

MACKAY ADVOCACY INC
ANNUAL REPORT
2022-2023



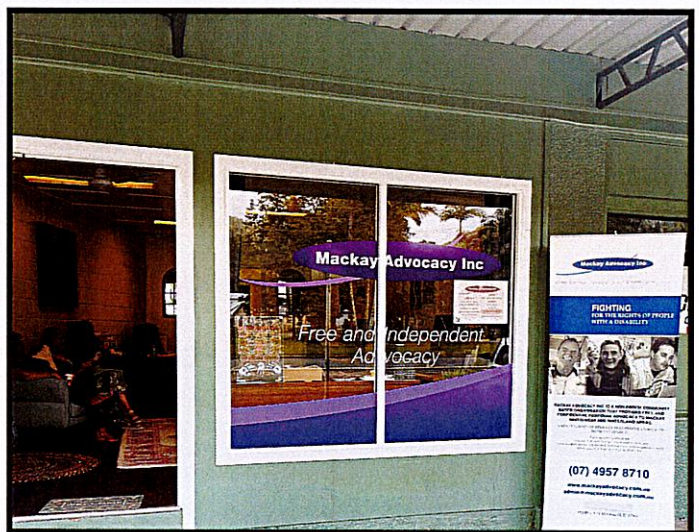
Now with an office in Finch Hatton!

CONTENTS

	<i>Page</i>	
ABOUT MACKAY ADVOCACY INC.	3-4	
2021-2022 ANNUAL GENERAL MEETING MINUTES	5-6	
PRESIDENT'S REPORT	7	
ORGANISATION & WORKER REPORTS	8-11	
YEARLY STATISTICS	12-16	
TREASURERS REPORT	17	
FINANCIAL AUDIT REPORT 2021-2022		Appendix A
ANNUAL CLIENT SURVERY AND PROFESSIONAL/BUSINESS FEEDBACK		Appendix B
QUALITY ASSURANCE AUDIT, NATIONAL DISABILITY ADVOCACY PROGRAM		Appendix C



International Women's Day, March 2023



Pioneer Valley Office Open Day, August 2023

MANAGEMENT COMMITTEE

President: Ray Wegner
Vice President: Debra Fitzgerald
Secretary: Roslyn Warner
Treasurer: Raoul Wilson
Committee: Christian Strang
Paula Creen
Tonia Binsiar

OFFICE DETAILS

Address: J22 Nelson Street, Mackay Qld 4740
& 13a Anzac Pde, Finch Hatton Qld 4756

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
Social Advocate:	Luke Sullivan

Who we are: Mackay Advocacy Inc. is an independent non-profit organisation funded by Department of Child Safety, Seniors and Disability Services, Department of Social Services, Queensland Department of Health, supported with grants and donations. 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 Isaac 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 2022-2023 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: 817-00

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 Amanda Camm, Member for Whitsunday, Julieanne Gilbert MP Member for Mackay and Cr Alison Jones, Mackay Regional Council.

We would like to thank Mackay Regional Council for providing \$5,152 towards a new photocopier/printer from the Community Grant Program, October 2022.



Minister Craig Crawford and Deputy Director-General Max Wise visit to office, June 2023. With Christian and Staff.

MACKAY ADVOCACY INC
Annual General Meeting Minutes 2022

DATE: Wednesday 7th September 2022

MEETING OPENED: 11:25am

1. Meeting Opened by Keith Duffy

2. Welcome to Country

We acknowledge the Wiri, Yuibera and Birri people as the Traditional Custodians of the land we are conducting our work on today. We recognise their continuing connection to the land and waters. We pay our respects to Elders past, present and emerging and extend that respect to all First Nations people present today.

3. Welcome & Apologies

Present – Nina Swara, Juanita Adamson, Melissa Martin, Keith Duffy (President), Ros Warner (Secretary), Ray Wegner (Committee), Chris O’Neil, Rick Hills, Jayson Old, Tonia Binsiar, Paula Creen, Rodney Mathews, Tiffany Matthews, Dorne Wallace, Carol Norris, Kathy Winterburn (Committee).

Present via Video Link – Debra Fitzgerald, Tarnia Kerruish (Committee) – by phone

Apologies: Minister Hon Craig Crawford MP, Mayor Greg Williamson, Andrew Wilcox Member for Dawson, Raoul Wilson – Treasurer, Ashley Reynolds – Committee Member, Christian Strang, Courtney Wolf – QAI, Caitlin De Cocq Van Delwijnen – QAI

4. Acknowledgement of passing of Coral Breckenridge

5. Minutes of 2021-2022 Annual General Meeting were read out by Ros Warner

Moved: Ray Wegner **Seconded:** Ros Warner - all in favour – carried

6. Business Arising from Previous AGM

No business arising from previous AGM.

7. Inwards and Outwards Correspondence

- Letter from the Hon Bill Shorten MP
- Email from Lauren Cameron, Funding Arrangement Manager, North Qld.

Moved: Ray Wegner **Seconded:** Juanita Adamson - all in favour – carried

8. President’s Report

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

Moved: Ros Warner **Seconded:** Ray Wegner - all in favour – carried

9. Treasurer’s Report

Raoul Wilson tabled the Treasures Report for the financial year 2021-2022 and Ros Warner read the report with the annual financial audit report.

Moved: Keith Duffy **Seconded:** Ray Wegner - all in favour – carried

10. Organisation / Worker Report

Nina read Manager’s Report and tabled the Annual Report of Mackay Advocacy Inc.

Moved: Nina Swara **Seconded:** Tonia Binsiar - all in favour – carried

11. 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.

12. Exiting Management Committee to stand down

- Chaired by Dorne Wallace, all positions were declared vacant

13. Election of Management Committee

PRESIDENT: Ray Wegner

nominated from the floor, Moved by Keith Duffy, Seconded by Tiffany Matthews
There were no other nominations. Ray accepted position

VICE PRESIDENT: Debra Fitzgerald

nominated by Keith Duffy, Seconded by Ros Warner
There were no other nominations. Debra accepted position

SECRETARY: Ros Warner

nominated by Keith Duffy, Seconded by Raoul Wilson
There were no other nominations. Ros accepted position

TREASURER: Raoul Wilson

Nominated by Ray Wegner, Seconded by Keith Duffy
There were no other nominations. Raoul accepted position

COMMITTEE MEMBERS: Tarnia Kerruish

Nominated by Keith Duffy, Seconded by Ros Warner
Tarnia accepted position

COMMITTEE MEMBERS: Christian Strang

Nominated by Keith Duffy, Seconded by Ros Warner
Christian accepted position

COMMITTEE MEMBERS: Tonia Binsiar

Nominated by Paula Creen, Seconded by Ros Warner
Tonia accepted position

COMMITTEE MEMBERS: Paula Creen

Nominated by Nina Swara, Seconded by Keith Duffy
Paula accepted position
There were no other nominations.

Ray Wegner took the Chair.

Dorne Wallace shared her role and purpose of Greater Whitsunday Communities Inc.

14. Appointment of Financial Auditor

Declared the appointment of financial auditors as Inspire Accounting.

Moved: Ros Warner **Seconded:** Ray Wegner - all in favour – carried

15. Public Liability Insurance

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

16. Ray thanked all for attending and declared meeting closed.

Meeting Closed: 12:20pm

Recorded by Melissa Martin, Business Coordinator

PRESIDENT'S ANNUAL REPORT

Dear Everyone

It is my pleasure to present my report for the past year of 2022-2023 as the President of Mackay Advocacy Inc which has been a new position for me after serving on the Management Committee for some 3 years now. As one with lived experience, I feel I have a mandate to support an organisation that speaks up and goes out to bat for other vulnerable people who are experiencing an imbalance of power in, not just the NDIS world, but many sectors of society.

I am extremely grateful and proud of how I keep fighting for my rights and this is an ongoing battle. Being at the helm of Mackay Advocacy Inc (which has also supported me over many years) has made me believe that there can be positive change, even in small ways, and this brings hope.

