



2018 ANNUAL REPORT

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Mission Statement

“To stand with vulnerable people with a disability through vigorous, independent, advocacy.”

Vision Statement

“A world of equality, justice and choice.”



Our History

From the initial meetings of interested people in 1987, a public meeting was organised to investigate the level of support for the concept of a rights and resource office for people with disability within the wider community. Approximately sixty people attended the meeting and a Steering Committee was formed, comprised of people with disability. Their primary task was to prepare a submission for the (then) Federal Department of Health, Housing and Community Services, for funds available to client groups as outlined in the Disability Services Act (1986).

The Steering Committee was successful in securing funding in late 1988, following which a further public meeting was held in March 1989 to elect a Management Committee from its membership of people with disability. This was the beginning of Independent Advocacy in the Tropics. The funding provided and enabled the Management Committee to open an office and to employ a full-time co-ordinator/advocacy worker and a part-time administrative worker. The role of the co-ordinator was focused on assisting individual people with disability to advocate for themselves. Independent Advocacy in the Tropics Inc., was incorporated on 28th June 1991.

In 2004, Independent Advocacy Townsville, the first Business Name was registered and it was not until 2018 that we decided to register Independent Advocacy NQ, our second Business Name to truly reflected the large area we service.

Strategic Objectives

1. **Deliver and Grow Quality Services:** provide quality accredited advocacy to those with disability in our service region to achieve their personal goals without harmful effect and to expand these and introduce further services as the opportunity presents itself.
2. **Excellence in Governance and Leadership:** responsive, dynamic and accountable management of the organization that drives service improvement and innovation through a collaborative policy cycle and continuing analysis of its governance, systems and procedures.
3. **Broaden Engagement with Stakeholders:** harnessing all facets of social interaction, by continuing to develop a strong marketing and networking strategy and learn from the skills and knowledge of our community partners and stakeholders.
4. **Engaged and Productive Committee and Staff:** foster a culture that is vibrant, innovative, collaborative and inclusive as we strive to effect positive change in the lives of those with disability.

Accreditation and Standards

We are a Certified Disability Advocacy Organisation that holds and maintain accreditation under the National Standards for Disability Services which accreditation is recognised by the Queensland Government Departments who also fund our organisation.



Staff and Volunteers

All Members of the Management Committee and the Chief Executive Officer, would like to acknowledge and thank the dedicated staff and volunteers of IAT who give above and beyond what they are required to do. We are truly blessed to have such people working for us to help improve the lives of those in truly vulnerable positions. Our staff and volunteers for 2017-2018:

ADVOCATE/NDIS APPEALS OFFICERS

Helen De-Campo

Anne Hansen

Joanna Mullins

Jason Thomas

INTAKE OFFICER/ADVOCATE

Jessie Taylor

ADMINISTRATION

Beverly Smith, Office Administrator

VOLUNTEERS AND TRAINEE PLACEMENTS

Carmel Parker, Administration

Kylie-Jean Gaité

Marie-Anne Rubio "MJ"

Hannah Byrne

Management Committee 2017

In accordance with the Constitution, we are led by a Management Committee, the majority of which have disability. As our organisation has grown, committee members have also come from a more diverse background.

Non-Executive Directors:

President & Public Officer:

Michael Collins

Vice-President:

Tania Hornberg

Secretary:

Leanne Carmichael (resigned)

Deborah Wilson (stand-in)

Treasurer:

Ross Kingsun

Members:

Richard Cordukes

Executive Director:

Chief Executive Officer

Deborah Wilson

Management Committee Nominees 2018

President & Public Officer:

Michael Collins

Vice-President:

Tania Hornberg

Secretary:

Deborah Wilson

Treasurer:

Ross Kingsun

Members:

Richard Cordukes

President's Report

Our services are in great demand and our organisation has been seeing more clients than in previous years and more than we receive funds for.

I wish to thank our funding bodies, the Department of Social Services, Queensland's Department of Communities Disability Services and Seniors and Qld Health for their continuing support of our organisation. We hope that future State and Federal governments continue to have policy in place to allow organisations such as ours to continue advocacy services.

Recently, due to personal events, I realised the value of advocacy and how difficult it would be for people to be self-represented, and it made me appreciate the work that we do for others. Our actions really do make the load easier to handle.

This year our CEO Deborah Wilson, was appointed to the Board of Directors for the peak advocacy body, Disability Advocacy Network Australia (DANA) and was recently nominated to fill the position of Deputy Chair due to the resignation of Fiona May as Chair and the appointment of Martin Butcher, previous Deputy Chair to fill the Chair position. It is good to have North Queensland represented on the Board of our national body.

I wish to thank Deborah for her continued leadership of her fantastic team at IANQ they have all done a great job. They have faced many challenges this year. In addition to growing demands on our services and additional reporting requirements requested by funding bodies, the uncertainty of continued funding was a significant issue faced by management and staff alike. So, Deborah, Beverly, Anne, Helen, Joanna, Jessie and Jason on behalf of the Management Committee, a big thank you.

I also wish to thank Deborah and Beverly for their continued administrative support for our meetings. It certainly makes the Committee's job easier. Further, thank you to my fellow committee members, Tania, Ross, Richard and Leanne for their support during this year.

Michael Collins

President

Independent Advocacy in the Tropics Inc.



St. Ivo of Kermartin

Patron Saint of Honest Lawyers, Advocate of the Poor

*Justice and power must be brought together,
so that whatever is just may be powerful and
whatever is powerful may be just.*

Treasurer's Report

I was elected Treasurer for Independent Advocacy in the Tropics Inc. (IATI) at the 2017 AGM, and will present the 2018 Treasurer's Report.

The appointed Auditor at the 2017 AGM was Jessup's Accountants and Business Advisors who have carried out the independent annual audit for the 2018 financial year.

Jessup's have prepared the Financial Statements Report for the financial year ended 30 June 2018. I would like to acknowledge Jessup's' Audit Team for the valuable contribution and assistance they provided to the Committee and to our Office Administrator, Beverly Smith.

IATI has continued to receive funding from both State and Federal Government for the 2018 financial year:

- Department of Social Services (DSS) extends to 30 June 2020.
- Department of Communities, Disability Services and Seniors (DCDSS) extends to 30 June 2021; and
- Queensland Health.

