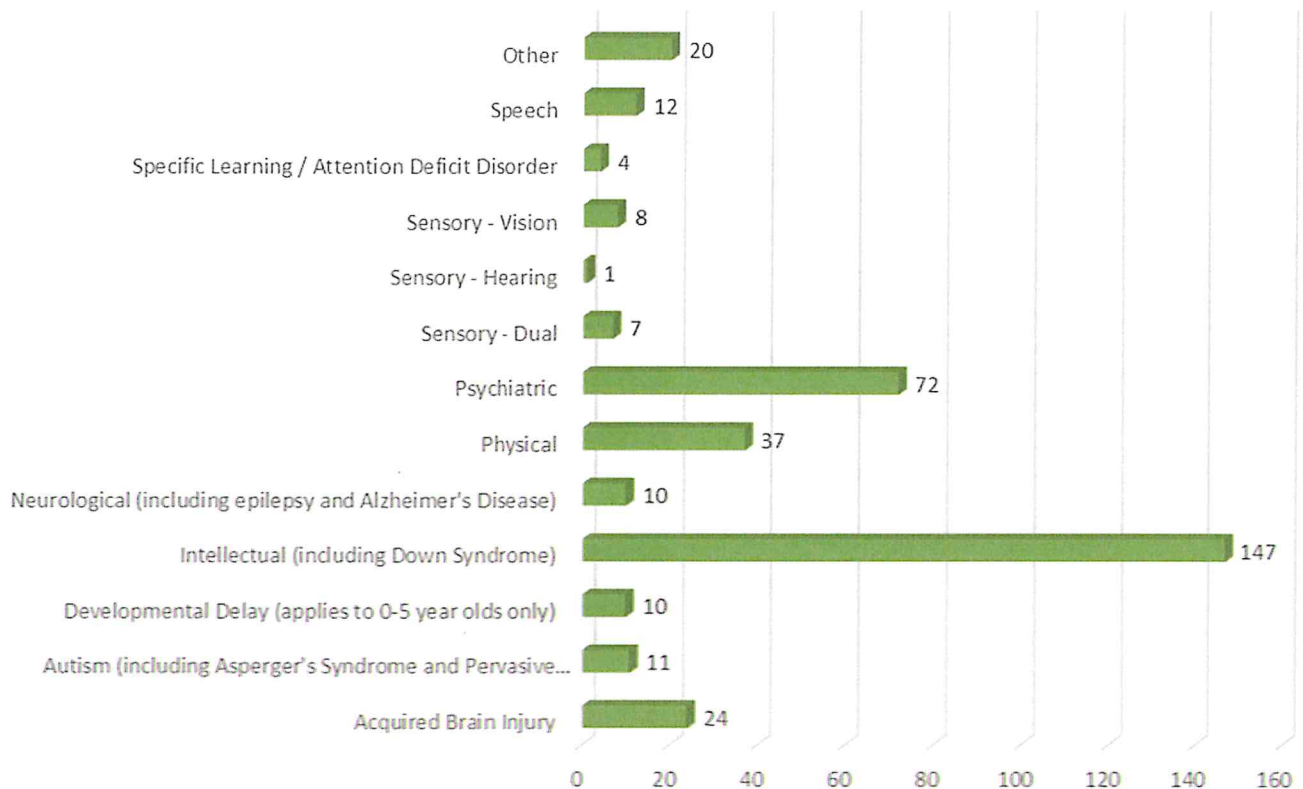
Referrals and Intakes



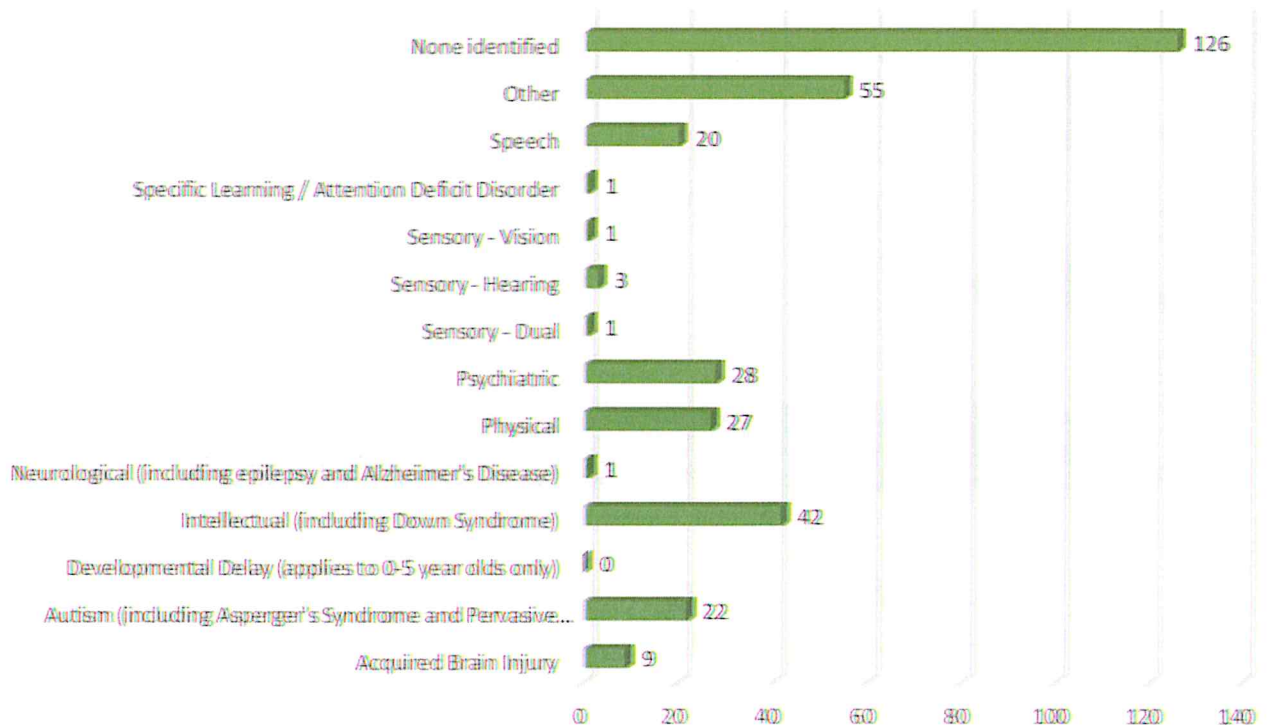
Action Taken upon Decline



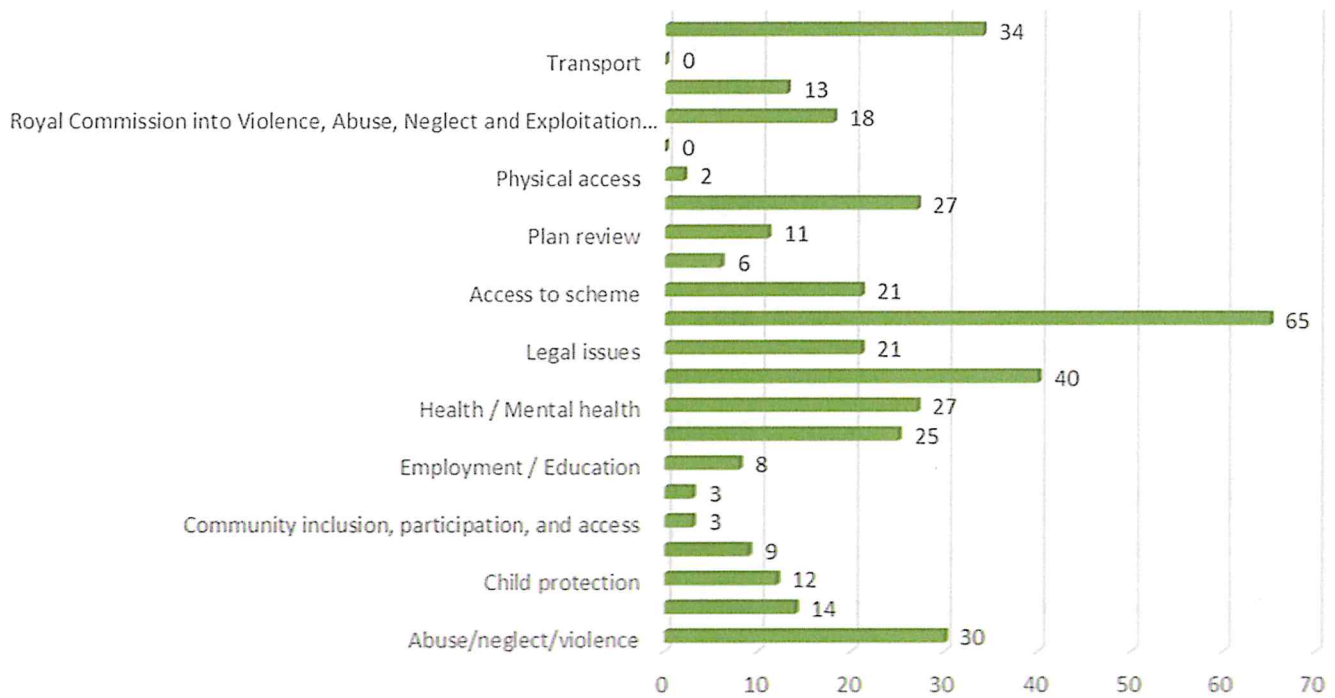