It is insulting that the state government funds Mackay Advocacy Inc the least out of all other Queensland advocacy organisations. This is despite the significant footprint MAI has in our community, both locally and regionally, and has done since 1997. I feel it is devaluing to people with special needs having to resort to phone toll numbers – this isn't at all appropriate for me.

I commend my fellow Management Committee members, particularly Raoul Wilson, for keeping the budget in harness to continue to retain the valuable advocates Nina, Juanita and Melissa - and now Luke, who continue to persevere in attaining great results for vulnerable people within their restricted means.

I also would like to thank the efforts and support of Amanda Camm and Julieanne Gilbert who echo our lobbying efforts. I also acknowledge the funding from other state and national departments and am proud to say that such resources are put to the utmost good use.



Ray Wegner
PRESIDENT

"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

MANAGER'S ANNUAL REPORT

I am pleased to present the 2022/2023 Annual Report to which I have the pleasure to acknowledge the efforts, strengths and commitment of my fellow team and management committee. Such commitment has been needed due to the significant state funding decrease 2 years ago and yet the organisation is still operating (at full throttle) and providing integral face to face advocacy. We are extremely stretched, to say the least, but have been vigorous in sourcing new and increased funding from other sources that recognise and value the positive difference we achieve with those we serve; it is not false to say that on some occasions has even been life-saving. Qld Health heeded my submission to significantly increase funding.

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 Ray, Deb, Raoul, Ros, Christian, Tarnia, Paula & Tonia. Ray, Raoul, Ros and Christian make themselves available in presence when most needed and give me courage and assistance in the middle of a crisis or just to debrief and move on. The whole committee give their valuable skills and gracious attention in their own personal time – deserves due recognition and we sincerely thank them.

Juanita and Melissa continue to achieve significant outcomes for many who are experiencing abuse, neglect and exploitation - and many of you know first-hand of their skills, commitment and passion. We have all increased our submissions to the Office of the Public Guardian and the Quality Safeguards Commission which is testament to the adversity faced by LOCAL vulnerable people. Please see the impressive reports and graphs our small team achieved in just one year, again. However, as indicated, many people with disability still experience poverty, discrimination and isolation despite having formal and informal supports in place, so...Watch this Space!

We also welcomed Luke to our team and he is being creative and inspiring in the Pioneer Valley to support the community who are at the whelm of significant environmental and social change. We aim to increase our advocacy in the region to provide more holistic support, access to information and specialist advice. Our new little office is situated at Finch Hatton is becoming a "safe space" for the community with free use of internet and computers, workshops and one on one engagement. I would also like to acknowledge the generous time and effort that Tarnia has provided towards art therapies and creating a visually appealing place to gather for the residents.

The Disability Royal Commission submissions have been finalized and Mackay Advocacy Inc would like to acknowledge the LOCAL people who made submissions that told their stories that were extremely sensitive and experientially grueling albeit with the opportunity to finally be heard and believed. A morning tea on International Women's Day to acknowledge the LOCAL women who contributed to the DRC and shared their adverse experience with Child Safety and other systems was held at this office and wonderfully supported by Julieanne Gilbert and the amazing talent and grace of Jezzie Morton.

This organisation is again embracing the opportunity of tertiary students to fulfil their field placement requirements towards their qualification and we currently have Stacy with us. This is a win/win journey and Stacy continues to be impressed with the saturation of experience and insight she is gaining whilst also sharing with us her learned skills and eagerness to grow, thrive and contribute towards positive social change.

Moving forward, we were very pleased to be visited by Minister Craig Crawford and Deputy Director-General Max Wise at our office in June 2023. We were able to showcase first-hand the work we do, the stringent data we maintain securely and the demand for face to face advocacy as opposed to telephone networks and cohort divisions. It was the tangible and valuable feedback that has been provided over the years by people who have used our service that was our proudest offering in our bid to have our funding restored. I also want to thank the continued efforts from Amanda Camm and Julieanne Gilbert in supporting our submission for increased funding. As mentioned above, I also want to acknowledge Karen

Rocket and the Queensland Health team for their time and attention to our previous submission towards increasing funding for people with psychiatric illness. I also acknowledge Marie Laffan who succeeded Lauren Cameron from the Dept of Social Services.

We will also continue work systemically with the Queensland Independent Disability Advocacy Network (QIDAN) and the Disability Advocacy Network of Australia (DANA) to address state and national issues such as Human Rights and renewing the NDIS system to be for the participant rather than the increasing profiteering enterprises that disguise as service providers.

This organisation has been operating in the Mackay, Whitsunday and Isaac regions since 1997 and for the past 18 years I have been buoyed by the extensive collaboration and support from Mackay Regional Council, corporate local businesses, community networks, organisations and individuals who all have a mission to improve the lives of the most vulnerable. I acknowledge the feedback, donations and positive endorsement of our service and there are many "usual suspects" who do so year in year out and this is worthy of a celebration of its own!

Please see the Quality Assurance Report, Appendix C of this report, which identifies the work that we do and, most valuably, highlights the feedback from those that put their trust in us to be involved in their journey from adversity towards justice, safety and freedoms.



Nina Swara, Manager

Juanita Adamson – Individual Advocate NDAP
Annual report

Good morning,

I wish to acknowledge the Traditional Owners and their connection to the land, sea, sky and community that we share. I also acknowledge people with lived experience of mental ill-health and recovery and the experience of people who have been carers, families, or supporters.

I am pleased to present my annual report for this financial year 2022-2023.

During this financial year we have been fortunate enough to have a strong and consistent Management Committee so thank you for being a huge support.

As a staff member we are always offered the opportunity to grow and strengthen as a person, an advocate and as a community member. The beginning of the year saw me complete my Diploma in Community Services, attend conferences in Melbourne and Brisbane, meet with ministers and local members.

Upon reflection it has been a fine balance of managing workload, training commitments and representation. Thank goodness for the online options!

We have become part of the National centre for advocacy, and endeavour to keep abreast of changes and achieve a sense of belonging in the greater advocacy space.

Another year and successful certification through our audit, it not only validates but is heartwarming to read the feedback from you our valued clients, it's always an honour to share the road with you. I was also pretty chuffed that the auditors noticed the team camaraderie and unity we have. Which leads me to big acknowledgement to our little team, thank you Nina for your consistent and diligent commitment to diversify and source funding to keep this valuable service going. And to Melissa who accepts any challenge with a smile, welcome to new team member Luke, a fabulous addition to Mackay Advocacy Inc.

Looking forward to another year of growth, achievement and with fingers crossed an abundance of funding for our wonderful community.

Seeking resolution, not conflict, for the most vulnerable

**Melissa Martin – Business Coordinator / Advocate
Annual report 2022-2023**

I am happy to report on the past year, the 2022-2023 financial year. The end half of 2022 saw me continuing to work with people in our community assisting them in making submissions to the Disability Royal Commission. This also followed through to the start of this year as we continued to support people who made a submission. In March, on International Women's Day, we had a morning tea in celebration of the strong and courageous women who did make submissions, this was a great event and everyone who attended spoke of what a wonderful and inclusive morning it was. With the Commission set to reveal their findings at the end of September I am eager to see what recommendations are put forward for people with a disability and I am hopeful that this will lead to a positive change.

The start of the year also saw me completing my Diploma in Community Services and once again I would like to thank Nina and the Management Committee for the support and the fantastic opportunity I had in allowing me to progress in my professional development. Along with completing my Diploma, I have continued to complete training, attend state and national conferences with Qld Disability Advocacy and DANA. I not only found these to be beneficial to my professional development, but it was also in preparation for my transition into the role of Independent Advocate. Since undertaking this role some of the client issues I have addressed include tenancy issues, service provision, financial exploitation, child safety matters and Centrelink payments.