The 2019-2020 financial year will see:

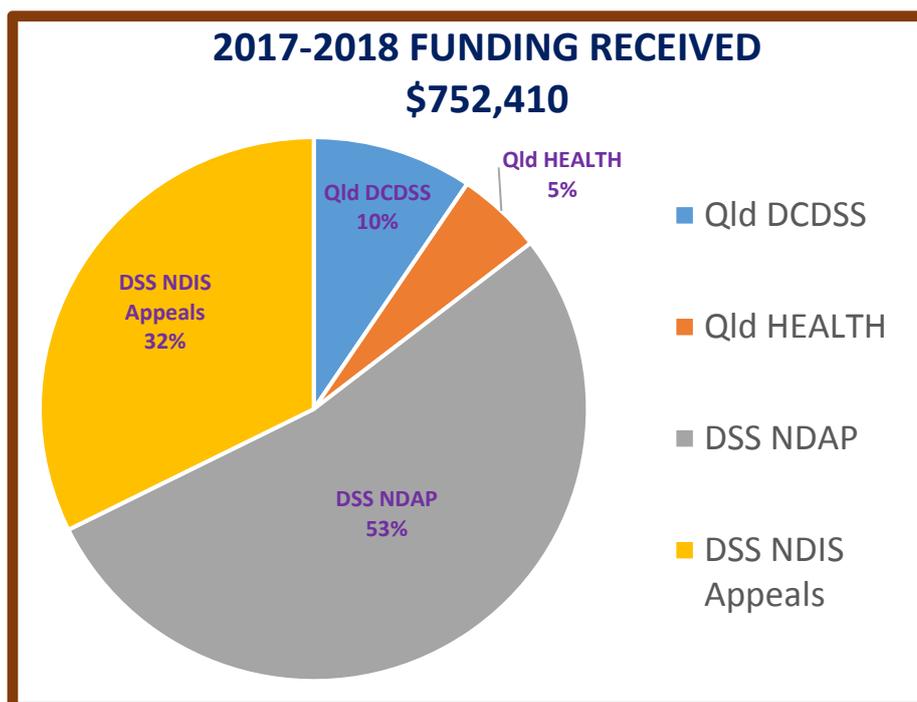
- NDIS Appeals funding reduce by 37% due to the Department not expecting there be a need for as much NDIS Appeals Support, and
- Qld Health funding cease completely on 1 July 2019.

In conclusion, please accept this Treasurer's report for 2018 financial year.

Ross Kingsun

Treasurer

Independent Advocacy in the Tropics Inc.



Chief Executive Officer's Report

My question from last year's Annual Report remains unanswered. "So how do we cover the demand for services, where will we get additional staff, where will we put them and more importantly where will the funds come from to provide extra services?"

After a year of intense lobbying during what was an election year in Queensland we are no closer to having the need for additional advocacy funding addressed. Funding was extended as promised during the election and while that was gratefully accepted, it still is inadequate as the demand for independent advocacy increases at an alarming rate.

Indeed, our funding will be drastically reduced as you read in the Treasurer's Report as from 1 July 2019 by **37%** for NDIS Appeals and we will lose completely, Qld Health funding from the same date. What happens to those within Mental Health Units and Rehabilitation Centres? They will join the long queues for our services as we try to fit them in with the remaining funding.

And that's not all when it comes to changing the playing field in relation to what we are expected to do with less funds. With the introduction of NDIS Appeals work in 2016, it saw us having to report to DSS in a different way, through the Data Exchange (DEX) online portal. This effectively doubled the time required for advocates to complete their administration tasks in relation to a client's case. In 2017-2018, DSS added NDAP to the list of programs that were to also use the DEX online portal to complete data reports.

What this has meant is we have again had to change our Client Record Management System to one that while does not offer a system to system transfer of basic information, it enables us to use a bulk file transfer. A time consuming and costly exercise that we needed to find the funds to do and is being introduced early in 2018-2019.

CHANGES TO NDAP FUNDING

2018 -2019 also sees us move from Individual Advocacy funding under the NDAP program to Advocacy for Individuals. What's the difference?

- **Individual Advocacy** - funded solely to provide independent advocacy to the person with the disability.
- **Advocacy for Individuals** – see us being able to provide independent advocacy which may also include self-advocacy, citizen advocacy, family advocacy and/or legal advocacy.

Great I hear you say. It would be but we actually lose 10% of our NDAP funding for Advocacy for Individuals as we are now to spend this on Systemic Advocacy. And while it would be great to be able to offer legal advocacy (something which is desperately needed here in North Queensland), we are not set up to offer the service.

Effectively, we're being asked to provide Advocacy for Individuals for the same number of Cases (114) over a larger demographic region but with a 10% reduction in funds.

With all the turmoil and uncertainty that has occurred this year our Advocates (Anne, Helen, Jason, Jessie and Joanna), powered on delivering excellent services to those that needed it the most. I would like to thank not only these amazing people, but also our truly remarkable Office Administrator Beverly Smith, who keeps us on track under an ever increasing workload. Thanks also to our wonderful Trainees and Volunteers who make our life that much easier. And lastly, thank you to our dedicated Management Committee for their continued guidance.

Deborah Wilson
Chief Executive Officer

Client Case Studies

We would like to thank two of our clients for agreeing to provide a snapshot of their Advocacy issues. The names of the clients have been altered to protect their privacy.

ADVOCACY CLIENT

R, 53, suffers from intellectual disability, she has two elderly parents and two supportive older sisters. R moved out of home in October 2016 into Service Provider Shared Care Accommodation with three males, one of whom she shares a bathroom with (he is vision impaired).

She had issues with one of the other housemates. There was a meeting with the family members of this housemate. The incident was not serious and amounted to a disagreement between R and this housemate.

This housemate has a niece who has been particularly angry about the incident and has been hounding Service Provider staff about R and trying to get R evicted from the house. In February 2017, there was a meeting between all of the housemates' family members, including the niece. The niece became particularly abusive towards R's family.

R's family decided to take R home to reside with her elderly parents for two weeks. R does return to the Shared Care Accommodation on Fridays and returns back to her elderly parents' residence on Monday, while the other resident, (the one she had an argument with) goes home on the Fridays and returns on Monday. This situation is now in its 7th week and there is no end in sight.

Service Provider will not allow R to return to the Shared Care Accommodation on a permanent basis until a Psychological Report on R, and the other members of the Shared Care Accommodation has been completed by Mr L. So far, the Service Provider has been unable and/or unwilling to confirm that Mr L is ill and has been hospitalized and that they do not know when he will have the reports completed.

The advocate has talked to R and her family and obtained their wishes. We organized and supported one of the sisters to contact Tenants Queensland for legal advice, mainly to ascertain that there is no legal impediment for R to return to the Shared Care Accommodation. IANQ supported the sister and R to see the R's psychologist who has written a letter saying that R is ready to return to the Shared Care Accommodation.

