

Mackay Advocacy Inc



Annual Report 2023 - 2024

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ACKNOWLEDGEMENT OF COUNTRY

Mackay Advocacy Inc. respectfully acknowledges First Nations people as the Traditional Custodians of this land. We pay our respects to Elders past, present, and emerging, for they hold the memories, the traditions, and hopes of Australia.



MANAGEMENT COMMITTEE

President:	Raoul Wilson
Vice President:	Ray Wegner
Secretary:	Christian Strang
Treasurer:	Ros Warner
Committee:	Tarnia Kerruish Paula Creen Dr Gunther Paul

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:	Melissa Martin
	Advocate:	Stacy Mammino
	Social Advocate:	Kerry McNeill
	Administration:	Michaela Hayes

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 2023-2024 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. We also are part of QIDAN, the Queensland Independent Disability Advocacy Network and DANA, Disability Advocacy Network of Australia. Locally we attend the annual NAIDOC Day, CASA Homelessness Expo and Mackay Regional Council Disability Expo.



AGM Meeting Minutes 2022 – 2023
Mackay Advocacy Inc, 22 Nelson Street, Mackay

DATE: Thursday 14th September 2023

MEETING OPENED: 11:03am

1. Meeting Opened by Ray Wegner

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, Stacy Mammimo, Luke Sullivan, Ray Wegner (President), Ros Warner (Secretary), Christian Stang (Committee Member), Paula Creen (Committee Member), Tonia Binsiar (Committee Member), Chris O’Neil, Joanna Chounding, Mayor Greg Willimson, Jayson Old, Dr Gunther Paul, Lauren Pattie (GWC), Greg Fenech, Lisa Fenech.

Present via Phone: Tarnia Kerruish (Committee Member)

Present via Video Link – Raoul Wilson (Treasurer)

Apologies: Minister Hon Craig Crawford MP, Andrew Wilcox Member for Dawson, Julieanne Gilbert Member for Mackay, Amanda Camm Member for Whitsundays, Debra Fitzgerald (Vice President), Tiffany Matthews, Rodney Matthews, Brad Dawson.

4. Minutes of 2022-2023 Annual General Meeting were tabled

Moved: Ray Wegner **Seconded:** Tonia Binsiar - all in favour – carried

5. Business Arising from Previous AGM

No business arising from previous AGM.

6. Inwards and Outwards Correspondence

No inward or outward correspondence to be table.

7. President’s Report

Ray requested that Nina to address the meeting with his President’s report for the year.

Moved: Ray Wegner **Seconded:** Gunther Paul - all in favour – carried

8. Treasurer’s Report

Raoul Wilson tabled the Treasures Report for the financial year 2022-2023.

Moved: Raoul Wilson **Seconded:** Ros Warner - all in favour – carried

9. Organisation / Worker Report

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

Moved: Raoul Wilson **Seconded:** Christian Stang - all in favour – carried

10. Guest Speaker - Mayor Greg Willimson spoke to the meeting about the great work that Mackay Advocacy Inc. do. Thanked the staff, Ray and other Management Committee for continued efforts and also about his disappointment about significant funding cuts given to this region.

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 Dr Gunther Paul, thanked current committee members, all positions were declared vacant.

13. Election of Management Committee

PRESIDENT: Raoul Wilson

Nominated by Tarnia Kerruish Seconded by Ros Warner
There were no other nominations. Raoul accepted the position.

VICE PRESIDENT: Ray Wegner

nominated by Tarnia Kerruish Seconded by Ros Warner
There were no other nominations. Ray accepted the position.

SECRETARY: Christian Strang

nominated by Ray Wegner Seconded by Raoul Wilson
There were no other nominations. Christian accepted the position.

TREASURER: Ros Warner

Nominated by Ray Wegner Seconded by Raoul Wilson
There were no other nominations. Ros accepted the position.

COMMITTEE MEMBERS: Tarnia Kerruish

Nominated by Ray Wegner Seconded by Ros Warner
Tarnia accepted the position.

COMMITTEE MEMBERS: Paula Creen

Nominated by Tarnia Kerruish Seconded by Christian Strang
Paula accepted the position.

COMMITTEE MEMBERS: Dr Gunther Paul

Nominated from the floor
Seconded by Christian Strang

COMMITTEE MEMBERS: Joanna Chounding

Nominated from the floor
Seconded by Christian Strang

There were no other nominations.

Raoul took the Chair as new President of Mackay Advocacy Inc. Thank everyone for position and looks forward to working with the new committee and staff in 2023-2024.

14. Appointment of Financial Auditor

Ros 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 Nina Swara that Mackay Advocacy has public liability insurance of \$20 million.

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

Meeting Closed: 11:42am

Signed:  Raoul Wilson, President &  Christian Strang, Secretary

PRESIDENT'S ANNUAL REPORT

Dear Everyone

It brings me great pleasure to present my report for 2023-2024 as the President of Mackay Advocacy Inc (MAI). This is a new position for me, after serving on the Management Committee for the previous 2 years as the Treasurer. I came to support Mackay Advocacy Inc when it was extremely vulnerable with extremely limited funding. I am proud that the Manager, Staff and Committee have persevered MAI's integrity and promoted MAI's service demand and need. The Mackay region deserves MAI which assists those facing adversity with a voice and choice.