Disability Services Qld - Primary Disability



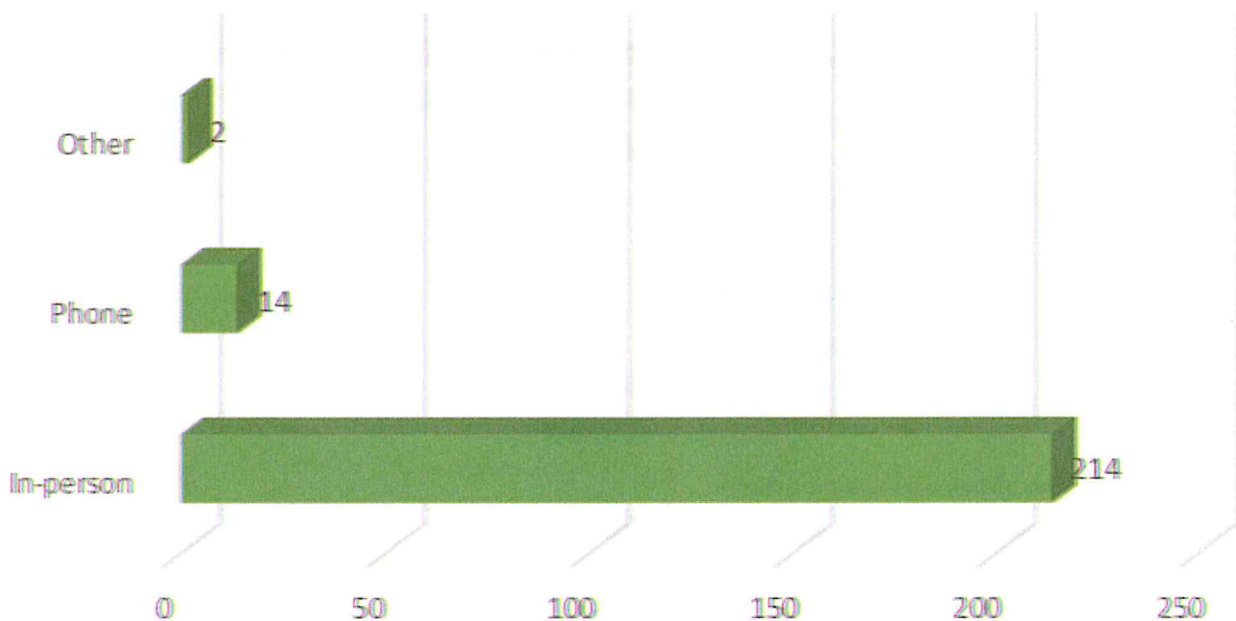
Disability Services Qld - Secondary Disability