IANQ has counselled the family to look at alternative accommodation and has made them aware that the Service Provider has ousted other residents in other Shared Care Accommodation and that it would be prudent to have a contingency plan in reserve.

IANQ has organized to attend a meeting with R's family with Service Provider staff in March 2017, with a view to integrating R back into the Shared Care Accommodation. R's elderly parents have health issues of their own and feel stressed about this situation and this is affecting R too.

Developments

A meeting was held in May 2017 and the Shared Accommodation Managers stated that R could return to the house on a full time basis during that month. Service Provider staff also said that the "house rules" that Service Provider staff had drafted up were in "draft form" and they had yet to finalize the procedures around the rules. They also said that they wanted the families of the other housemates to be given an opportunity to comment on the rules.

However, the Service Provider would not be engaging another clinical psychologist to do a report on the interaction between the housemates or training for the staff which R's family offered to

pay for with hours R was owed from funds the Service Provider were supposed to use from a previous government funded program.

The Service Provider managers did offer R a choice of other accommodation. The new accommodation was a self-contained bedroom with ensuite and a private entrance. It also had built-in railings in the ceiling that are used to transport quadriplegic or paraplegic people off their wheelchairs or out of bed to use the bathroom and amenities.

R's family thought that this residence would be better used for a person who required this type of accommodation, as it was a waste of what is a very scarce resource in the city. However, if R took up this option, she would share a lounge with another woman. The family declined this proposal. R liked her housemates and where she was and did not want to move.

Wins

QPS were investigating a complaint that R assaulted a housemate. IANQ has successfully argued to QPS that a criminal prosecution in a dispute of this nature is not in the public interest. This infuriated the housemate's niece who had threatened to go to the media about R. The Service Provider management have decided that because of the niece's threat that the matter is "unresolvable" – this is despite the housemates getting on fine and wanting to stay together.

We have been able to access some of the hours owed to R funded by a government scheme that should have been used by Service Provider 18 months ago. R is using these hours to get some support to access a local Gym.

The family was supported to go to a NDIA meeting where the family gave the NDIA a copy of the medical reports that we have been correlating in the background. R has a new NDIA Plan that is double that of her old one.

R now has a Support Coordinator who supports her.

The Support Coordinator supports the family to organize respite and is in the process of organizing matching R with potential new housemates for them to go into a private rental.

R has also a new service delivery organisation that supports her.

QCAT Tenant Hearing

IANQ asked QCAT to excuse R and her elderly mother from the QCAT hearing. R did not want to go. Discussions with R's psychologist said that the Hearing would be very distressing for her and R agreed, she did not want to go.

The Tenant Hearing occurred in February 2018 and went for the majority of the day. IANQ supported R's family by providing the Tribunal with a copy of all of the medical reports. The Presiding Member reserved her Decision to a fixed date in the future.

The R of Old

R's family have stated that with a new organisation supporting R, and the help of the new Support Coordinator, they are witnessing R flower, and they have "their old R back".

R is laughing and being polite and pleasant all of time and is smiling all of the time. R has told me that she is happy.

R's matter continues and all await the of the Presiding Member's Decision.

NDIS APPEALS CLIENT

ROSS is 61 years of age. ROSS had an accident in January 2017, which left him tetraplegic, with neurogenic bladder and bowel, spasticity. At the time of the accident, he lived in Townsville with his family and worked for a government department. His wife is from PNG and there is a great cultural emphasis on immediate and extended family.

ROSS' disability is so severe that he is bed/wheelchair bound, he is dependent on two carers to dress and shower him and give him enemas in the morning. After his enema he is transported and showered, sometimes the enema works too quickly and he soils himself before he gets to the shower. After his shower, he is normally naked except for a modesty cloth and is hoisted back in his bed to have his clothes changed and then he is either left in his bed or hoisted into his motorized chair. ROSS calls this his "morning routine".

ROSS spent 10 months in a Brisbane hospital, and then was transferred to The Townsville Hospital to be closer to family. His wife is very devoted to him and visits him on a daily basis. When we commenced advocating for ROSS, he had the following problems:

1. Funds in his NDIS Plan were running out fast;
2. The Townsville Hospital Revenue Unit was charging him \$60.50 rent. ROSS was receiving invoices for thousands of dollars, which caused him anxiety and depression. His medical team would not discharge him until he had suitable accommodation.
3. Qld Health administration had withdrawn services to ROSS as he was funded by the NDIA. The NDIA did not want to pay for any services as he had an NDIA plan but was in hospital.
4. The NDIA proposed Home Modifications were not suitable for him or his family, and the only criteria the NDIA were objecting to in relation to ROSS' suggested home modifications was that they considered that these the home modifications did not represent "value for money".

Problem 1: Funds running out

ROSS has successfully applied to the NDIS to be a participant in 2017. In December 2017 ROSS and his wife participated in a phone conference where they were given a six-month plan, the funds in the plan were depleted by 29 June 2018.

At the Case Conference, I pointed out that ROSS was dependent on his carers coming into the Townsville Hospital to support him through his morning routine and for allied health services (OT, Physio and Podiatry) and that, these services were being withdrawn by the Townsville Hospital. After some discussion, it was decided to just double funds in the existing plan.

An Agreement was drawn up by the NDIA, which was agreed to and signed by ROSS. The NDIA then tried to register the Agreement with the Administrative Appeals Tribunal. The Tribunal sent an email with many questions on how the amounts in the Agreement had been reached, and it wanted these questions to be answered before they registering the Agreement. The NDIA lawyer and I discussed this and I then discussed this with ROSS and received his instructions on what he wanted to do. ROSS did not see any point in answering the AAT questions. ROSS was aware that the amounts of funds in the plan were based on his discussion with the NDIA Planner in December 2017 and therefore not based on his current frequent usage of services data. They just wanted services to continue. ROSS' support coordinator costed the plan out and advised that at the suggested amounts in the Agreement services could continue as per normal. Therefore, ROSS decided not to register the Agreement **but to honour the Agreement**.

Benefits for ROSS signing the Agreement:

1. Services would continue.
2. The Agreement would go for 5 months before being reviewed in November 2018 and a new Plan would be issued in December 2018. Essentially this meant that ROSS would be funded

for 6 months of services but he would have to use all of the services in 5 months. I am thinking that the NDIA lawyer did not think of this☺!! Considering that when I commenced advocating for ROSS, he had used the majority of his funding in six months, I am not that concerned that ROSS will have any problem using the majority of the funds within five months!