Due diligence and persistence with the support of service users, Mayor Greg Williamson, Member for Mackay Julieanne Gilbert and key state advocacy stakeholders in North Queensland. MAI is pleased to announce that future funding has been committed to this region. The staff have also enhanced the sustainability of MAI by attaining new project grants and continuing a vision that supports the Mackay, Whitsunday and Isaac regions.

I would like to thank my fellow Management Committee members for supporting me in providing comprehensive governance. Ultimately this has enhanced the MAI staff's capability to provide face-to-face advocacy, which upholds the fundamental human rights of vulnerable, yet resilient, community members with disabilities.

Hence, we all look forward to a busy and productive year ahead.



Raoul Wilson
President

MANAGER'S ANNUAL REPORT

I am delighted to present the 2023/2024 Annual Report, marking my 19th year at Mackay Advocacy Inc. It has been a year of remarkable growth and development for our organisation. This progress would not have been possible without the unwavering support and dedication of our Management Committee. On behalf of the entire staff, I extend our heartfelt gratitude to Raoul, Ros, Christian, Tarnia, Paula, Gunther, and Ray. Their invaluable skills and generous contributions of personal time deserve special recognition.

I have consistently emphasized to our funding entities and auditors that the true strength of an organisation lies in its people. This year, Melissa, Stacy, Juanita, and Luke have been pivotal in sustaining and advancing our work. Their efforts during a period of funding uncertainty have not only produced outstanding quantitative and qualitative reports but have also ensured the continuity and growth of our services. Although we have recently bid farewell to Luke and Juanita, we are optimistic about welcoming new team members who will continue to enhance the MAI team. We have this year also welcomed Michaela as administration officer and now Kerry and Trissi at our Pioneer Valley office who are already proving that they are integrating into our “method of madness”. Stacy has grown from a social work placement student into a dedicated advocate, delivering impactful results. Melissa has not only excelled in her role but has also been a tremendous support to me, ensuring compliance, seizing growth opportunities, and providing invaluable assistance to me and the team as a whole. Please refer to their individual reports for more detailed insights.

In my advocacy work, I have witnessed extraordinary resilience among those I support. Despite facing loss, poverty, discrimination, and isolation, many individuals have achieved significant milestones this year. Please refer to the compilation of advocacy outcomes and, most valuable of all, the client feedback along with the assessment of some of our collaborators.

I would like to extend my thanks to Linda Laycock and Kate Stoertebecker from the Department of Social Services, Minister Charis Mullen from the Department of Child Safety, Disability Services & Seniors, Team at Qld Health, NQPHN & Trish Auld. I also acknowledge QIDAN advocacy colleagues for their support and accountability. Lastly, I want to acknowledge Julieanne Gilbert and sincerely wish her the best in her future reconnection with her family and I also wish to express my gratitude to:

- The community of the Pioneer Valley
- Premier Steven Miles
- Jenny, Jane, and Justine from the Australian Services Union, Queensland Branch
- Deb Rae, Deb Rae Solutions
- Carolynne Fisher, WorkLifeBalance

Thank you all for your continued support and commitment.

“No one can whistle a symphony. It takes an orchestra to play it.”

Luccock, a rather unknown Methodist Bishop.

Nina Swara

Melissa Martin – Individual Advocate

The past 12 months has been extremely busy and preparing these reports are a great time to reflect on what we have been able to achieve individually and as an organisation.

Submissions to the Disability Royal Commission ended and with 7944 submissions received and 1785 private sessions held nationally, the disability sector waited for the final report to be handed down in September 2023. Overall, the commission made 222 recommendations to improve laws, policies and practices to the lives of people with a disability, so they can live free from exploitation, abuse, violence and neglect. Since the commission handed down the recommendation the Australian Government has responded to 172 that were primary a shared responsibility of the state and territories. This included 13 accepted in full, 117 in principle, 36 needing further consideration and 6 noted. To me, this outcome was a little underwhelming and I believe that it was an opportunity missed to ensure that people living with disabilities are free from exploitation, abuse, violence and neglect. It is my hope that this is just the beginning of real change in the sector and look forward to being able to report a more positive change.

Alongside the DRC ending and the recommendations coming out, we also witnessed the Independent NDIS Review take place. This resulted in 26 recommendations made with consultation from participants, family, carers and advocates to address the issues that were arising within the NDIS. A significant change included The Australian Parliament passing changes to the NDIS Act, this means that people with a disability can expect to see change in how eligibility is assessed, what supports can be funded, how plans are managed, how funding is allocated and spent, and eligibility.

As always, this year as a team we continued to attend expos, including the Mental Health Wellness Expo, Mackay Disability Expo, Homelessness Expo and NAIDOC Day. We also continued to attend interagency meetings, training and outreach as much as we could to continue our standing in the community. As part of QIDAN (Queensland Independent Disability Advocacy Network) I attended face to face state meetings in Brisbane to participate and discuss systemic issues that are occurring in the sector, along with various online meetings and consultations over the year.

Some individual outcomes that I have achieved include appointment and revocation of The Public Trust Qld, tenancy relocation, safeguarding from financial exploitation, prevention of possible exploitation, client returning home with increased supports, and I continue to work on other matters that include child safety, discrimination, NDIS service provision and access. I am also continuing to further my skills with training, I am currently enrolled to complete Certificate 4 in Training and Assessment and want to thank Nina and the Management Committee for their encouragement and the opportunity in allowing me to progress in my professional development.