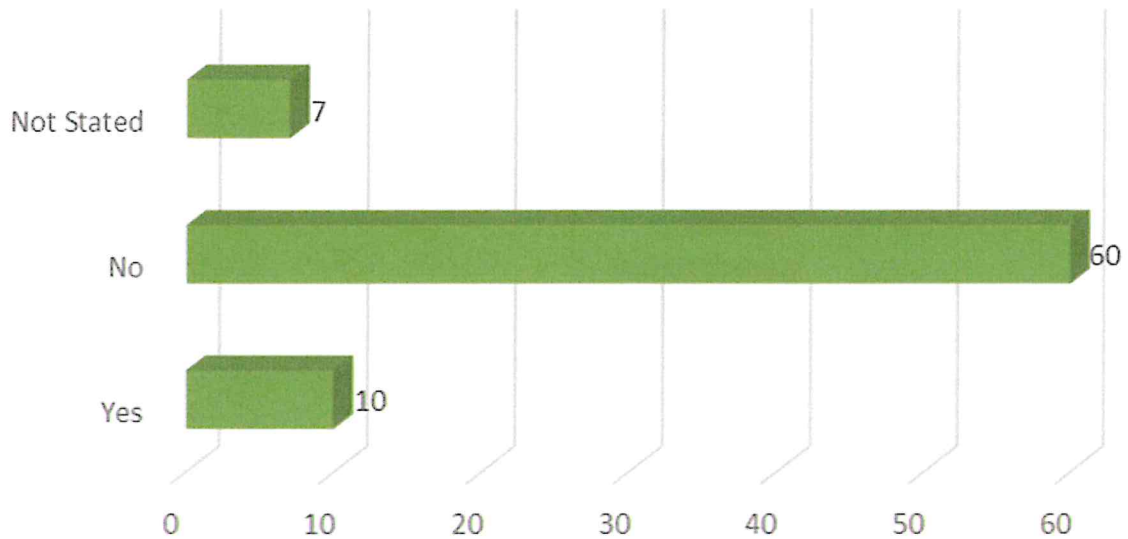
Qld Disability Services - Type of Issue



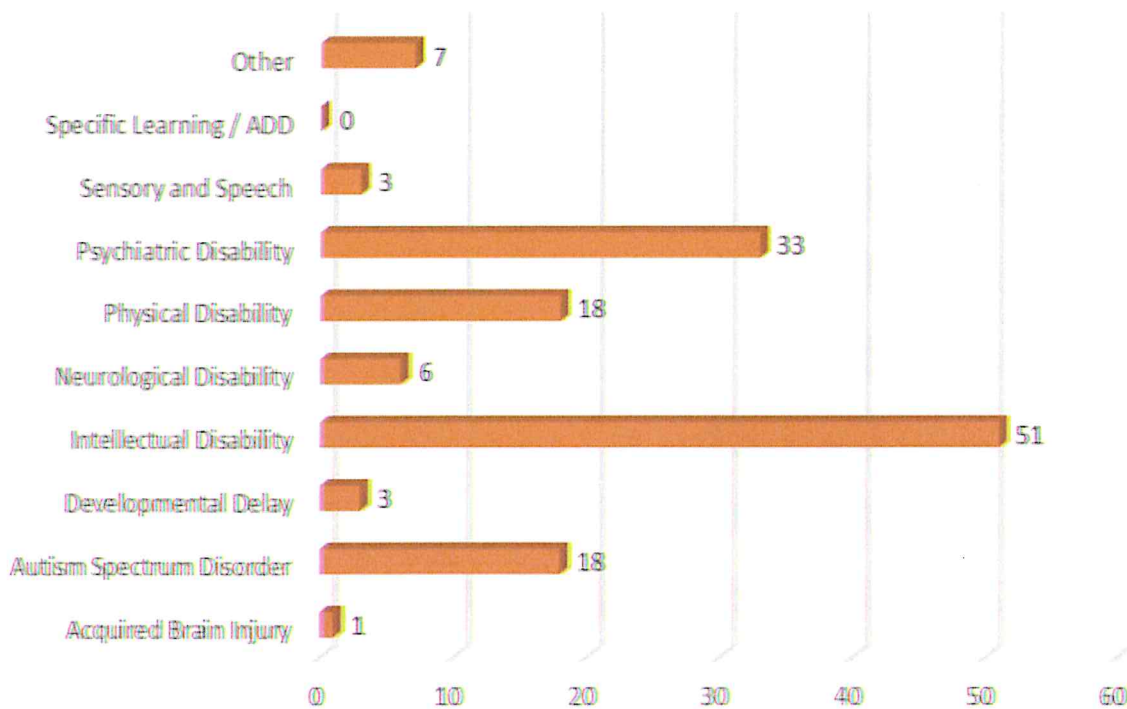
Qld Disability Services - Primary Service Delivery Method



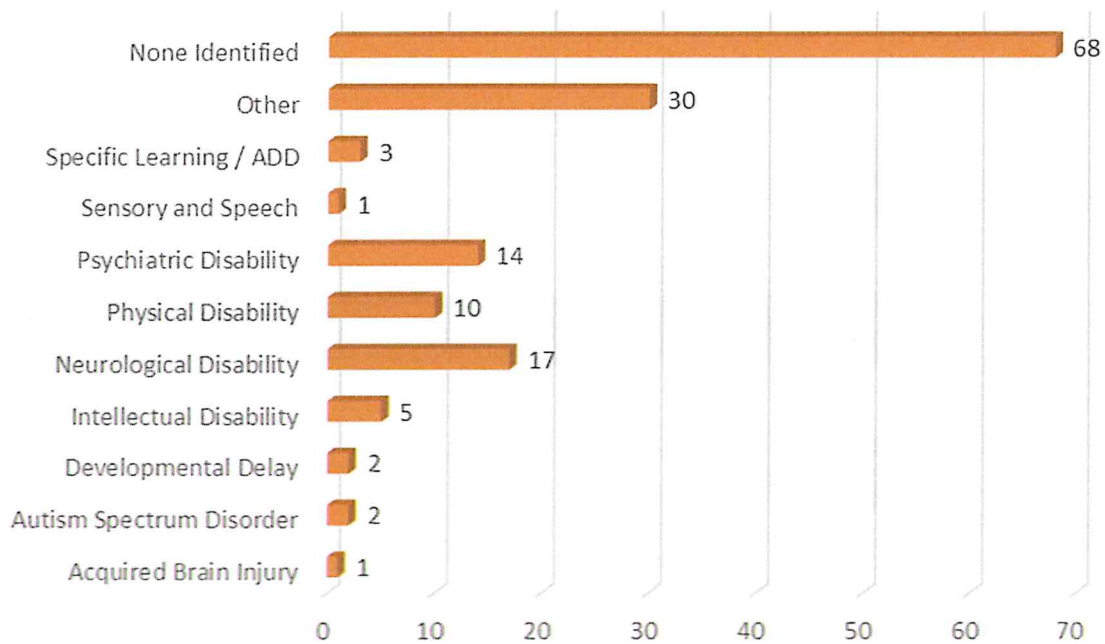
Qld Disability Services - Evidence of Domestic and Family Violence.