3. Call me cynical, but when plans are reviewed, the second and subsequent Plans seem to be less and less each year, which is in line with the principles behind the NDIS. I did not want to risk this, so I saw that it was beneficial and very reasonable for Plan funds to be doubled and for the Plan extended for another six months (on paper, but in practice it will be five months before it is reviewed by the NDIS in its Annual Review).

Problem 2: Rent charges by The Townsville Hospital Revenue Unit

This was resolved by correlating financial evidence and sending it under a covering letter to The Townsville Hospital Revenue Unit. It took two weeks for us to get a response from the Unit.

COMMENT:

Why, oh why, would The Townsville Hospital Revenue Unit *add to a patient's depression and anxiety*? This is something that I am having a problem grasping.

Problem 3: Issues with Qld Health and NDIS

I see this problem everywhere. Qld Health are continually stating that they will not fund services/items if the client has a NDIA Plan. NDIA (Townsville Office) were refusing to renew ROSS' Plan because he was in The Townsville Hospital, the NDIA assumed that Qld Health were going to provide ROSS with all of the services that he needs.

COMMENT: Does it Come Down to Where you Live and When?

I found out through an OT at the Townsville Hospital, that if ROSS lived in Brisbane (pre NDIS rollout) that he would have been eligible for the **Qld Health Spinal Cord Injury Scheme** which would have made all of the home modifications requested by ROSS and his treating OT. The OT stated that it was believed by Qld Health staff (in the Royal Brisbane Hospital) that because ROSS was transferring back to Townsville, where the NDIS had rolled out, that he would have no trouble getting the home modifications he needed. The OT pointed out that **all** of the other patients in the Royal Brisbane Hospital had transferred onto the Qld Health Spinal Cord Injury Scheme and were living normal lives at home. The OT felt that ROSS should be at home and was surprised how long and how much difficulty that ROSS was facing in getting his home modifications.

During the AAT Case Conference in this matter, I pointed out the predicament to the NDIA lawyer and advised him that he should speak to a Senior Person of the NDIA in Townsville. I stated that to have no services for ROSS would cause ROSS harm to his health. The NDIA lawyer understood the predicament and must have contacted Townsville NDIA.

Problem 4: Home modifications

During the first quarter, ROSS applied to the NDIA for them to fund Home Modifications. His plan was that the NDIA would fund building a lift from downstairs of his house to upstairs room.

ROSS also asked for some minor upstairs bathroom modifications to allow him to live upstairs. The NDIA asked ROSS to get a quote for ripping out his downstairs lounge room and installing a bedroom downstairs.

Problems with this suggestion that (I am quite sure) the NDIA did not anticipate:

- Mishaps from the morning enema being trailed through the kitchen/dining area. Apart from being unhygienic, this would be embarrassing for him to be transported naked to and from the shower in front of his grandchildren and immediate and extended family members.
- Downstairs floods during the wet making the downstairs area unusable

- If ROSS needed help at night he would have to call (either using a radio or yelling) to get the attention of his carers who have a room upstairs
- The stairs would pose a safety issue with his wife/carer coming down to attend ROSS' needs on multiple occasions during the night.
- ROSS wishes to return to work and he cannot work in his bedroom (if constructed downstairs), there would be noise from the family cooking and talking in the kitchen/dining area. There would be no security for his work documentation.
- The Home Modifications would further isolate ROSS, as the living room would be relocated up stairs – which ROSS would not be able to access. He could not watch TV with all of his family. He could not socialize with visitors. If ROSS needed to socialize or talk to work colleagues in person, he would have to do it in the open study or in his bedroom.

COMMENT:

IT seems to me, the NDIA did not consider the actual realities of or think through what their modifications would mean to ROSS and his family let alone requirements for when ROSS commenced his return to his work using a home office.

SYSTEMIC ISSUES

A very small portion of funds we receive from the State covers systemic advocacy. We use these funds to undertake critical meetings with State and Federal politicians to advocate for additional funding for disability advocacy providing them with statistics that support this request due to the large number of extra clients we service each year over and above those we are funded to assist.

We also undertake to either prepare our own submissions or collaborate with other advocacy organisations both in Qld and interstate in answer to Commissions, Enquiries etc.

Meetings during the year with Qld's Public Advocate to advise of local issues and concerns in relation to advocacy for those with disability in our large service area and the issues faced with not enough funding to adequately and properly service the area.

We are members of a number of working groups that are working to address disability, mental health and age related issues as well as social inclusion:

1. Cathy O'Toole MP Federal Member for Herbert:
 - a. NDIS Reference Group
 - b. Mental Health Reference Group
 - c. Seniors Reference Group
2. Queensland Alliance for Mental Health
 - a. NQ Alliance Reference Group
3. Joint Standing Committee - NDIS Market Readiness Inquiry – Invitation to Give Evidence at the Public Hearing held in Townsville on 15 March 2018.

Many issues are identified due to repetitive issues presented by our clients or those on our waitlist. We also work closely with members of the Combined Advocacy Group Queensland (CAGQ) and nationally through the Disability Advocacy Network Australia (DANA) of which we are a member and for which I am the current Vice-Chair.

Issues put forward at local disability service provider network meetings and issues/concerns raised by service providers and support coordinators directly with us. We also receive a number of invitations to submit papers and give evidence at, for example Joint Standing Committees.

Service Demographics

SERVICE AREA

As in 2016-2017 we were funded to provide independent disability advocacy through four funding streams. While our demographic service area remained the same for Queensland funding, our DSS funded service area was changed from Local Government Areas to Service Areas and was increased to cover Richmond and Mckinlay Shires, which, along with Hughenden, are now referred to as the Northern Highlands. The table below shows our increased service region

Department	Program	2016 - 2017 KM ²	2017 - 2018 KM ²
DSS	National Disability Advocacy Program (NDAP) <u>2016-2017 – LGA Regions</u> Burdekin, Cassowary Coast, Charters Towers Region, Hinchinbrook, Hughenden, Palm Island, Townsville <u>2017 – 2018 SA Regions</u> SA4 - Townsville (inc. Charters Towers, Burdekin, Hinchinbrook, Palm Island) SA2s Innisfail Johnstone Northern Highlands Tully Wooroonooran	126,255.3	194,274.6
DSS	NDIS Appeals As above plus Mackay\Isaac\Whitsunday Regions	216,617.6	284,600.8
DCCSDS	Community Managed Mental Health Program: Region: North Queensland	477,521.2*	477,521.2
QHEALTH	Community Mental Health Program Region: Townsville Health and Hospital Service	Townsville	Townsville

*DCCSDS Service Area Map. Being Townsville based, this is deemed to be the Local Community and the rest of the NQ Region is classified as Rural and Remote Extension for which we are only allocated to service 9 clients. Nowhere near enough funding allocated to cover the North Queensland region therefore we limit this to LGAs covered under DSS funding.