It was also pleasantly refreshing to see our little team grow over the year! With the addition of an office in the Pioneer Valley, we have been able to expand the organisation using advocacy principles to assist more people in our community. I am personally excited to see where this space leads, especially in the mental health area of support.

Sadly, we also seen our team say goodbye to staff and although they have moved onto other endeavors, I know they will always be a part of our Mackay Advocacy family.

I am excited to continue my work in this sector and to see what else Mackay Advocacy Inc. will be able to achieve. Melissa 😊

Stacy Mammino – Individual Advocate

I am delighted to present my first annual report with Mackay Advocacy and take this opportunity to reflect on the year it has been. Particularly, highlighting the journey of our Finch Hatton office and recognising the strength and resilience of the Pioneer Valley community during a time of uncertainty. I have been able to share in numerous community events, weekly craft, and assist in bringing new initiatives to the community, including a visit from the Mackay Regional Community Legal Center and tech talks from the Mackay Regional Council Library. I was also able to contribute to securing a grant with Northern Queensland Primary Health Network to expand our community wellness program, with additional funding for suicide prevention initiatives. We welcomed Kerry to the team as Social Advocate, and embrace her commitment to representing her community.

“Alone, we can do so little; Together we can do so much.”

Helen Keller

Alongside supporting community members from the Pioneer Valley, I have also moved into my new role of Individual Advocate for the National Disability Advocacy Program. I have some big shoes to fill and am thankful for the ongoing mentorship and peer support from our team. I have begun working alongside people in their advocacy journey with matters that include QCAT hearings, liaising with the Office of the Public Guardian and the Public Trustee Qld, service provision, and NDIS matters.

This year has also been full of professional growth and development. I was able to complete my Facilitator Training in Person-Centred Emergency Preparedness (P-CEP) with the University of Sydney, attend the Family Law Pathways Network Coercive Control Workshop, and a Self-care and Vicarious Trauma training by Deb Rae. I also had the opportunity to attend several face-to-face state meetings in Brisbane as part of the Queensland Independent Disability Advocacy Network (QIDAN) and engage in valuable discussions around systemic advocacy issues in the sector.

Finally, I would like to express my gratitude to Nina and the Management Committee for the steadfast commitment to leading our organisation and preserving the core values of human rights and social justice. I look forward to my future at Mackay Advocacy Inc., knowing that we continue to go from strength to strength.

Stacy

National Disability Advocacy Program (NDAP) Annual Report

We acknowledge the contributions of Juanita Adamson, who fulfilled the role of Independent Advocate for the National Disability Advocacy Program and wish her the best in her future endeavors.

Juanita provided 41 individuals with advocacy: addressing legal issues, child safety matters, homelessness, preparing and representing at QCAT hearings and within the magistrate's court, Human Rights and discrimination procedures, and assisting with reporting to safeguard commission for abuse & exploitation. There were successful revocations of the appointment of guardianship and administrator, along with successful applications for the appointment of such where abuse & exploitation has occurred. We continue to have a collaborative relationship with the Office of the Public Guardian, and the Public Trustee of Queensland.

We acknowledge that clients continue to participate in the mission and objectives of our organisation by eagerly attending MAI events such as our Annual General Meeting, attending visits from State Minister, Charis Mullen and contribute to NDAP audit interviews and file reviews.

The organisation also participated with Queensland Advocacy for Inclusion (QAI) in contributing towards DRC Recommendations, review of the NDIS Bill, review of the Anti-Discrimination Bill – all of which have included Mackay Advocacy Inc endorsing submissions for positive change. We participated in many community expos, including NAIDOC Day, Disability Expo and Homelessness Expo. These activities encourage engagement and provide information and promotional resources including blankets and hygiene packs with MAI logo at the Homelessness Expo and tie-dyeing at the Mental Health & Wellness Expo.

We also engaged with MP Andrew Willcox and Office of the Hon. Minister Bill Shorten raising awareness regarding barriers, shortfalls and issues for people with disabilities. Engaged with Minister Charis Mullen and Local Member, Julieanne Gilbert regarding state funding for the Mackay, Whitsunday & Isaac Regions.

Training including First Aid and CPR, Vicarious Trauma and Work Health and Safety.

Successes include:

- Several public trustee and guardian revocations.
- Community awareness and inclusion
- Collaborative partnerships whilst being an independent entity.
- Great client outcomes by working collaboratively with Queensland Health especially with nurse navigators, social workers and case managers.
- Participated with Queensland Advocacy for Inclusion (QAI) in contributing towards DRC Recommendations, review of the NDIS Bill, review of the Anti-Discrimination Bill – all of which have included Mackay Advocacy Inc endorsing submissions for positive change.
- Engaged in webinars with NCA for learning and sharing that were hosted by DANA (Disability Advocacy Network of Australia).

TREASURER'S ANNUAL REPORT

This is my first 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 2023-2024. 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

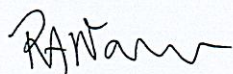
Financial transactions were processed by delegations of authority, which were clearly defined in the organisation's policies and procedures. Business operations were underpinned and supported by a comprehensive internal control framework, which included effective segregation of financial duties and reconciliations of accounts. The financial systems, processes and organisation were designed to provide stakeholders with financial assurance. I thank Richard and Kimberley at Inspire Accountants for their continued professionalism; please refer to the Annual Financial Audit Report 2023-2024; Appendix A.