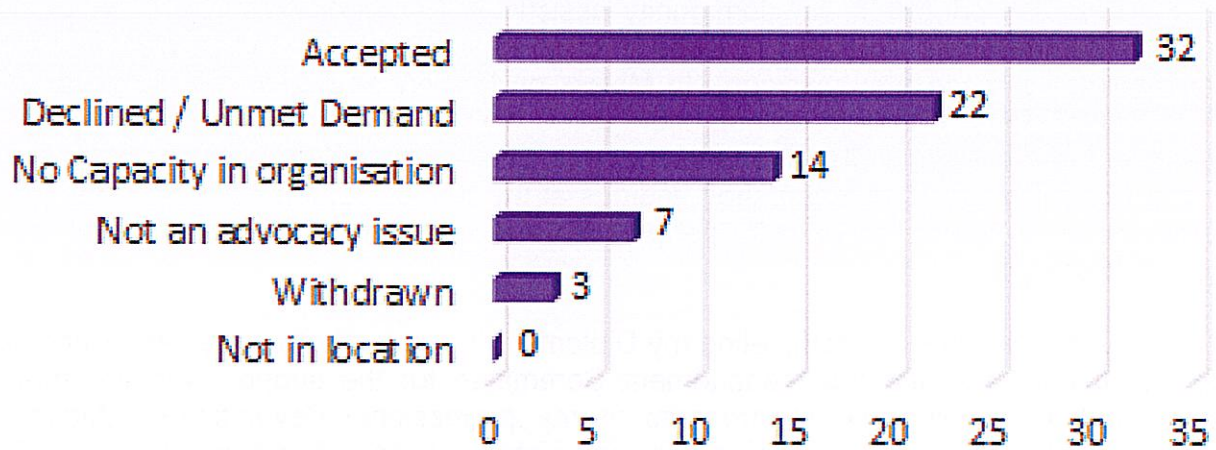
As a team we continued to attend expos, interagency meetings, training, and outreach as much as we could to continue our standing in community. Some of the expos attended included the Mackay Disability Expo and Homelessness Expo. Staff are continually striving to be able to assist as many people as we can in our community and with this at our forefront of practice, I have seen our small but hard-working team excel this year in getting some life-changing results for some of the most valuable people in our community.

I am excited to continue my work in this sector as an advocate and to see what else Mackay Advocacy Inc. will be able to achieve moving forward.