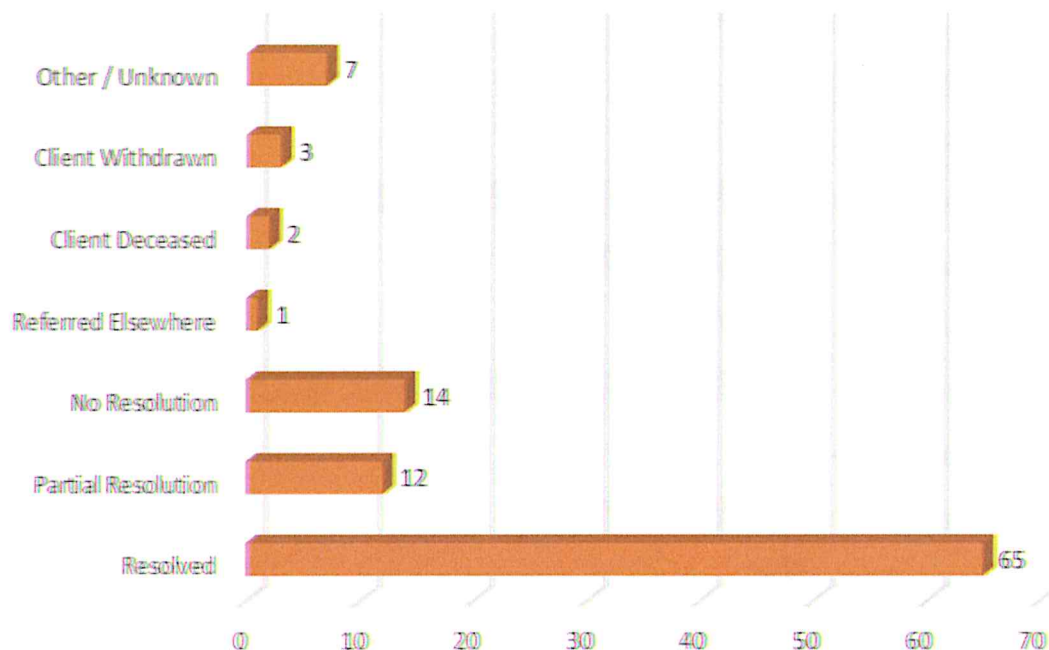
NDAP - Primary Disability



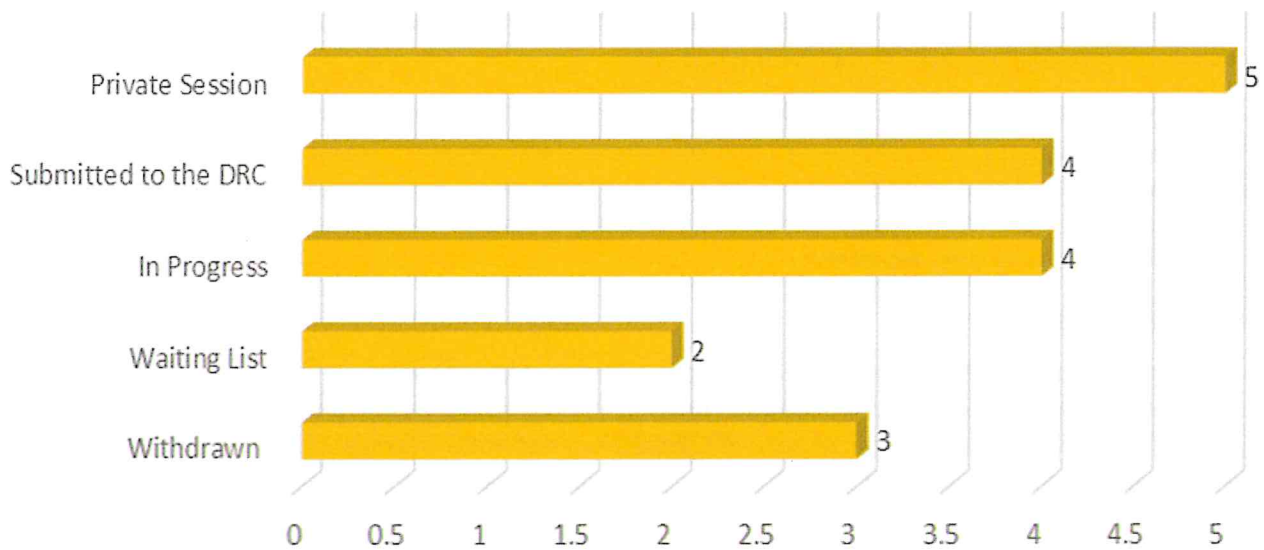
NDAP - Secondary Disability



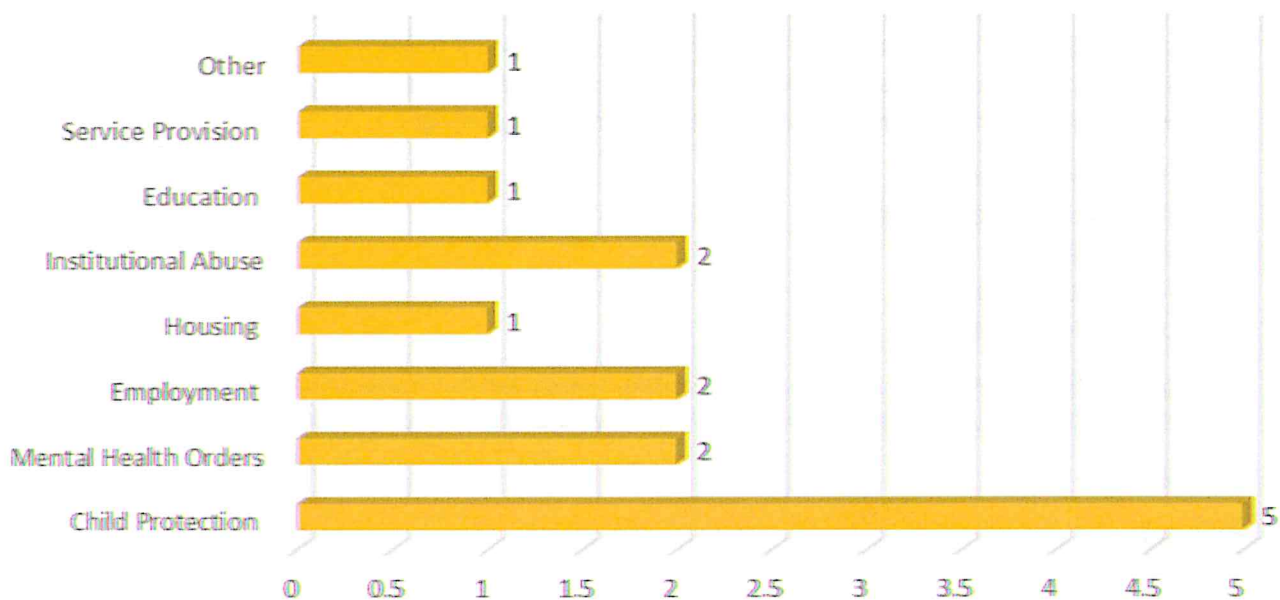
NDAP - Outcomes Achieved



Disability Royal Commission - Submission Information



Disability Royal Commission - Submission Topics



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 as Treasurer for Mackay Advocacy Inc. and I would like to thank other members of the management committee and the staff for the past year.

The financial performance and financial position of the organisation was below previous years, due to significant funding cuts, but were in accordance with strategic and operational plans. All expenses were paid as and when they fell due. Funding and contract revenue were up to date and recorded in the accounts. All compliance activities have been performed, including taxation payments, superannuation, back reconciliations, and funding acquittals.

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 and processes of the organisation were designed to provide a high level of financial assurance to stakeholders. I would like to thank Richard and Kim at Inspire Accountants for the continued professionalism and please refer to the attached Annual Financial Audit Report 2021-2022.