CLIENT CASES

2016-2017 saw a 60% increase in advocacy client cases far above funded totals which was heavily influenced by the roll out of the NDIS to most of our then service area. In 2017-2018 while our service region increased, the number of Client Cases funded remained at 114. The following pages contain a number of graphs that breakdown key pieces of information relating to actual services delivered for the year.

Department	Program	Funded	Actual	Additional
DSS	National Disability Advocacy Program (NDAP)	75	109*	
DCCSDS	Community Managed Mental Health Program	34	94*	
QHEALTH	Community Mental Health Program	5	9	
		114	212*	86%

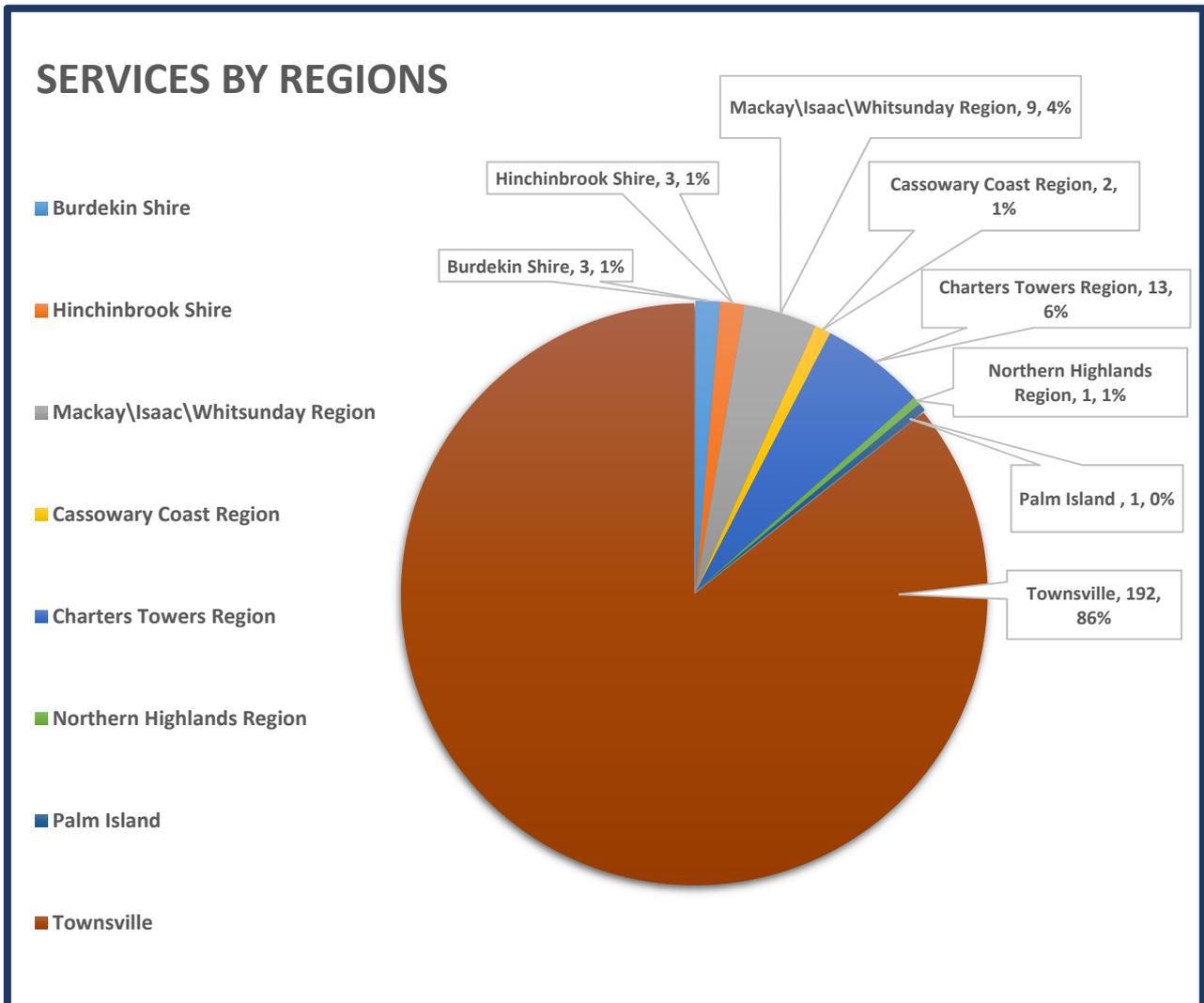
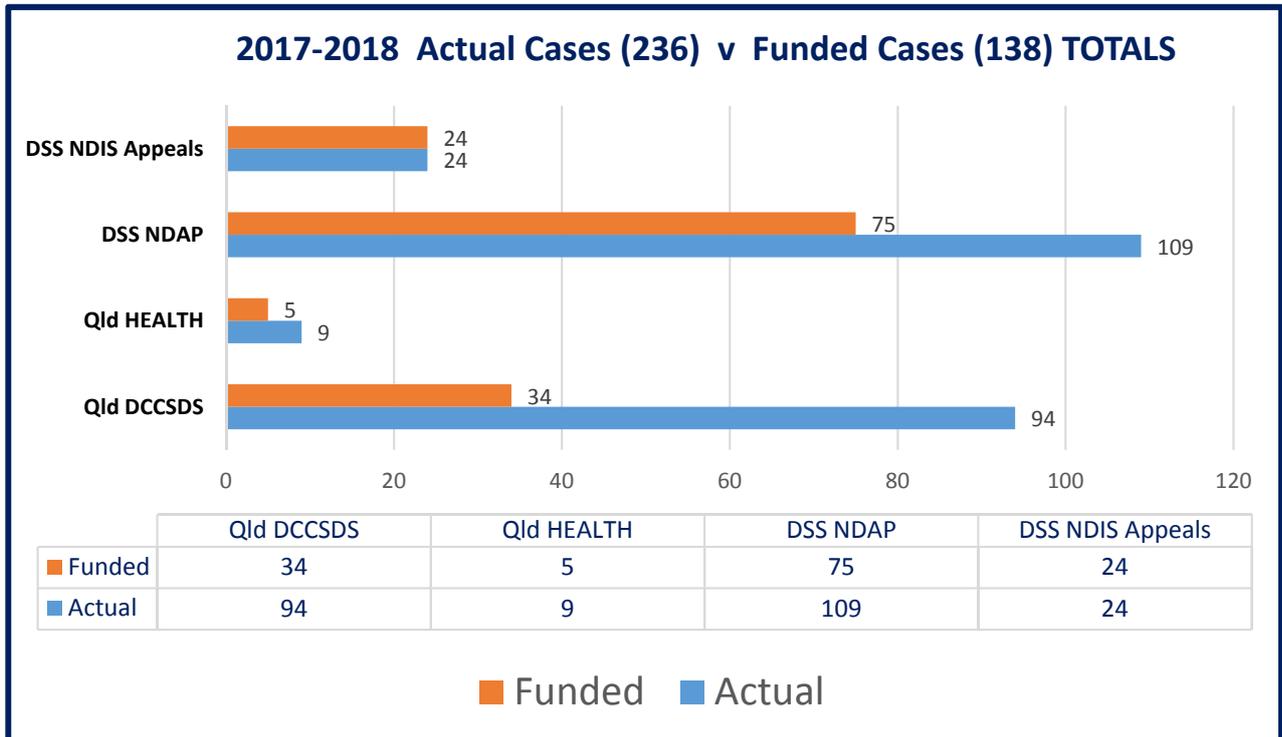
*This number includes those that remain on our "Waitlist" who are receiving advanced detailed self-advocacy information, education and low level advocacy assistance and choose to wait for an Advocate to be allocated.