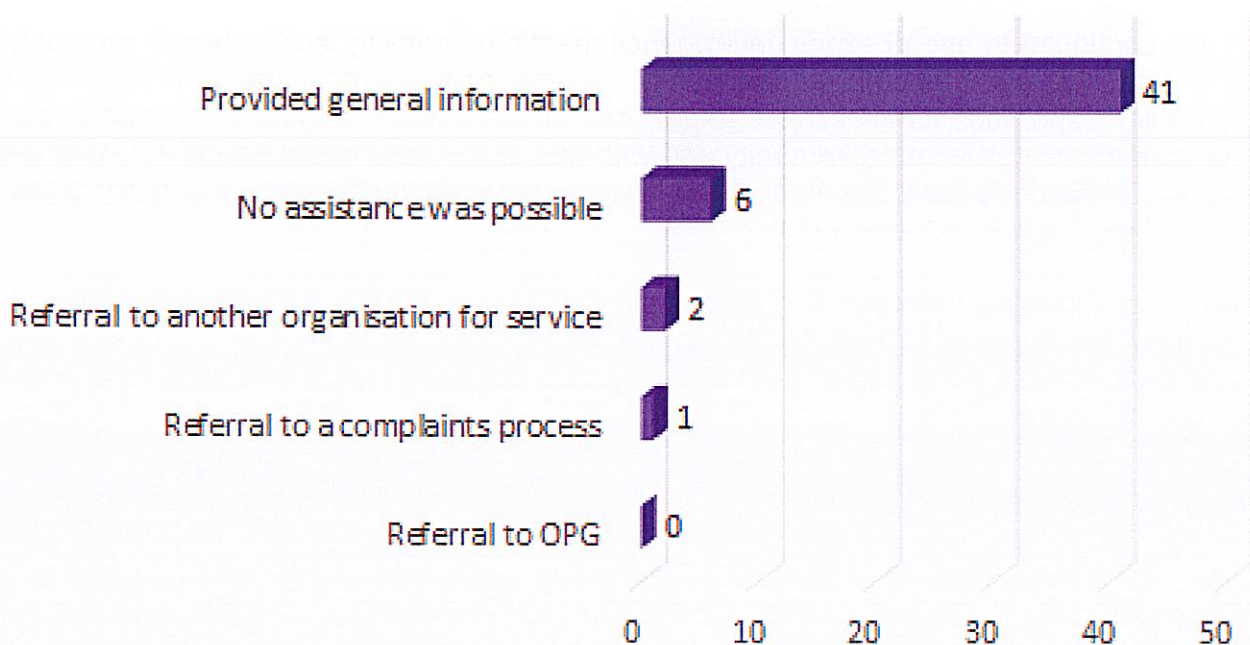
Melissa 😊

Queensland Independent Disability Advocacy Project

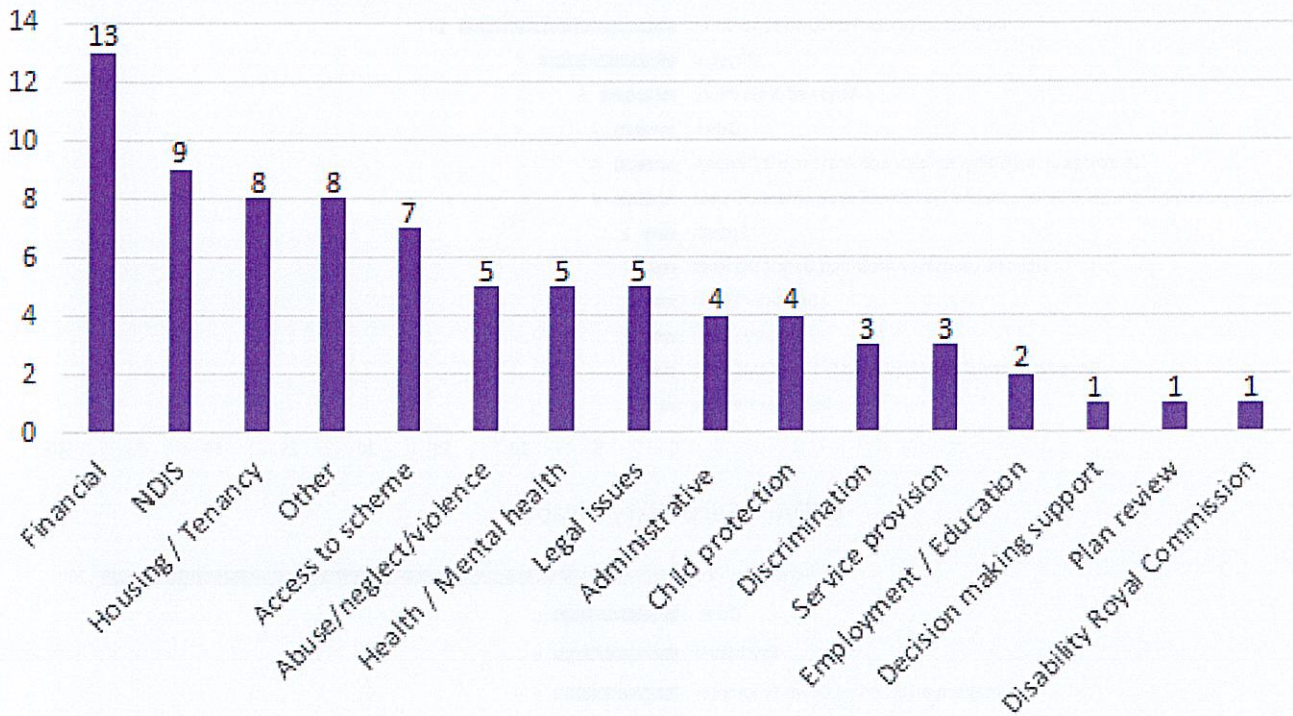
Referrals and Intakes



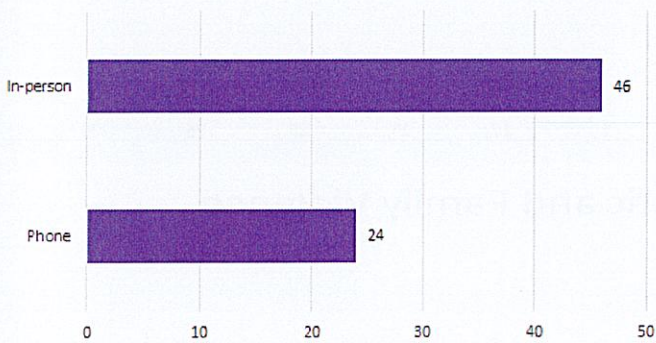
Action Taken upon Decline



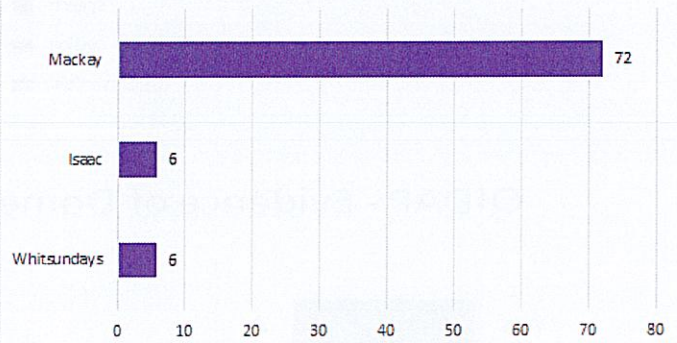
QIDAP - Type of Issue



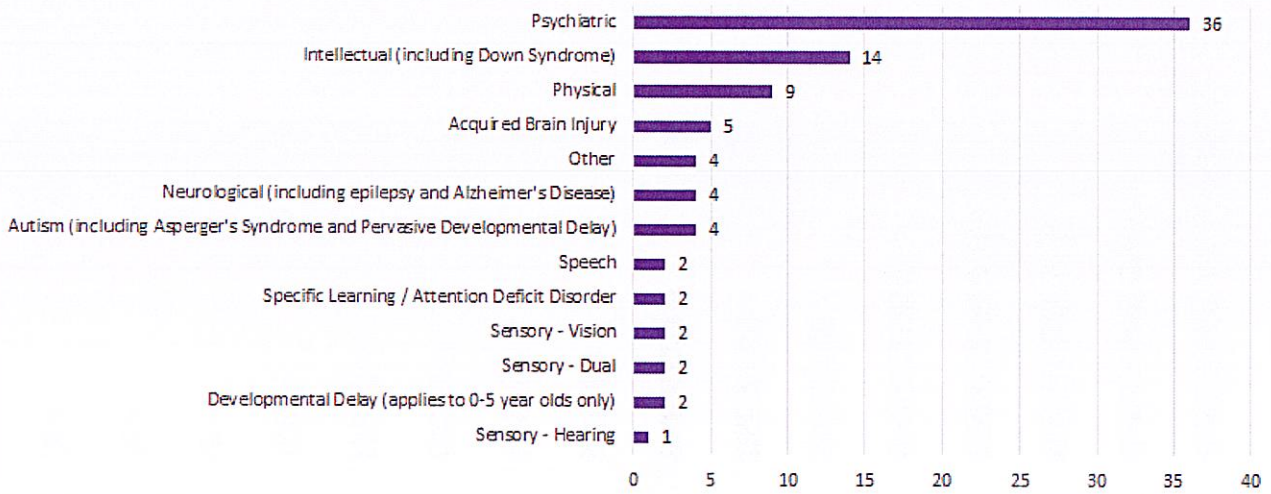