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

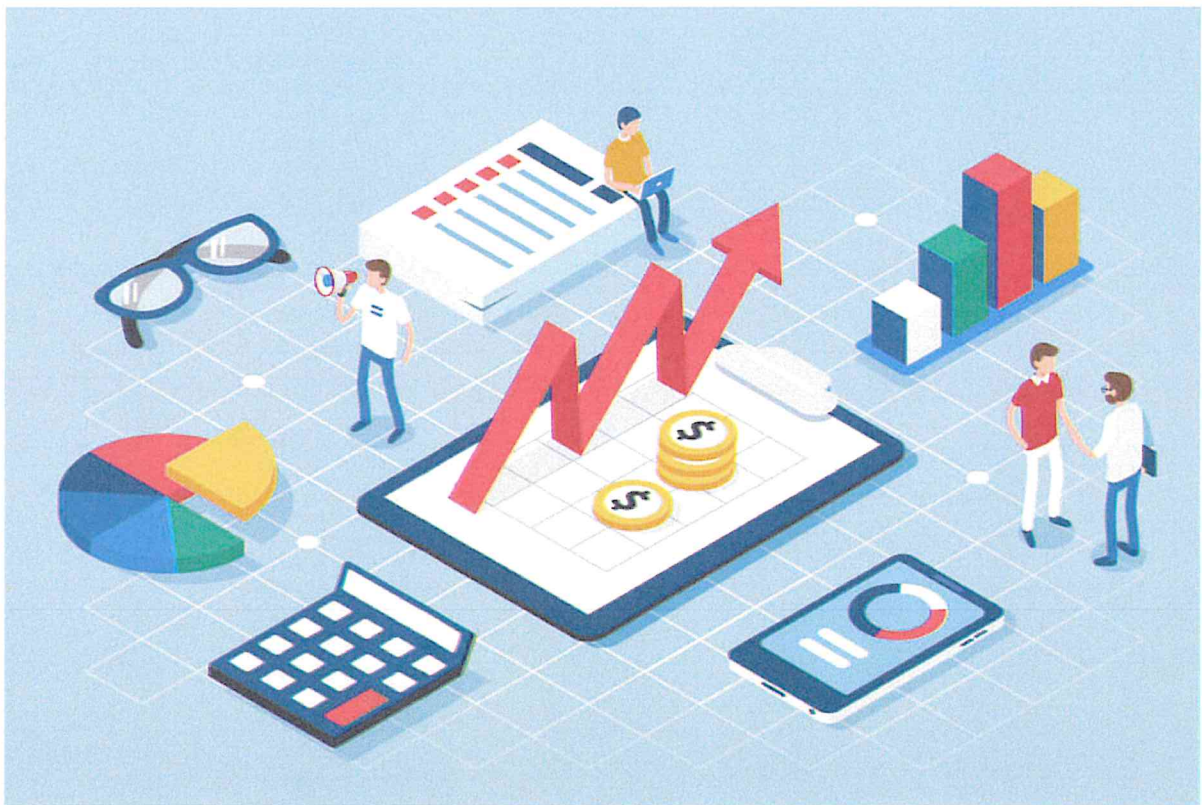
It is expected that the 2022 will also result in an operating loss, and it is obvious that this cannot continue without commitment from the state government that funding will be increased in the future.

Raoul Wilson

Treasurer



APPENDIX A



FINANCIAL AUDIT REPORT 2021-2022

Mackay Advocacy Inc
Mackay Advocacy Inc. ABN 83 685 183 540

Financial Statements
For the year ended 30 June 2022



Mackay Advocacy Inc
Mackay Advocacy Inc. ABN 83 685 183 540
Detailed Profit and Loss Statement
For the year ended 30 June 2022

	2022 \$	2021 \$
Income		
Grants - recurrent	468,975	584,004
Grants - non recurrent		39,726
Donations received	840	2,940
Insurance recoveries		3,967
QLeave - Fund Reimbursements	2,747	
Interest received	666	1,684
Cashflow boost		48,396
Profit on sale of assets	(580)	2,511
Total income	472,648	683,228
Expenses		
Accountancy fees	14,368	14,613
Advertising	1,586	3,608
Bank charges	294	126
Borrowing costs		1,370
Cleaning	1,692	8,127
Computer expenses	2,170	8,336
Depreciation	8,314	8,005
Electricity	3,979	3,771
Fees, subscriptions & donations	8,234	9,669
Function expenses	470	813
Fringe benefits tax	5,824	1,952
Insurance	7,616	10,018
Motor vehicle expenses	14,167	14,314
Outreach expenses	987	2,967
Printing, postage & stationery	3,841	8,148
Provision for annual leave	(2,138)	1,884
Provision for long service leave	(19,252)	6,304
Rent	36,400	35,484
Repairs & maintenance	3,042	6,256
Salaries & benefits - employees	343,228	371,962

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc
Mackay Advocacy Inc. ABN 83 685 183 540
Detailed Profit and Loss Statement
For the year ended 30 June 2022

	2022 \$	2021 \$
Security	835	1,803
Staff amenities	2,064	3,381
Staff training	13,095	9,091
Superannuation - employees	32,273	35,336
Telephone	9,582	9,020
Travel expenses	1,842	1,338
Total expenses	494,511	577,694
Profit (loss) from ordinary activities before income tax	(21,863)	105,534
Income tax revenue relating to ordinary activities		
Net profit (loss) attributable to the association	(21,863)	105,534
Total changes in equity of the association	(21,863)	105,534
Opening retained profits	344,847	239,313
Net profit (loss) attributable to the association	(21,863)	105,534
Closing retained profits	322,984	344,847

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc
Mackay Advocacy Inc. ABN 83 685 183 540
Profit and Loss Statement - Summary
For the year ended 30 June 2022

	2022 \$	2021 \$
Operating profit (deficit) before income tax	(21,863)	105,534
Income tax (credit) attributable to operating profit (loss)		
Operating profit (deficit) after income tax	(21,863)	105,534
Retained profits at the beginning of the financial year	344,847	239,313
Total available for appropriation	322,984	344,847
Retained profits at the end of the financial year	322,984	344,847

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc
Mackay Advocacy Inc. ABN 83 685 183 540
Balance Sheet as at 30 June 2022

	2022 \$	2021 \$
Current Assets		
Bank of Queensland Cheque Account	50,948	70,561
BOQ - Websaver Account	171,426	201,303
Petty Cash Float	74	112
Trade debtors		4,259
BOQ Term Deposit	117,463	116,995
Total Current Assets	339,911	393,229
Non-Current Assets		
Plant & equipment	43,336	44,832
Less: Accumulated depreciation	(27,961)	(22,381)
Motor vehicles	41,144	41,144
Less: Accumulated depreciation	(20,334)	(13,398)
Total Non-Current Assets	36,185	50,196
Total Assets	376,096	443,425
Current Liabilities		
Superannuation payable		2,828
PAYGW payable	10,255	14,028
Trade creditors	1,577	2,299
Bendigo - credit card	245	500
Provision for annual leave	18,432	20,570
Provision for long service leave	4,966	26,093
GST payable control account	937	13,087
Total Current Liabilities	36,412	79,405

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc
Mackay Advocacy Inc. ABN 83 685 183 540
Balance Sheet as at 30 June 2022

	2022 \$	2021 \$
<hr/>		
Non-Current Liabilities		
Hire purchase	16,700	19,173
Total Non-Current Liabilities	<hr/> 16,700 <hr/>	<hr/> 19,173 <hr/>
Total Liabilities	<hr/> 53,112 <hr/>	<hr/> 98,579 <hr/>
Net Assets	<hr/> 322,984 <hr/>	<hr/> 344,847 <hr/>
Accumulated surplus (deficit)	<hr/> 322,984 <hr/>	<hr/> 344,847 <hr/>
Total Members' Funds	<hr/> 322,984 <hr/>	<hr/> 344,847 <hr/>

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

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 2020

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 for Mackay Advocacy Inc. for the year ended 30 June 2022. 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 2022 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 September 2022