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: -

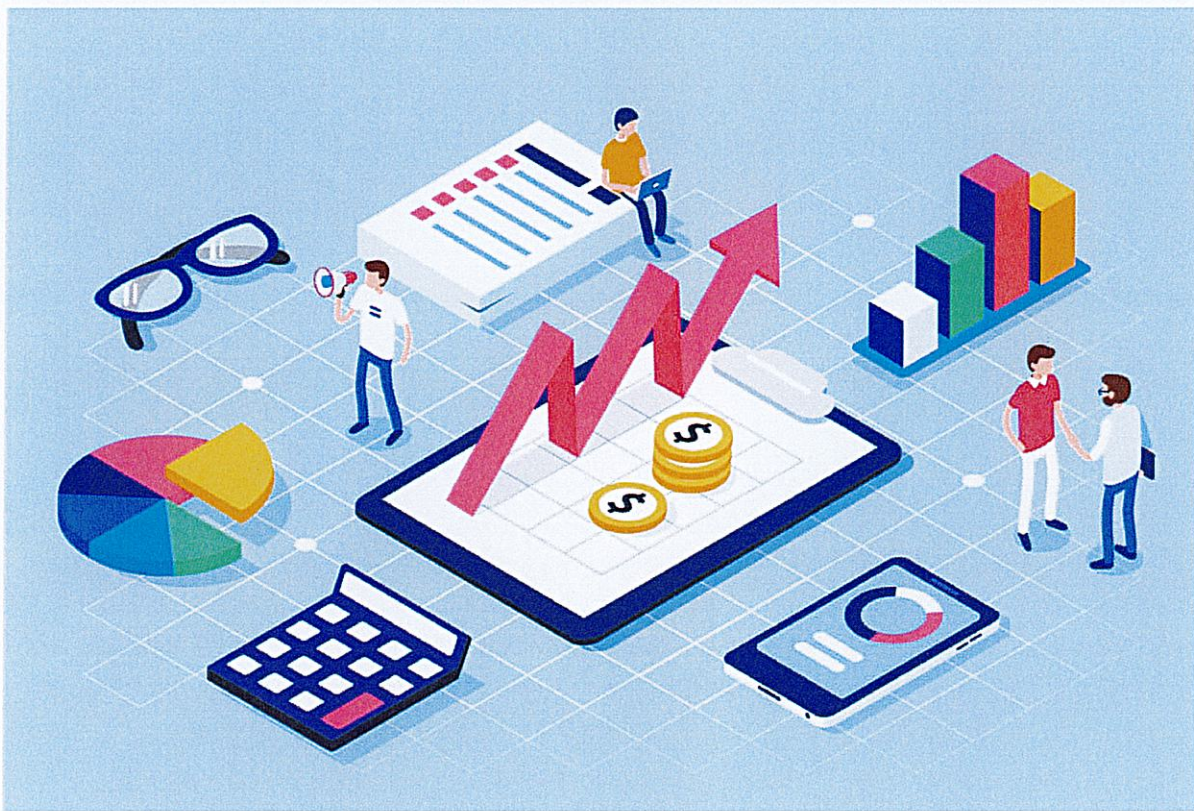
- Workcover
- Public liability
- Professional indemnity
- Association liability
- Business (now including plate glass) and Car

MAI experienced a severe funding reduction from the state government 3 years ago and I am now happy to report that the Miles Government has significantly replenished our funding with a contract to 2029!! MAI continues collaborating with Minister Mullen to improve advocacy issues that are primarily state focused such as housing and homelessness. Please see the Audited Financial Report, Appendix A.



Roslyn Warner

APPENDIX A



FINANCIAL AUDIT REPORT 2023-2024

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

Financial Statements
For the year ended 30 June 2024



Mackay Advocacy Inc
Mackay Advocacy Inc. ABN 83 685 183 540
Detailed Profit and Loss Statement
For the year ended 30 June 2024

	2024 \$	2023 \$
Income		
Grants - recurrent	584,043	414,870
Donations received	1,310	1,215
QLeave - fund reimbursements	2,574	3,401
Interest received	6,593	4,396
Rental income	2,400	4,000
Profit on sale of assets	8,249	7,835
Total income	605,170	435,717
Expenses		
Accountancy fees	18,343	12,023
Advertising	3,665	1,022
Bank charges	41	59
Borrowing costs		1,668
Cleaning	1,685	1,365
Computer expenses	5,909	3,507
Depreciation	28,165	11,752
Electricity	3,723	3,482
Fees & Subscriptions	12,000	5,665
Function expenses	2,112	1,279
Insurance	9,485	4,761
Legal fees		1,967
Motor vehicle expenses	18,743	11,132
Outreach expenses	1,283	1,823
Printing, postage & stationery	6,808	3,914
Provision for annual leave	(1,792)	(325)
Provision for long service leave	545	(3,942)
QLeave expense	5,448	4,479
Rent	39,780	39,034
Repairs & maintenance	1,850	1,961
Salaries & benefits - employees	403,460	265,858
Security	870	1,651