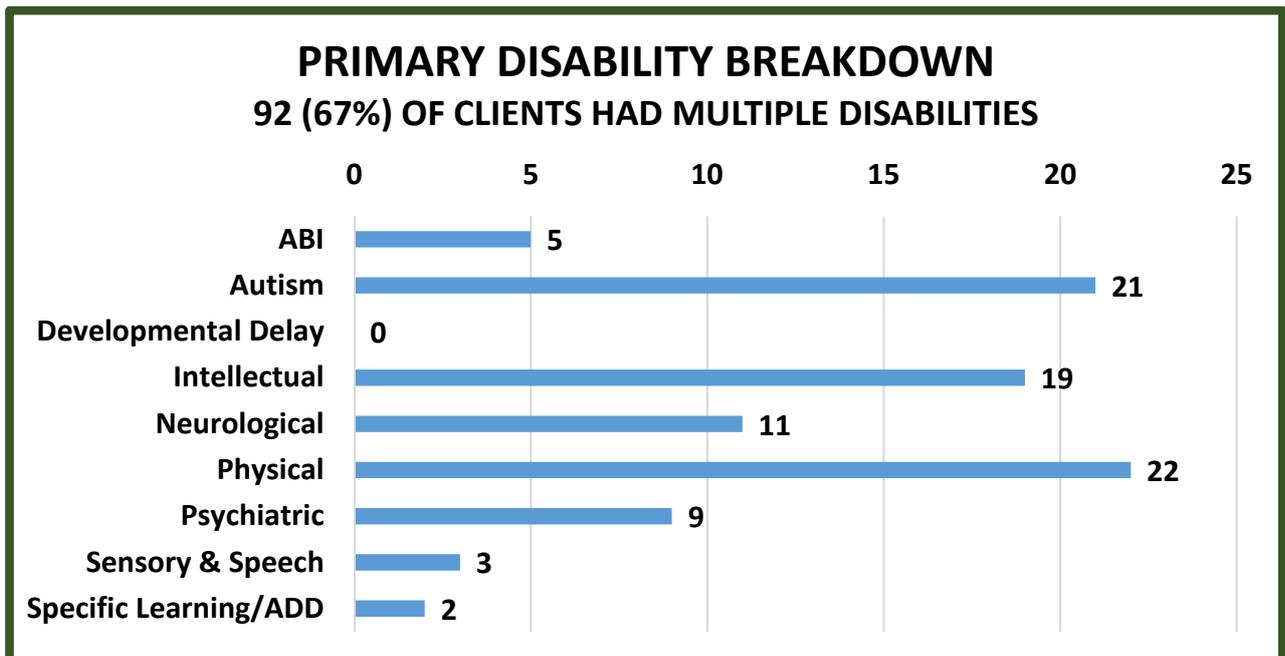
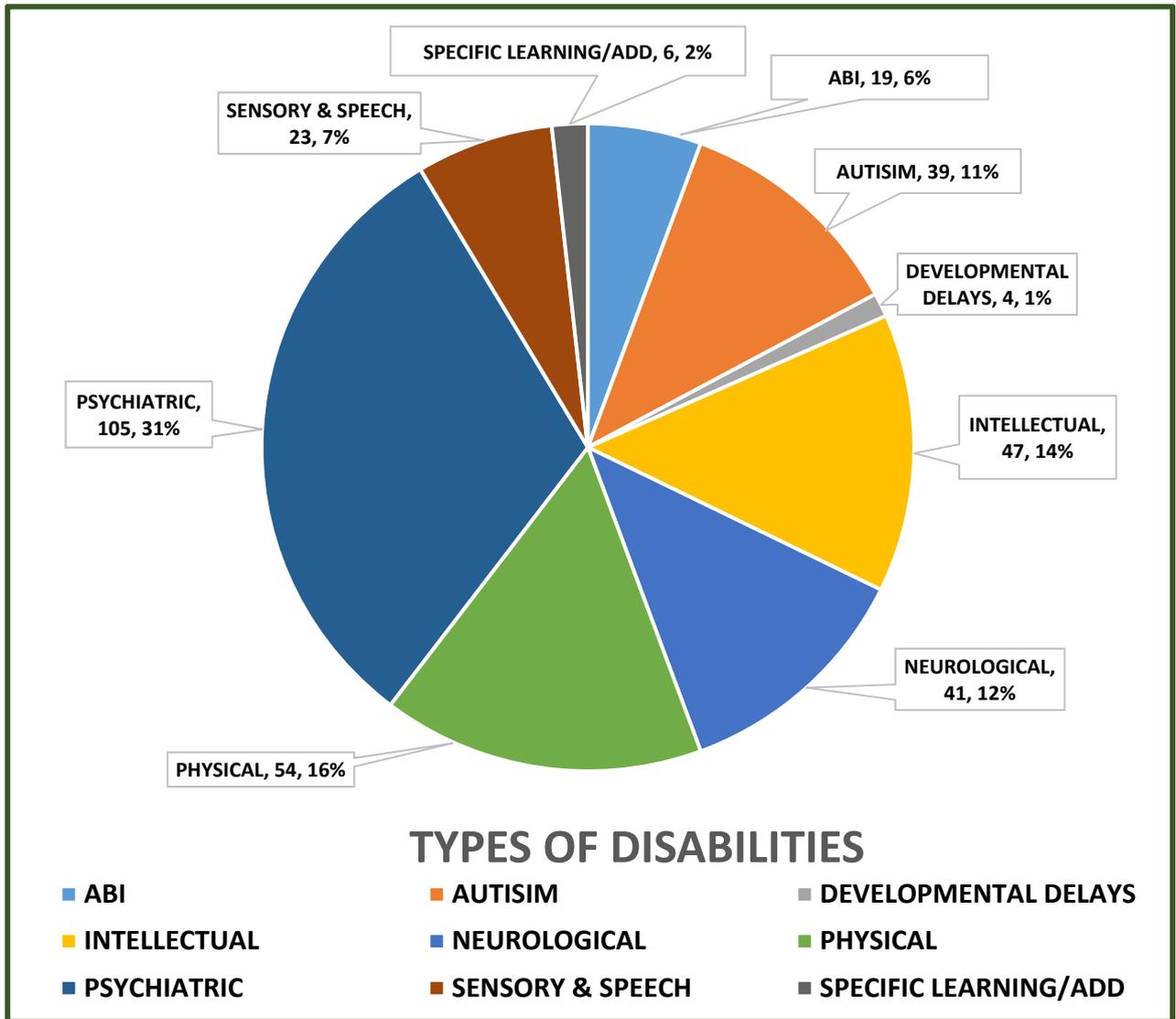
Department	Program	Funded	Actual	Additional
DSS	NDIS Appeals	++	24	10%