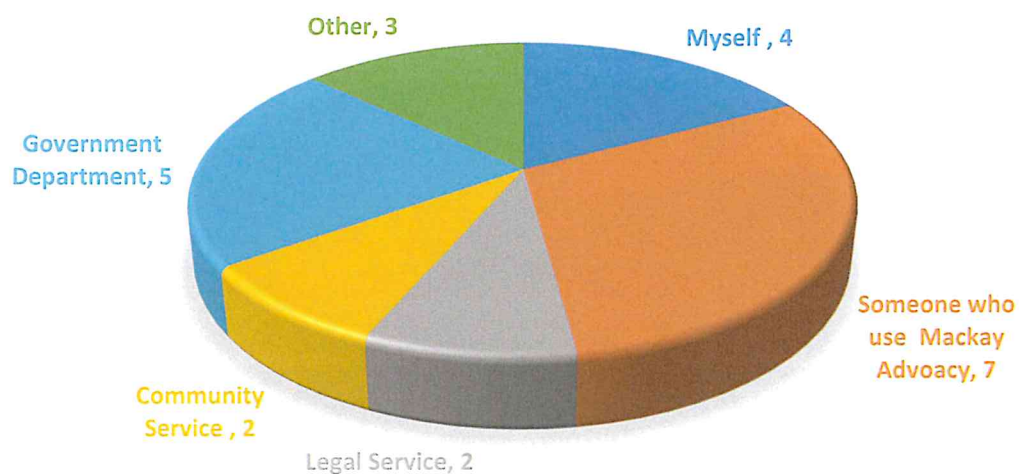
APPENDIX B



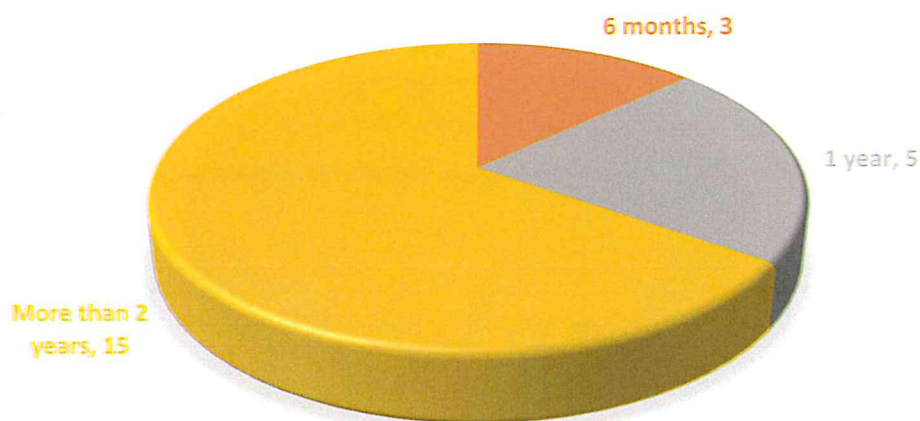
ANNUAL CLIENT SURVEYS & PROFESSIONAL / BUSINESS FEEDBACK

ANNUAL CLIENT SATISFACTION SURVEY RESULTS 2021-2022

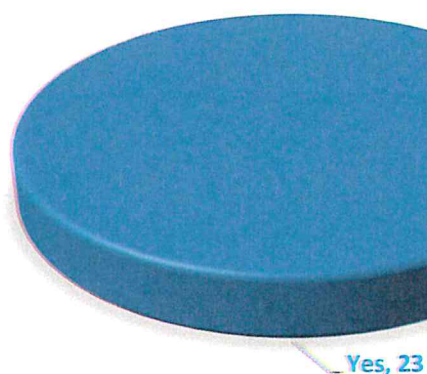
1. HOW DID YOU FIND OUT ABOUT MACKAY ADVOCACY?



2. HOW LONG WHAT YOU BEEN DEALING WITH MACKAY ADVOCACY?

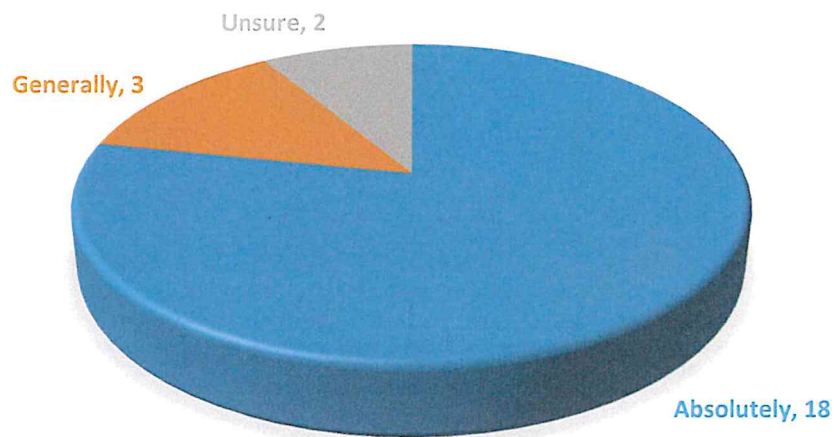


3. ARE YOU CONFIDENT THAT MACKAY ADVOCACY TREATS PEOPLE WITH DISABILITY AND THEIR FAMILIES WITH DIGNITY AND RESPECT?

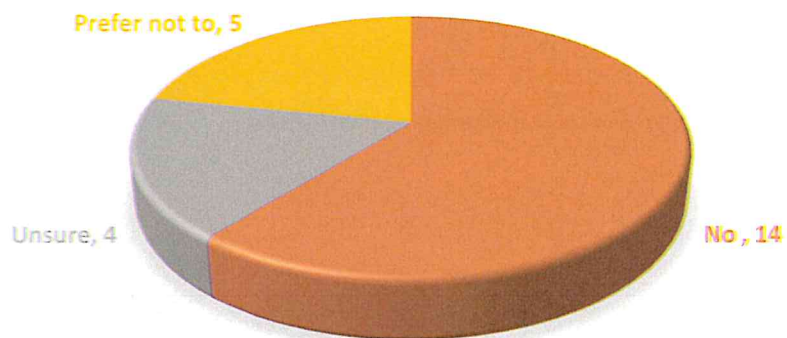


ANNUAL CLIENT SATISFACTION SURVEY RESULTS 2021-2022

4. DO YOU BELIEVE MACKAY ADVOCACY ENCOURAGES YOUR RIGHT TO PARTICIPATE AND MAKE CHOICES ABOUT WHAT ADVOCACY SUPPORT YOU WOULD LIKE?