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 2024

	2024 \$	2023 \$
Staff amenities	5,662	2,790
Staff training	6,787	4,955
Superannuation - employees	44,249	27,915
Telephone	11,291	7,323
Travel expenses	3,830	8,489
Total expenses	<u>633,942</u>	<u>425,608</u>
Profit (loss) from ordinary activities before income tax	(28,772)	10,109
Income tax revenue relating to ordinary activities		
Net profit (loss) attributable to the association	<u>(28,772)</u>	<u>10,109</u>
Total changes in equity of the association	<u><u>(28,772)</u></u>	<u><u>10,109</u></u>
Opening retained profits	333,093	322,984
Net profit (loss) attributable to the association	<u>(28,772)</u>	<u>10,109</u>
Closing retained profits	<u><u>304,321</u></u>	<u><u>333,093</u></u>

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 2024

	2024 \$	2023 \$
Operating profit (deficit) before income tax	(28,772)	10,109
Income tax (credit) attributable to operating profit (loss)		
Operating profit (deficit) after income tax	(28,772)	10,109
Retained profits at the beginning of the financial year	333,093	322,984
Total available for appropriation	304,321	333,093
Retained profits at the end of the financial year	304,321	333,093

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 2024

	2024 \$	2023 \$
Current Assets		
Bank of Queensland Cheque Account	40,360	15,275
BOQ - Websaver Account	106,195	153,561
Petty Cash Float	111	88
Trade debtors	48,168	7,600
ATO - RBA		3,618
BOQ Term Deposit	123,717	119,690
Total Current Assets	318,552	299,831
Non-Current Assets		
Plant & equipment	53,139	50,504
Less: Accumulated depreciation	(37,813)	(32,499)
Motor vehicles	116,812	101,644
Less: Accumulated depreciation	(23,515)	(14,872)
Total Non-Current Assets	108,623	104,777
Total Assets	427,175	404,608
Current Liabilities		
PAYGW payable	5,593	3,660
Trade creditors	8,069	2,805
Bendigo - credit card	520	516
Provision for annual leave	16,316	18,107
Provision for long service leave	1,569	1,024
Unearned Revenue	47,520	
Bonds held	400	400
GST payable control account	15,117	9,393
Total Current Liabilities	95,103	35,906

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 2024

	2024 \$	2023 \$
Non-Current Liabilities		
Hire purchase	27,751	35,609
Total Non-Current Liabilities	27,751	35,609
Total Liabilities	122,853	71,515
Net Assets	304,321	333,093
Accumulated surplus (deficit)	304,321	333,093
Total Members' Funds	304,321	333,093

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 2024

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 2024

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

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

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

(e) Leases

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

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

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

(f) Goods and Services Tax (GST)

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

(g) Trade and Other Payables

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

AUDIT REPORT

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

To the Members,
MACKAY ADVOCACY INC

Scope

We have audited the attached special purpose financial report Mackay Advocacy Inc. for the year ended 30 June 2024. 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.

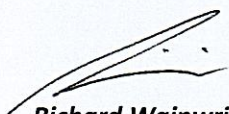
Qualification

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.

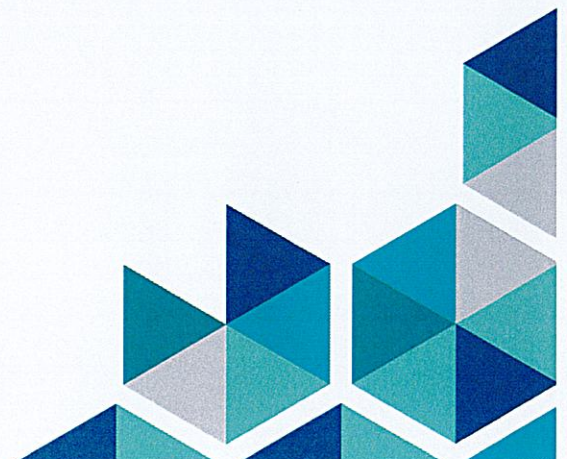
Qualified Audit Opinion

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 2024 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
10 September 2024



Mackay Advocacy Inc.
FOR THE PERIOD 2023-24

STATEMENT OF CASHFLOW

Cashflow from Operating Activities	\$ 22,256.88
Cashflow from Investing Activities	-
Cashflow from Financing Activities	-
Other Cashflow	-
Net increase/(decrease) in cash	<u>\$ 22,256.88</u>
Cash at the beginning of period	<u>\$ 168,923.19</u>
Cash at the end of period	<u><u>\$ 146,666.31</u></u>