QIDAP - Primary Service Delivery Method



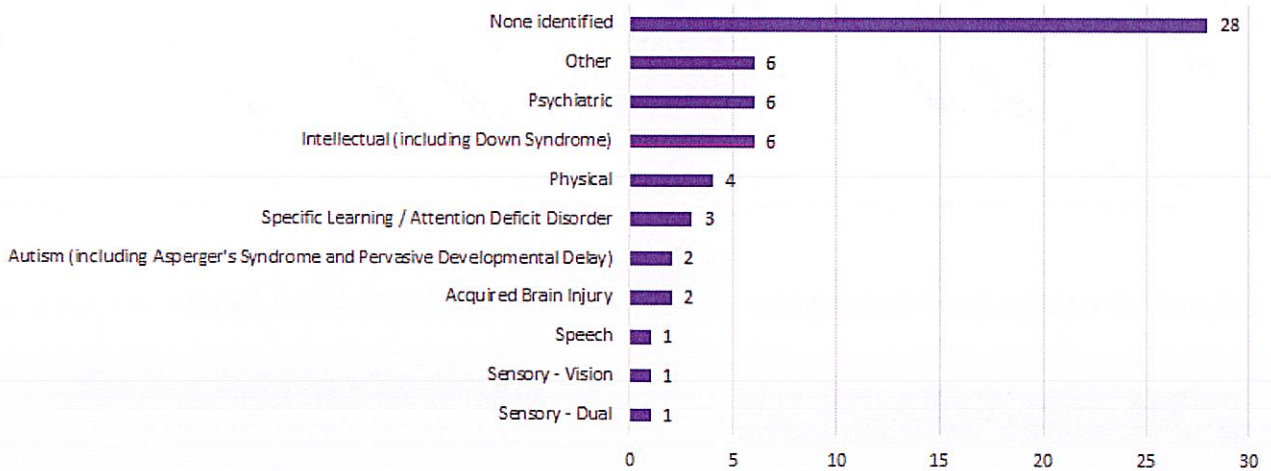
QIDAP - Service Region



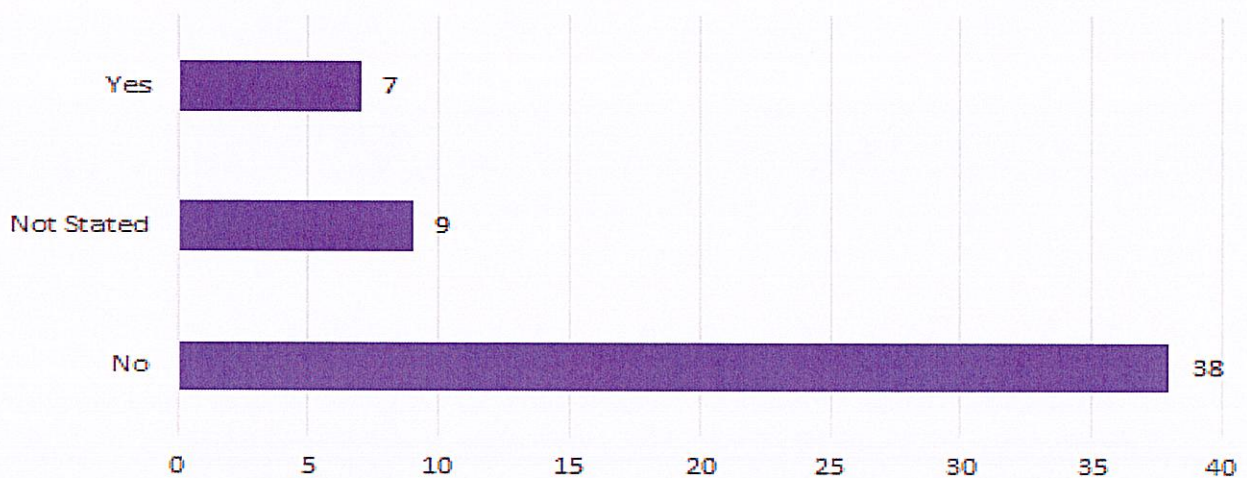
QIDAP - Primary Disability



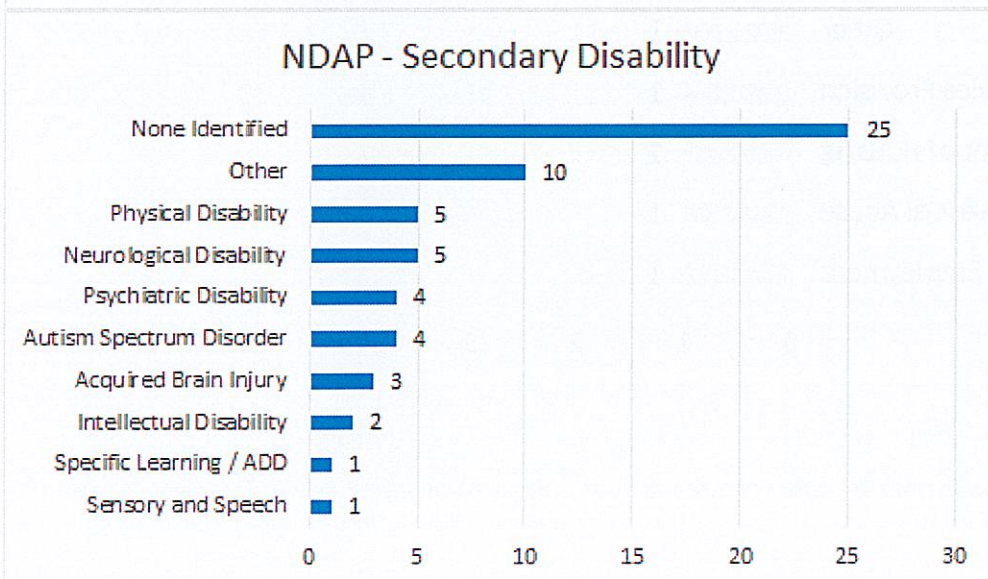
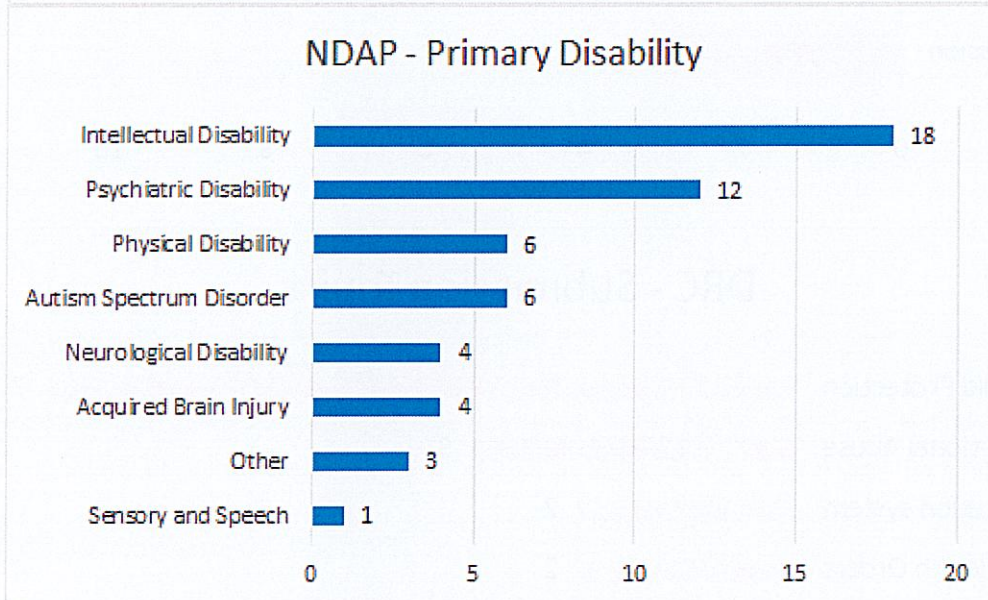
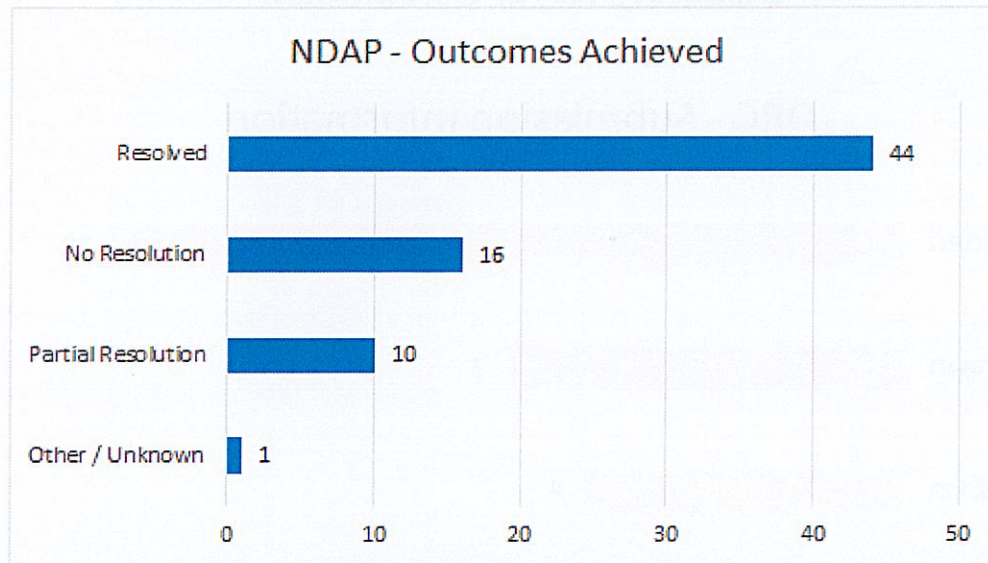
QIDAP - Secondary Disability