5. HAVE YOU USED THE STATE-WIDE DISABILITY PATHWAYS PHONE HUB?

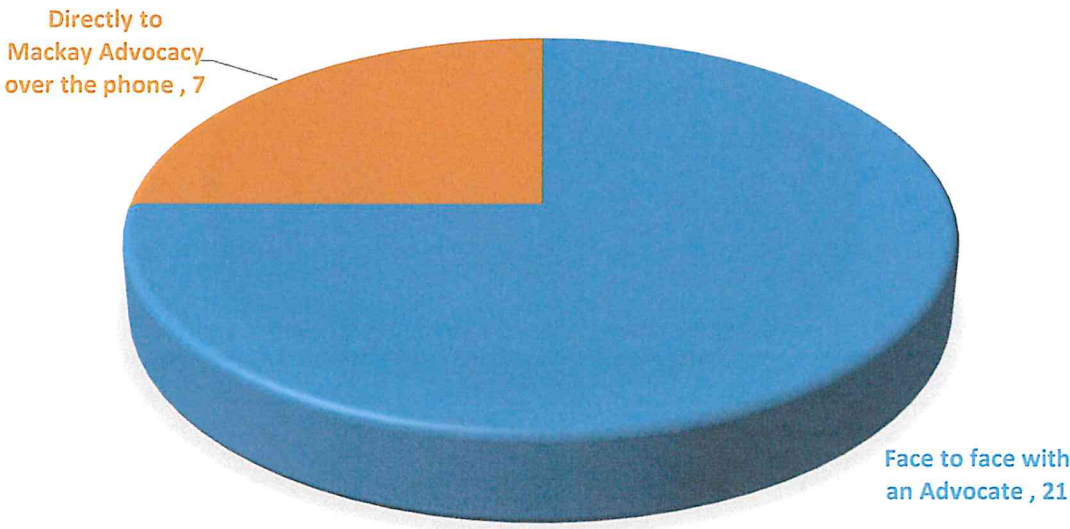


6. HOW DID YOU FIND DEALING WITH AN ADVOCATE VIA THE DISABILITY PATHWAYS PHONE HUB?

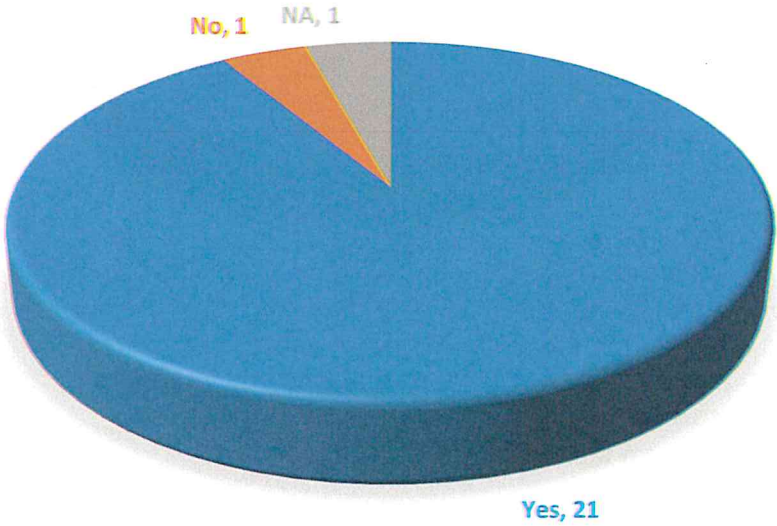


ANNUAL CLIENT SATISFACTION SURVEY RESULTS 2021-2022

7. HOW WOULD YOU PREFER TO DEAL WITH AN ADVOCATE?

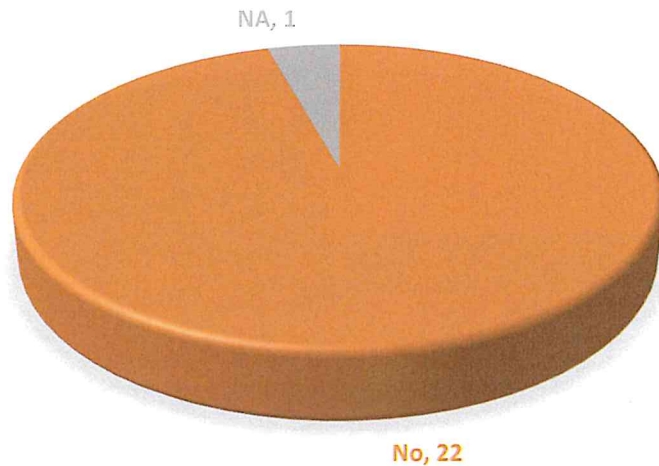


8. ARE YOUR ISSUES BEING DEALT WITH TO YOUR SATISFACTION?



ANNUAL CLIENT SATISFACTION SURVEY RESULTS 2021-2022

9. DO YOU FEEL YOU COULD COPE WITH A SIMILAR SITUATION ON YOUR OWN NEXT TIME?



10. DO YOU BELIEVE INDEPENDENT ADVOCACY (I.E. NOT JOINED WITH ANOTHER ORGANISATION) IS A MOST IMPORTANT SERVICE FOR VULNERABLE PEOPLE WHO HAVE A DISABILITY?

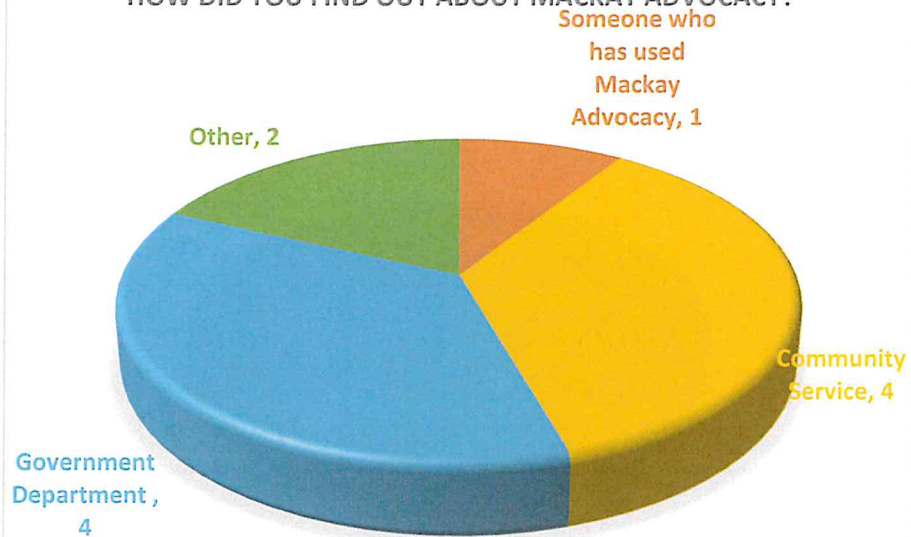


Comments:

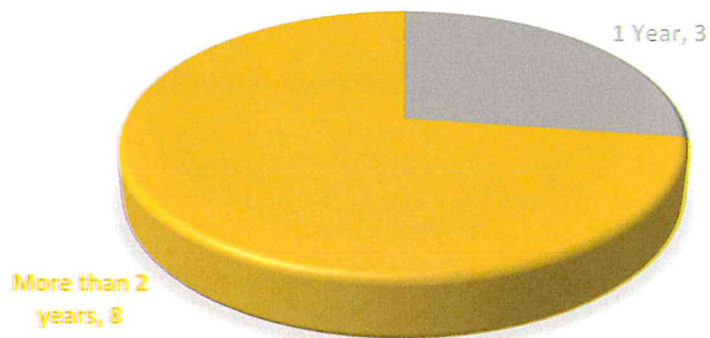
1. Advocacy is a great service
2. Yes, it is better to see them face to face
3. Mackay Advocacy do a good job
4. Vulnerable people with a disability must have a place to seek help and it is vital to have face to face interactions. Without this service I believe they would not seek help and their voices would remain unheard.
5. Mackay Advocacy went above and beyond to assist me and I could never have achieved what I did without their help.
6. Mackay Advocacy possess the knowledge and skills to assist in complex matters
7. Mackay Advocacy gave my son with a disability a voice

PROFESSIONAL / BUSINESS FEEDBACK RESULTS 2021-2022

HOW DID YOU FIND OUT ABOUT MACKAY ADVOCACY?