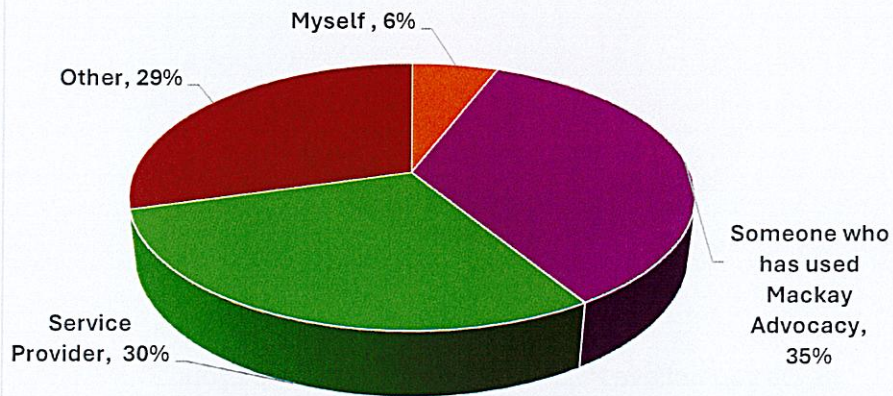
APPENDIX B



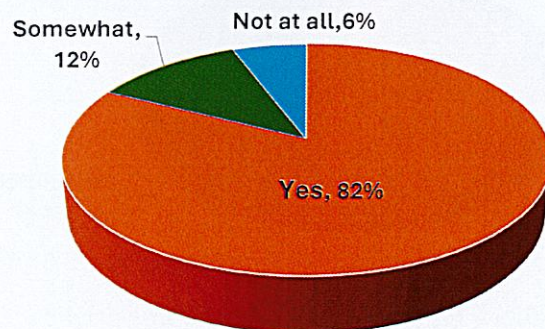
ANNUAL CLIENT SURVEYS FEEDBACK

Client Satisfaction Survey Results 2024

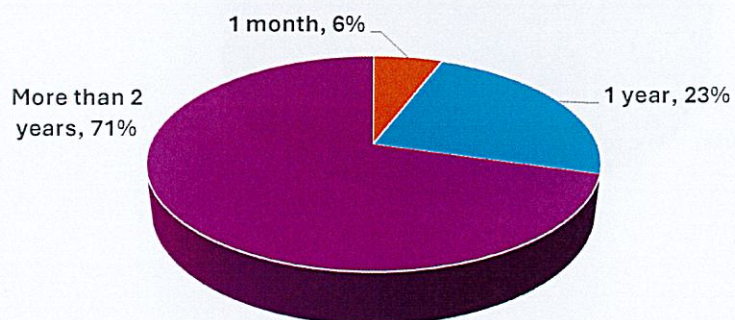
1. How did you find out about Mackay Advocacy?



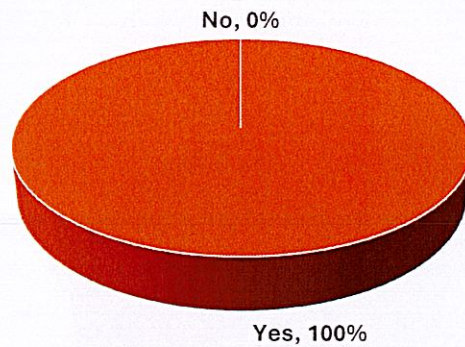
2. Do you feel you have a clear understanding of the services Mackay Advocacy is able to provide?



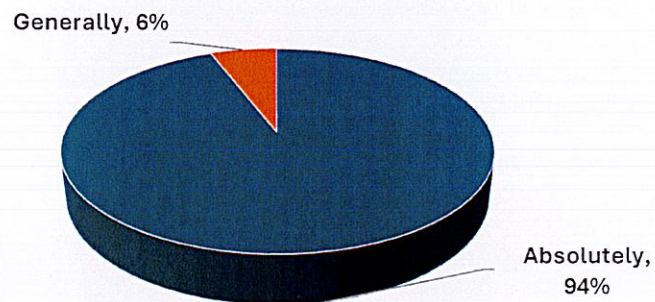
3. How long what you been dealing with Mackay Advocacy?



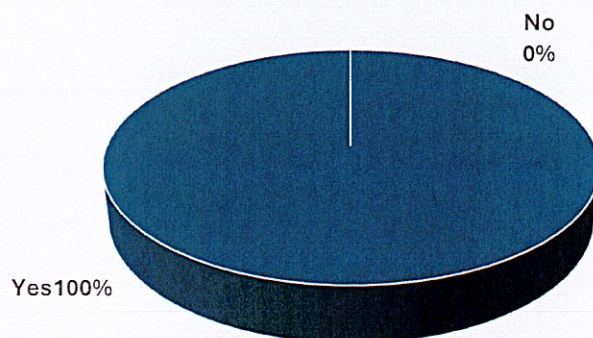
4. Are you confident that Mackay Advocacy treats people with disability and their families with dignity and respect?



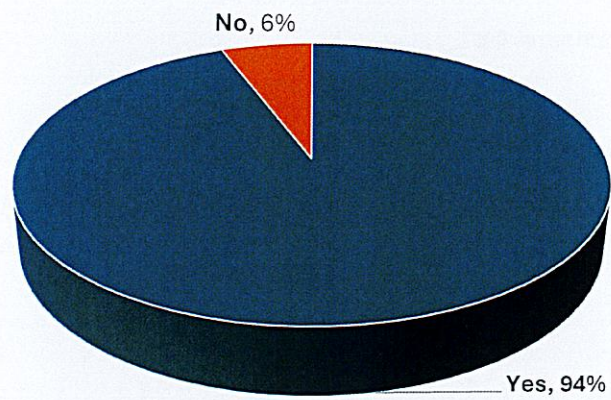
5. Do you believe Mackay Advocacy encourages your right to participate and make choices about what advocacy support you would like?