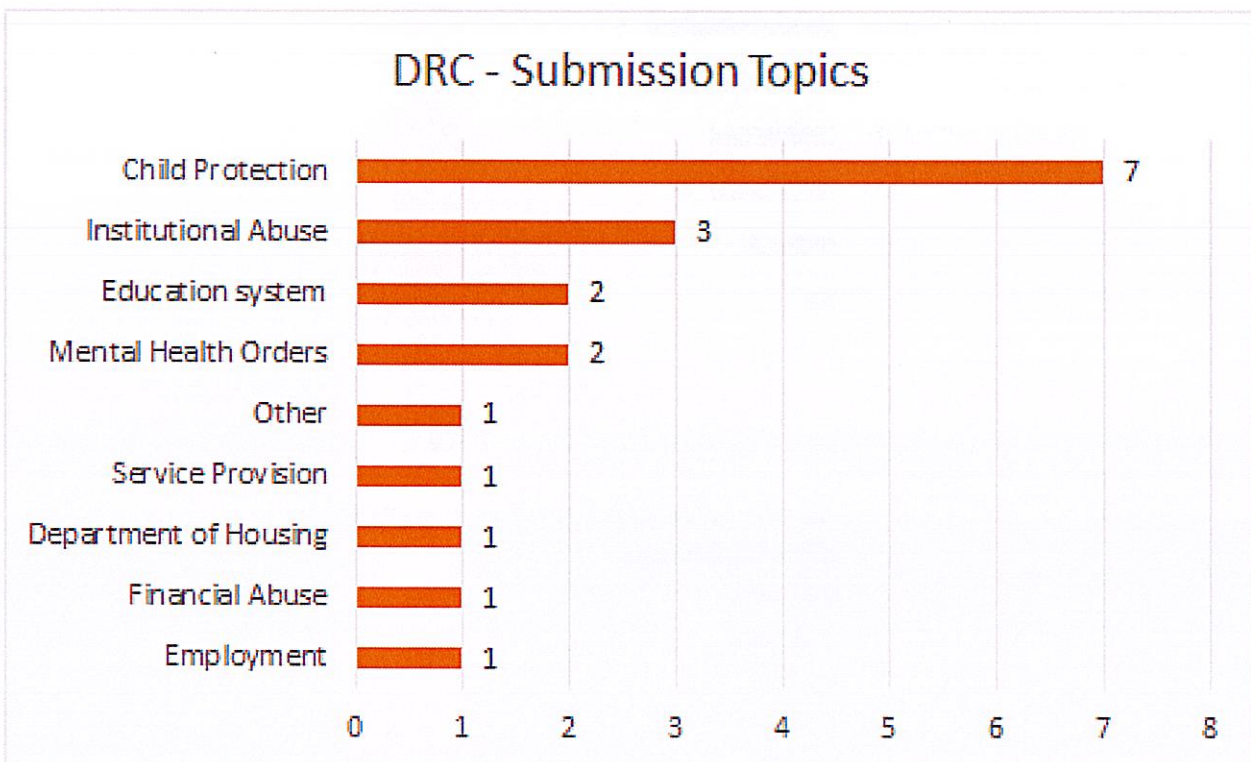
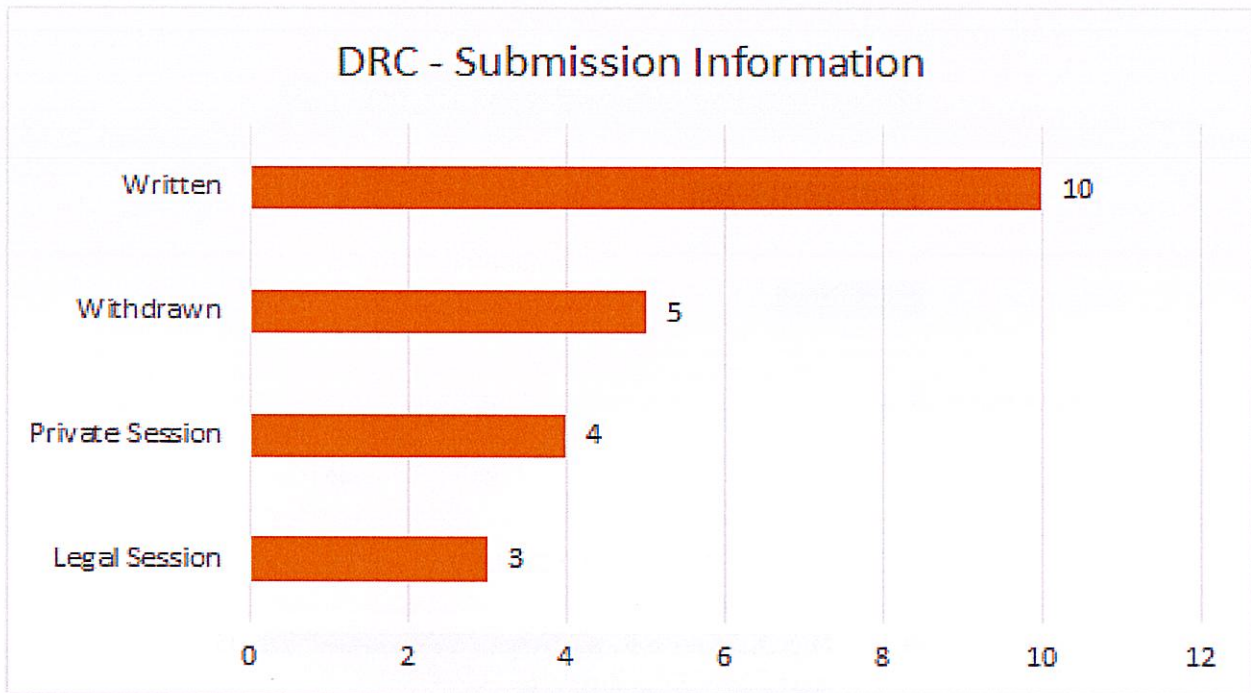
QIDAP - Evidence of Domestic and Family Violence



National Disability Advocacy Project



Disability Royal Commission



TREASURER'S ANNUAL REPORT

This is my second year as the Mackay Advocacy Inc. (MAI) Treasurer. I want to thank the members of the MAI Management Committee and staff for supporting me during 2022.

By way of following the strategic and operational plans, MAI's financial position was sound. Overall, MAI was solvent. Grant funding and contract revenue were current and recorded in the accounts. All compliance activities have been performed, including superannuation and taxation payments, bank reconciliations and funding acquittals.

Financial Governance

Financial transactions were processed by delegations of authority, which were clearly defined in the organisation's policies and procedures. Business operations were underpinned and supported by a comprehensive internal control framework, which included effective segregation of financial duties and reconciliations of accounts. The financial systems, processes and organisation were designed to provide stakeholders with financial assurance. I thank Richard and Kim at Inspire Accountants for their continued professionalism; please refer to the attached Annual Financial Audit Report 2022-2023.

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

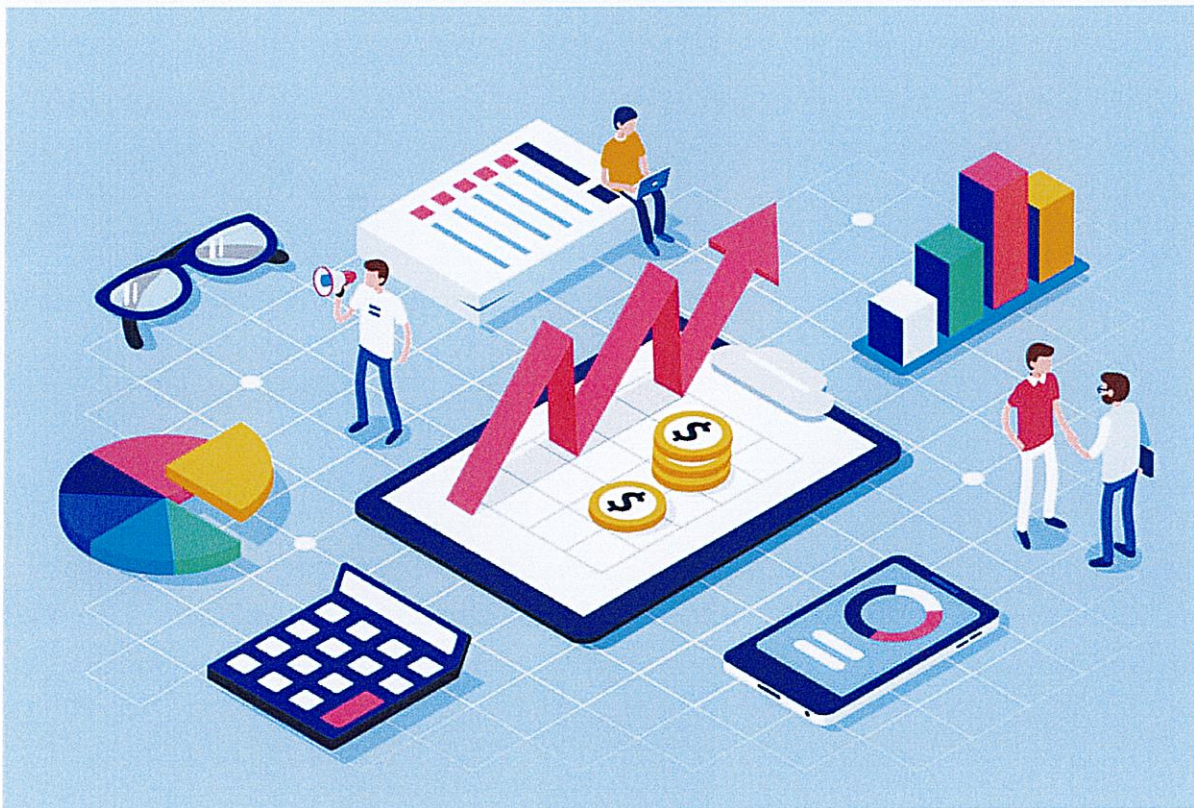
Although MAI is still experiencing a severe funding reduction from the state government, MAI continues collaborating with Minister Crawford to replenish this funding. Furthermore, this funding shortfall was significantly recovered by Nina and her staff, who secured new and increased funding from other sources, particularly Queensland Health.

Lastly, this will be my last year as MAI Treasurer. I wish my replacement the best in being part of a wonderful organisation that will continue seeking new innovative opportunities.

Raoul Wilson
Treasurer

Mackay Advocacy Inc

APPENDIX A



FINANCIAL AUDIT REPORT 2022-2023

Mackay Advocacy Inc ABN 83 685 183 540

Mackay Advocacy Inc.