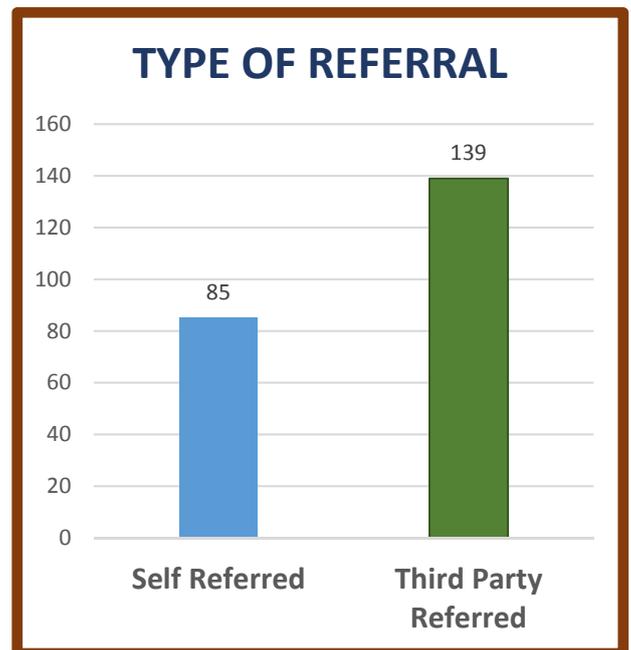
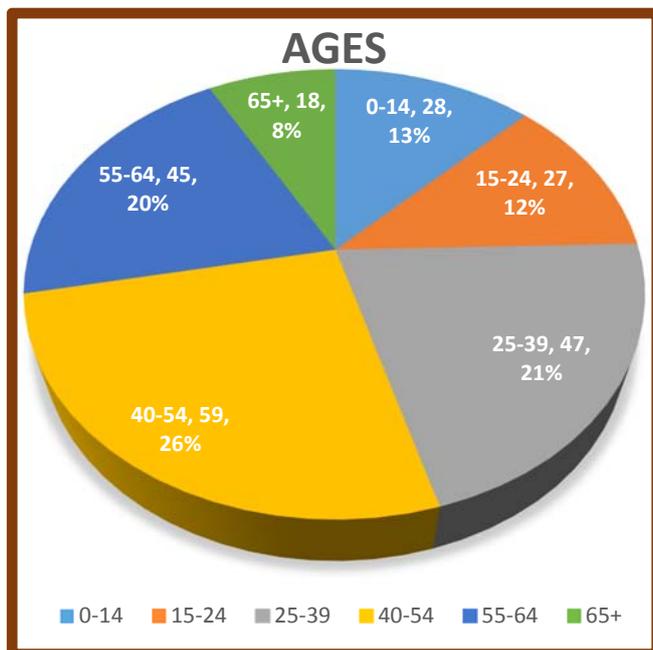
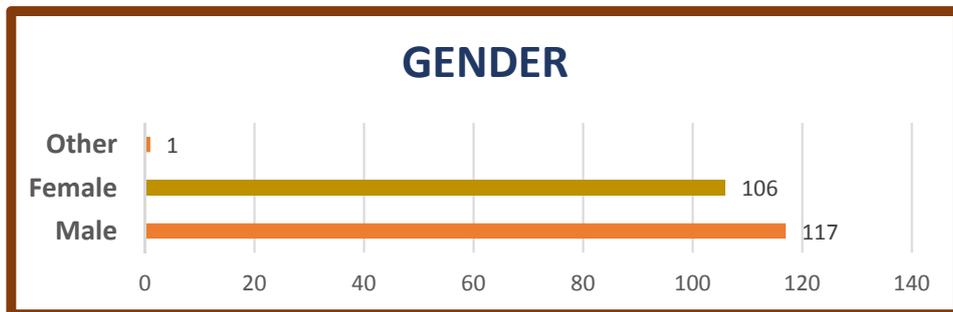
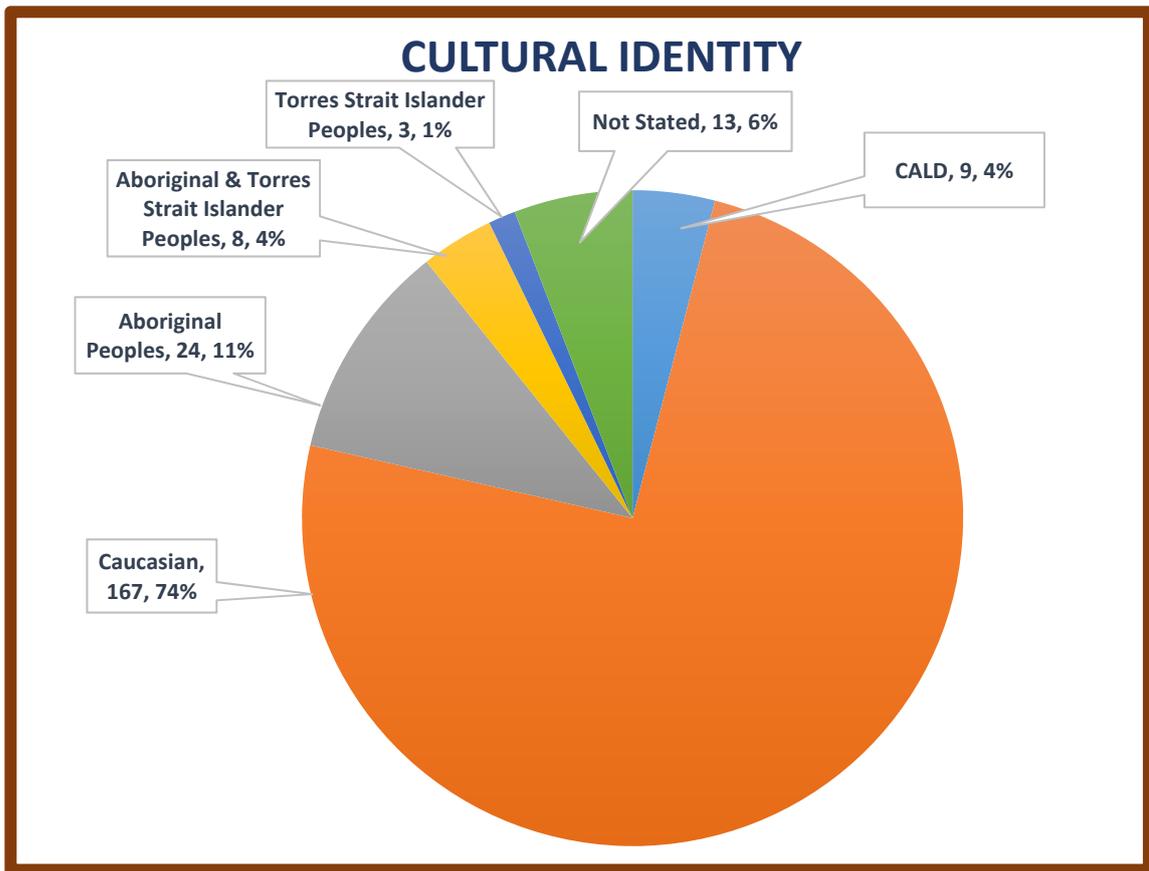
++ We are required to see 90% of referrals under NDIS Appeals funding – this makes the actual number funded an unknown quantity.