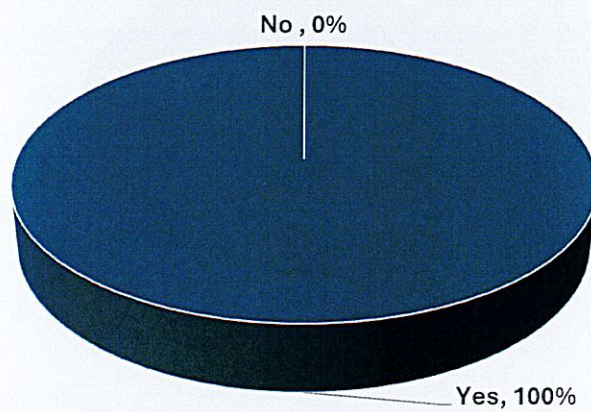
6. Do you believe Mackay Advocacy ensures privacy and confidentiality of your personal information?



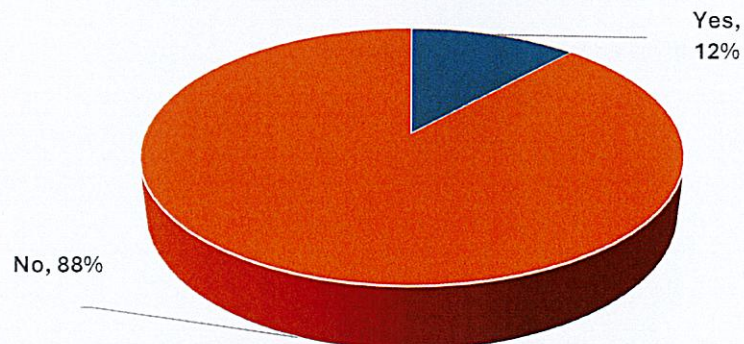
7. Are your issues being dealt with to your satisfaction?



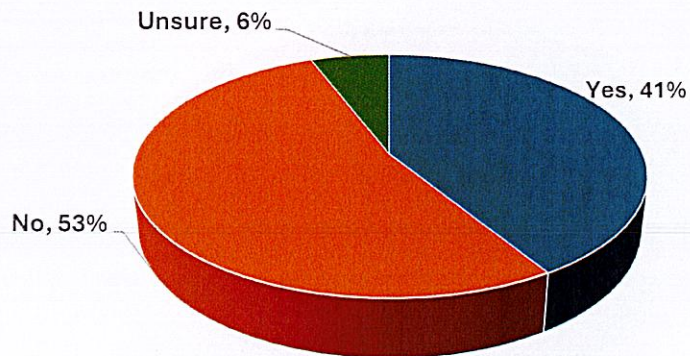
8. Do you believe independent advocacy (i.e. not joined with another organisation) is a most important service for vulnerable people who have a disability?



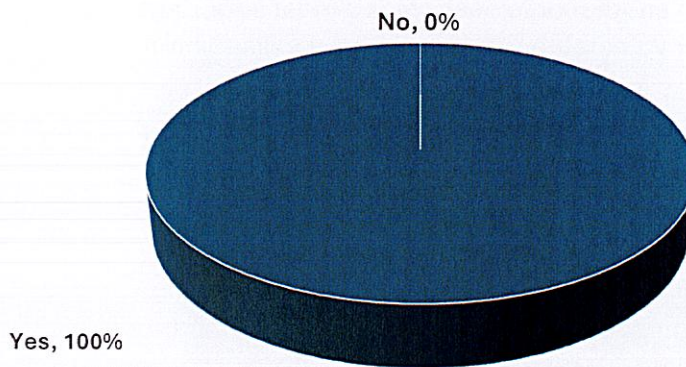
9. Do you feel you could cope with a similar situation on your own next time?



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 MAI?



Additional Feedback provided

The staff are very friendly and make you feel welcome. "Very excellent service."

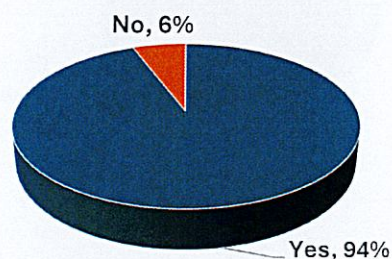
"Mackay Advocacy are passionate about providing assistance and support."

I'm always welcomed warmly and my issues delt with.

"Always mindful of my needs."

"Melissa has gone out of her way to help me and make me feel welcome."

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?



Additional Feedback provided

"Sometimes it's difficult to convey how frustrations feel, when there's no one visually available in person to explain things to me."

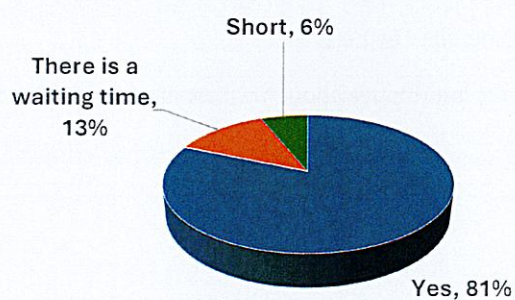
"Communication is much better face to face particularly in regard to those with a disability and associated communication impairments."

"Couldn't do this or deal with unless I can talk to someone face to face."

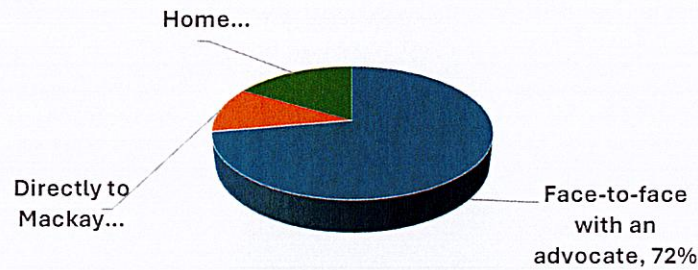
"Yes, it is better to see them face to face"

"Better talking face to face with someone."