Financial Statements

For the year ended 30 June 2023



Mackay Advocacy Inc ABN 83 685 183 540**Mackay Advocacy Inc.****Detailed Profit and Loss Statement****For the year ended 30 June 2023**

	2023	2022
	\$	\$
Income		
Grants - recurrent	414,870	468,975
Donations received	1,215	840
QLeave - fund reimbursements	3,401	2,747
Interest received	4,396	666
Rental income	4,000	-
Profit on sale of assets	7,835	(580)
Total income	<u>435,717</u>	<u>472,648</u>
Expenses		
Accountancy fees	12,023	14,368
Advertising	1,022	1,586
Bank charges	59	294
Borrowing costs	1,668	-
Cleaning	1,365	1,692
Computer expenses	3,507	2,170
Depreciation	11,752	8,314
Electricity	3,482	3,979
Fees, subscriptions & donations	5,665	8,234
Function expenses	1,279	470
Fringe benefits tax	-	5,824
Insurance	4,761	7,616
Legal fees	1,967	-
Motor vehicle expenses	11,132	14,167
Outreach expenses	1,823	987
Printing, postage & stationery	3,914	3,841
Provision for annual leave	(325)	(2,138)
Provision for long service leave	(3,942)	(21,127)
QLeave expense	4,479	1,875
Rent	39,034	36,400
Repairs & maintenance	1,961	3,042
Salaries & benefits - employees	265,858	343,228
Security	1,651	835

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc ABN 83 685 183 540

Mackay Advocacy Inc.

Detailed Profit and Loss Statement

For the year ended 30 June 2023

	2023	2022
	\$	\$
Staff amenities	2,790	2,064
Staff training	4,955	13,095
Superannuation - employees	27,915	32,273
Telephone	7,323	9,582
Travel expenses	8,489	1,842
Total expenses	<u>425,608</u>	<u>494,511</u>
Profit from ordinary activities before income tax	10,109	(21,863)
Income tax revenue relating to ordinary activities	-	-
Net profit attributable to the association	10,109	(21,863)
Total changes in equity of the association	10,109	(21,863)
Opening retained profits	322,984	344,847
Net profit attributable to the association	<u>10,109</u>	<u>(21,863)</u>
Closing retained profits	333,093	322,984

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc ABN 83 685 183 540

Mackay Advocacy Inc.

Profit and Loss Statement - Summary

For the year ended 30 June 2023

	2023 \$	2022 \$
Operating profit before income tax	10,109	(21,863)
Income tax (credit) attributable to operating profit (loss)	-	-
Operating profit after income tax	10,109	(21,863)
Retained profits at the beginning of the financial year	322,984	344,847
Total available for appropriation	333,093	322,984
Retained profits at the end of the financial year	333,093	322,984

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc ABN 83 685 183 540
Mackay Advocacy Inc.
Balance Sheet as at 30 June 2023

	2023	2022
	\$	\$
Current Assets		
Bank of Queensland Cheque Account	15,275	50,948
BOQ - Websaver Account	153,561	171,426
Petty Cash Float	88	74
Trade debtors	7,600	-
ATO - RBA	3,618	-
BOQ Term Deposit	119,690	117,463
Total Current Assets	299,831	339,911
Non-Current Assets		
Plant & equipment	50,504	43,336
Less: Accumulated depreciation	(32,499)	(27,961)
Motor vehicles	101,644	41,144
Less: Accumulated depreciation	(14,872)	(20,334)
Total Non-Current Assets	104,777	36,185
Total Assets	404,608	376,096
Current Liabilities		
PAYGW payable	3,660	10,255
Trade creditors	2,805	1,577
Bendigo - credit card	516	245
Provision for annual leave	18,107	18,432
Provision for long service leave	1,024	4,966
Bonds held	400	-
GST payable control account	9,393	937
Total Current Liabilities	35,906	36,412

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc ABN 83 685 183 540

Mackay Advocacy Inc.

Balance Sheet as at 30 June 2023

	2023	2022
	\$	\$
<hr/>		
Non-Current Liabilities		
Hire purchase	35,609	16,700
Total Non-Current Liabilities	<u>35,609</u>	<u>16,700</u>
Total Liabilities	<u>71,515</u>	<u>53,112</u>
Net Assets	<u>333,093</u>	<u>322,984</u>
Accumulated surplus (deficit)	<u>333,093</u>	<u>322,984</u>
Total Members' Funds	<u>333,093</u>	<u>322,984</u>

The accompanying notes form part of these financial statements.

Mackay Advocacy Inc
ABN 83 685 183 540
Notes to the Financial Statements
For the year ended 30 June 2023

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 2023

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

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 2023. 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.

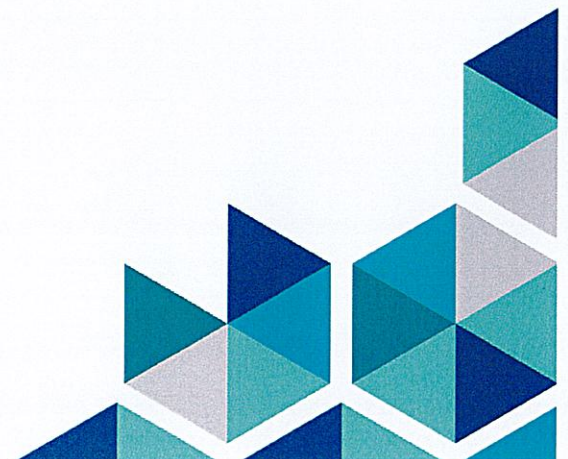
Qualified Audit Opinion

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 2023 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
8 September 2023



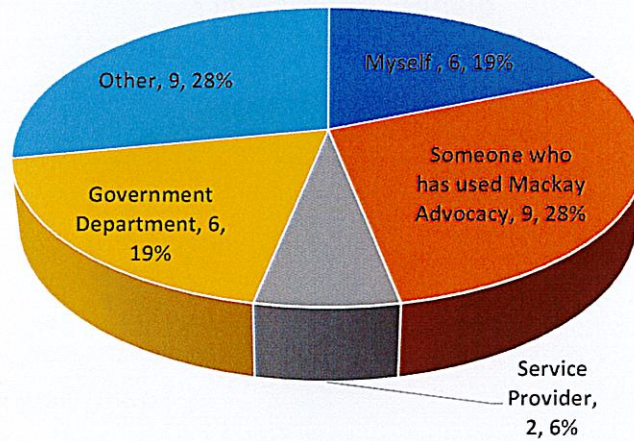
APPENDIX B



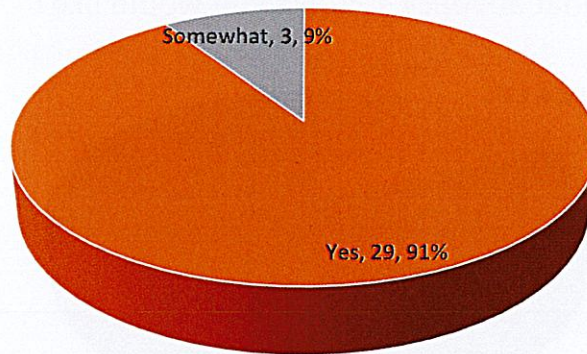
ANNUAL CLIENT SURVEYS FEEDBACK

ANNUAL CLIENT SATISFACTION SURVEY RESULTS 2022-2023

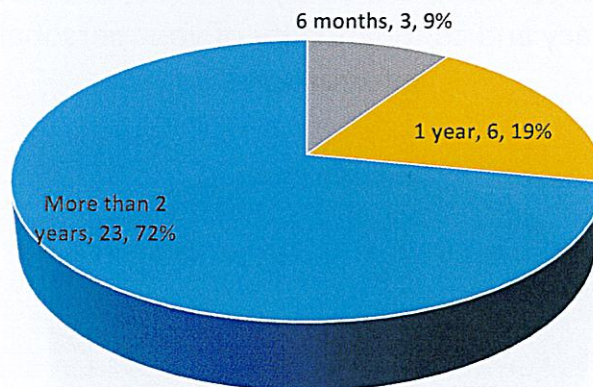
1. How did you find out about Mackay Advocacy?