2. HOW LONG HAVE YOU BEEN DEALING WITH MACKAY ADVOCACY?



3. ARE YOU CONFIDENT THAT MACKAY ADVOCACY TREATS PEOPLE WITH A DISABILITY AND THEIR FAMILIES WITH DIGNITY AND RESPECT?



PROFESSIONAL / BUSINESS FEEDBACK RESULTS 2021-2022

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, 11

5. DO YOU BELIEVE THE ADVOCATE STRIVES TO ENSURE CLIENTS BASIC HUMAN AND LEGAL RIGHTS ARE ACKNOWLEDGED?



Absolutely, 11

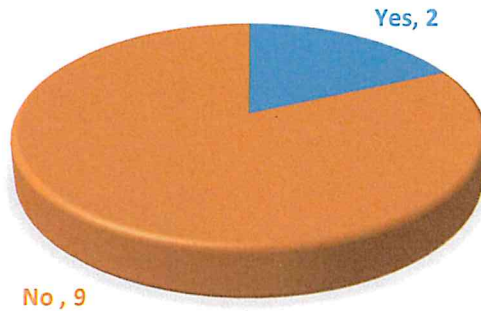
6. ARE THE ISSUES OR ORGANISATION REFERRED TO US BEING DEALT WITH TO YOUR SATISFACTION?



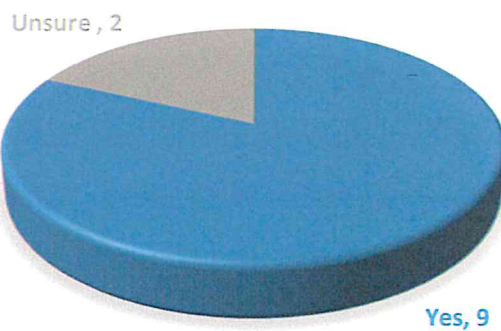
Yes, 11

PROFESSIONAL / BUSINESS FEEDBACK RESULTS 2021-2022

7. WOULD YOUR ORGANISATION COPE WITH A SIMILAR SITUATION ON YOUR OWN NEXT TIME?



8. DO YOU THINK THE SAME OUTCOME COULD HAVE BEEN REACHED IF FACE TO FACE ADVOCACY WAS NOT AVAILABLE?



Comments:

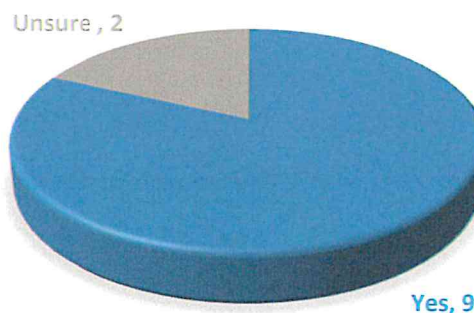
1. Clients have limited verbal communication and without face to face seeing the environment that was influencing the need for advocacy the outcome would not have been resolved in the best interest of the client.
2. I think the availability for face-to-face contact was instrumental in achieving a good outcome - particularly as the patient needed in person support.
3. The person is familiar with the individual advocate they may have been working with for many months, years even. Changing this process can be quite confronting for someone who is required on routine. Often routine takes a long time to settle into and an abrupt change to the routine can set someone back significantly.

PROFESSIONAL / BUSINESS FEEDBACK RESULTS 2021-2022

9. HAVE YOU HAD AN EXPERIENCE WITH ONE OF THE DISABILITY PATHWAYS PHONE HUBS? (IE. CHILDREN'S COHORT, FIRST NATIONS COHORT OR CALD COHORT?)



10. IN YOUR EXPERIENCE DO YOU BELIEVE THAT PEOPLE WITH A DISABILITY COULD ENCOUNTER BARRIERS WHILE USING THE PHONE HUB FOR ADVOCACY?

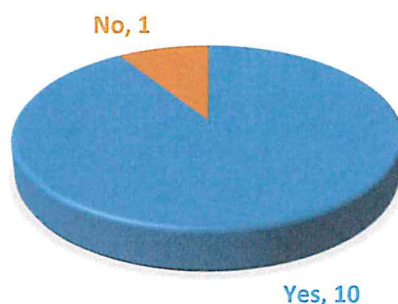


Comments:

1. Yes. Not everyone has access to a phone, and/or a support person to assist them in contacting a service by phone when they need to. Delays, lack of confidence to call an unknown person, confusion, dis-engagement. Preferring to talk to someone face to face, so the client opts to leave the matter to another time, which never happens. Don't want to be a burden on family or support persons. Supports with busy time frame to get job done and move on to next job. Rescheduling of support visits impacts on planned appointments, actions.
2. Telephones are not a good source of contact when clients have communication issues of speech impediments
3. My experience with people with a cognitive / learning disability is they find technology difficult to effectively manage and have trouble building rapport and focussing on conversations that take place over the telephone. Additionally, numerous and lengthy conversations are often required; it's vital the individual has access to the same advocate each time.

PROFESSIONAL / BUSINESS FEEDBACK RESULTS 2021-2022

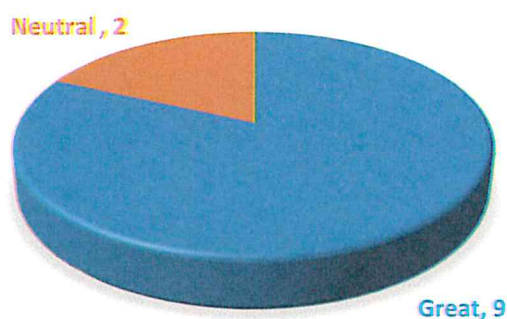
11. DO YOU BELIEVE INDEPENDENT ADVOCACY (IE NOT JOINED WITH ANOTHER ORGANISATION) IS A MOST IMPORTANT SERVICE FOR VULNERABLE PEOPLE WHO HAVE A DISABILITY?



12. DO YOU BELIEVE MACKAY ADVOCACY ENSURES PRIVACY AND CONFIDENTIALITY OF PERSONAL INFORMATION?



13. HOW WELL HAVE MACKAY ADVOCACY AND YOUR ORGANISATION COLLABORATED IN THE PAST?



Comments:

1. Most recently, my organisation has experienced outstanding collaboration with Mackay Advocacy, however this has not always been the case. I believe the quality of communication and collaboration largely relies on the skill and disposition of the individual Advocate.
2. Multi –agency support for vulnerable clients to assist them to re-engage with support providers, community services, housing provider, etc.
3. I believe Advocacy's funding needs to be reinstated to its original amount