13. Is your advocate available when needed?



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



Additional Feedback or testimonials provided

"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."

"Mackay Advocacy went above and beyond to assist me and I could never have achieved what I did without their help."

"Mackay Advocacy possess the knowledge and skills to assist in complex matters."

"Mackay Advocacy gave my son with a disability a voice."

"Sometimes I won't be able to visit the office. I prefer phone or home visit."

"I have difficulty expressing words and a person is needed."

"Mackay Advocacy provides a safe and private space for communication."

"The empathetic and dedicated employees are extremely supportive during face to face meetings."

"As I sometimes have grandchild at home and easier as I don't have to organise transport or drive."

"I love the personal one on one it makes me feel included in the process."

"I have found that Mackay Advocacy has been very informative about my disability living in Government housing. I ring them on a regular basis to ask."

"Very good, very understanding"

"The best"

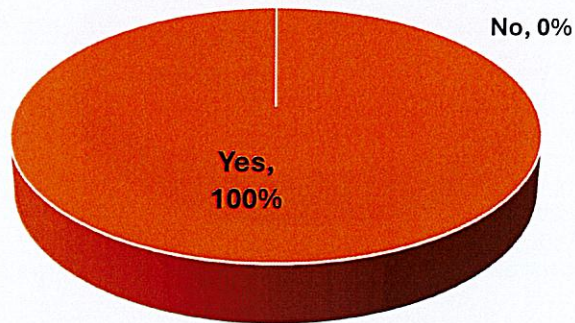
"Advocacy is a great service"

"Mackay Advocacy do a good job"

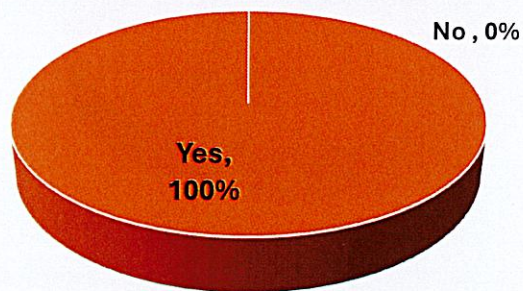
"Mackay Advocacy gave my son with a disability a voice."

Professional Satisfaction Survey Results 2024

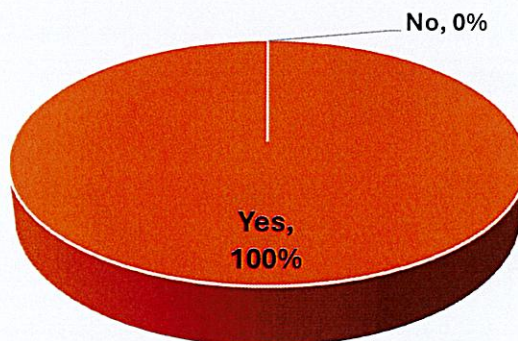
1. Are you confident that Mackay Advocacy treats people with a disability and their families with dignity and respect?



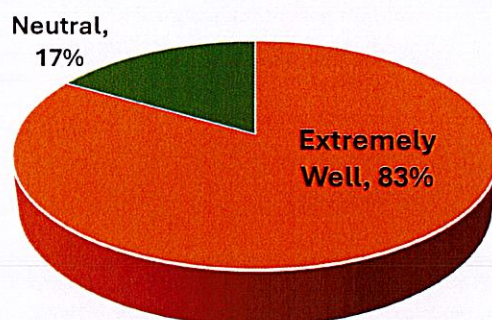
2. Do you believe Mackay Advocacy encourages the rights of a client to participate and make choices about what advocacy support they would like?



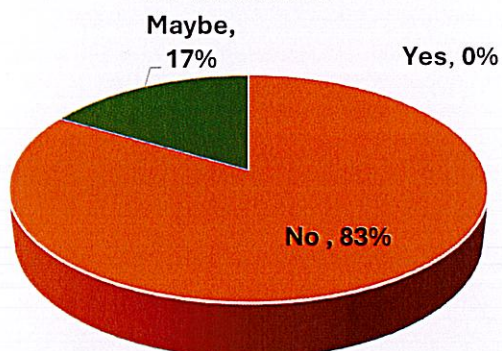
3. Do you believe the advocate strives to ensure basic human and legal rights are upheld?



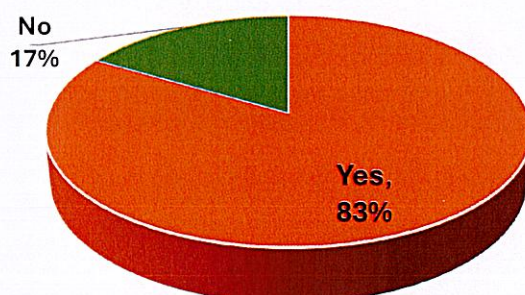
4. How well have Mackay Advocacy and your organisation collaborated in the past?



5. Do you think the same outcome could have been reached if face to face advocacy was not available?



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



Additional feedback or testimonials provided

"Juanita has been amazing! She is so kind and caring and understanding and always provides support for her clients."

"Very well managed organisation"