2. Do you feel you have a clear understanding of the services Mackay Advocacy is able to provide?

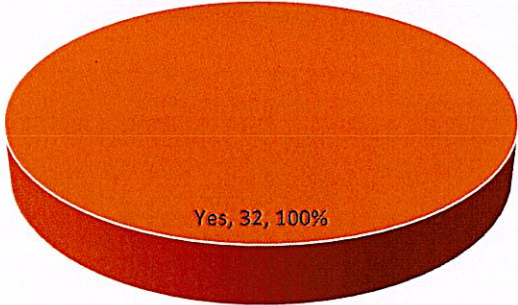


3. How long what you been dealing with Mackay Advocacy?

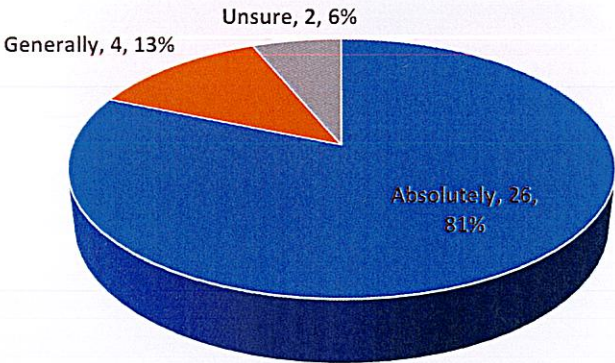


ANNUAL CLIENT SATISFACTION SURVEY RESULTS 2022-2023

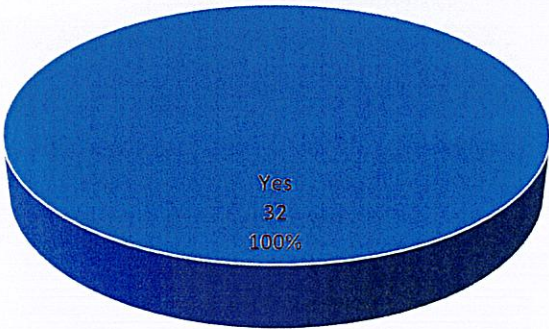
4. Are you confident that Mackay Advocacy treats people with disability and their families with dignity and respect?



5. Do you believe Mackay Advoacy encourages your right to participate and make choices about what advoacy support you would like?

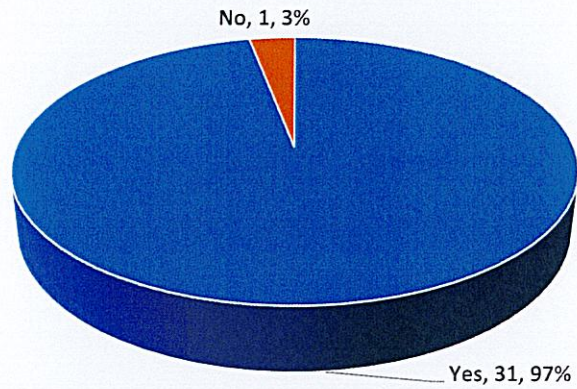


6. Do you believe Mackay Advocacy ensures privacy and confidentiality of your personal information?

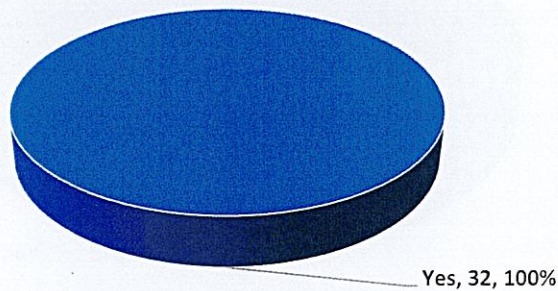


ANNUAL CLIENT SATISFACTION SURVEY RESULTS 2022-2023

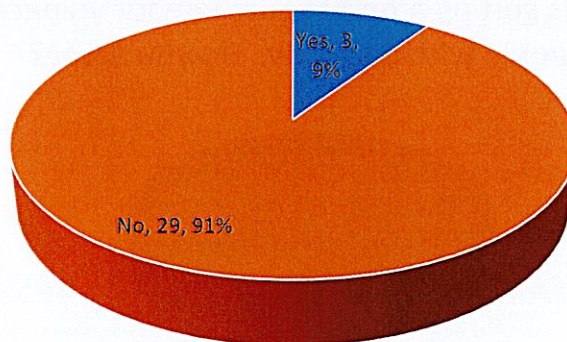
7. Are your issues being dealt with to your satisfaction?



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?

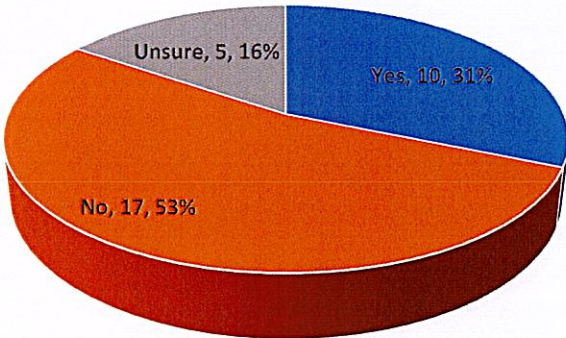


9. Do you feel you could cope with a similar situation on your own next time?

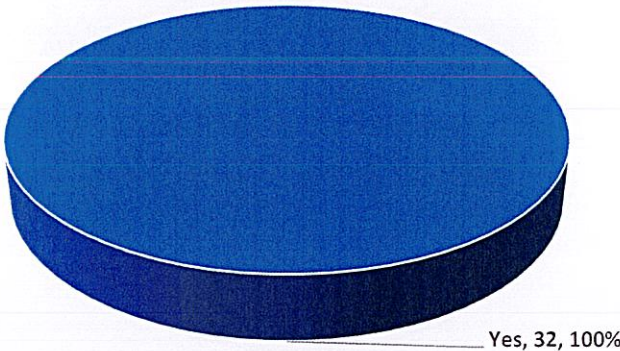


ANNUAL CLIENT SATISFACTION SURVEY RESULTS 2022-2023

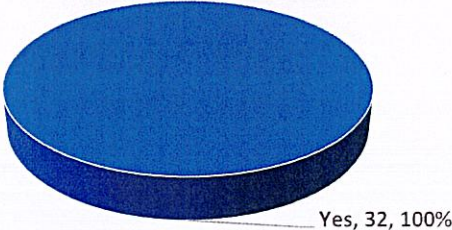
10. Do you have family or other supports who could assist with advocacy issues in the future?



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

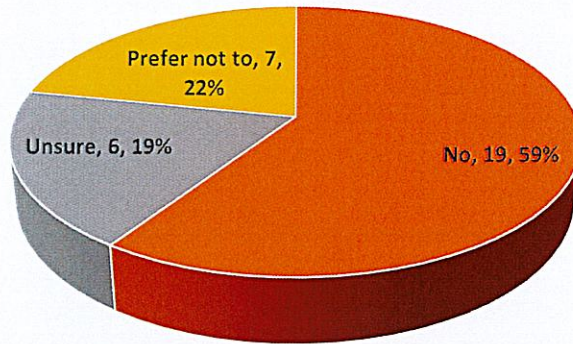


12. Mackay Advocacy staff and management believe that the best advocacy is provided face to face, with the person included during each stage towards getting a better outcome for vulnerable people with disability. Do you agree?

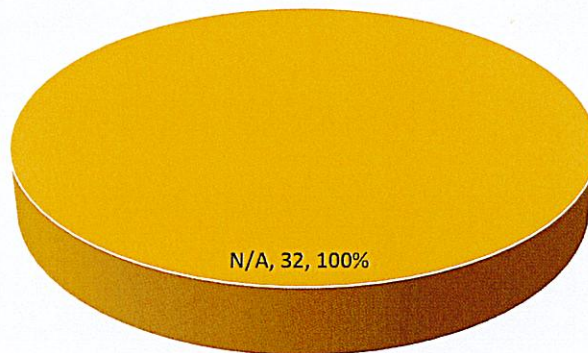


ANNUAL CLIENT SATISFACTION SURVEY RESULTS 2022-2023

13. Have you used one of the state-wide Disability Pathways Phone Hubs?



14. How did you find dealing with an Advocate via the Disability Pathways Phone Hubs?



15. How would you prefer to deal with an Advocate?