Referrals Referred On/Information Only 16

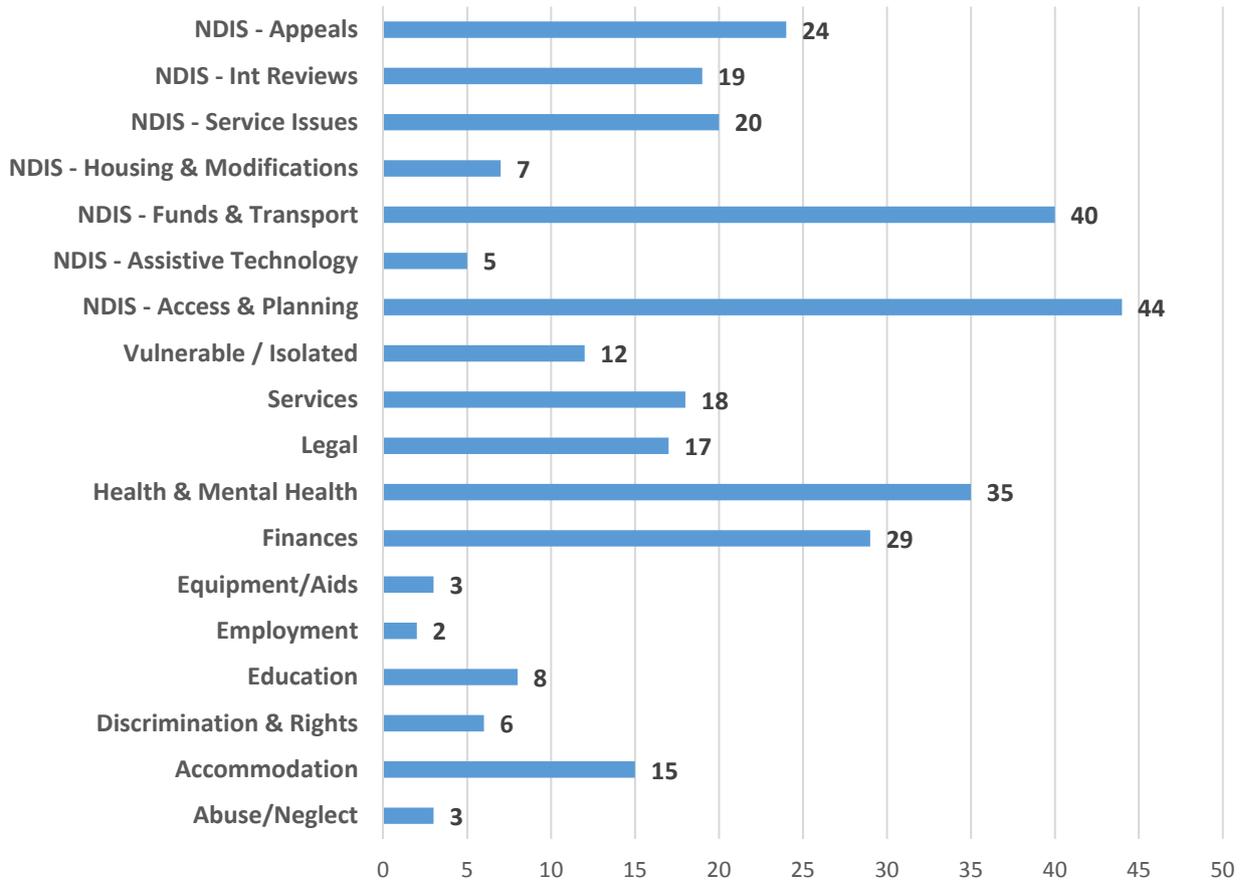
General Information Requests 192 (104% increase from 2016/17)



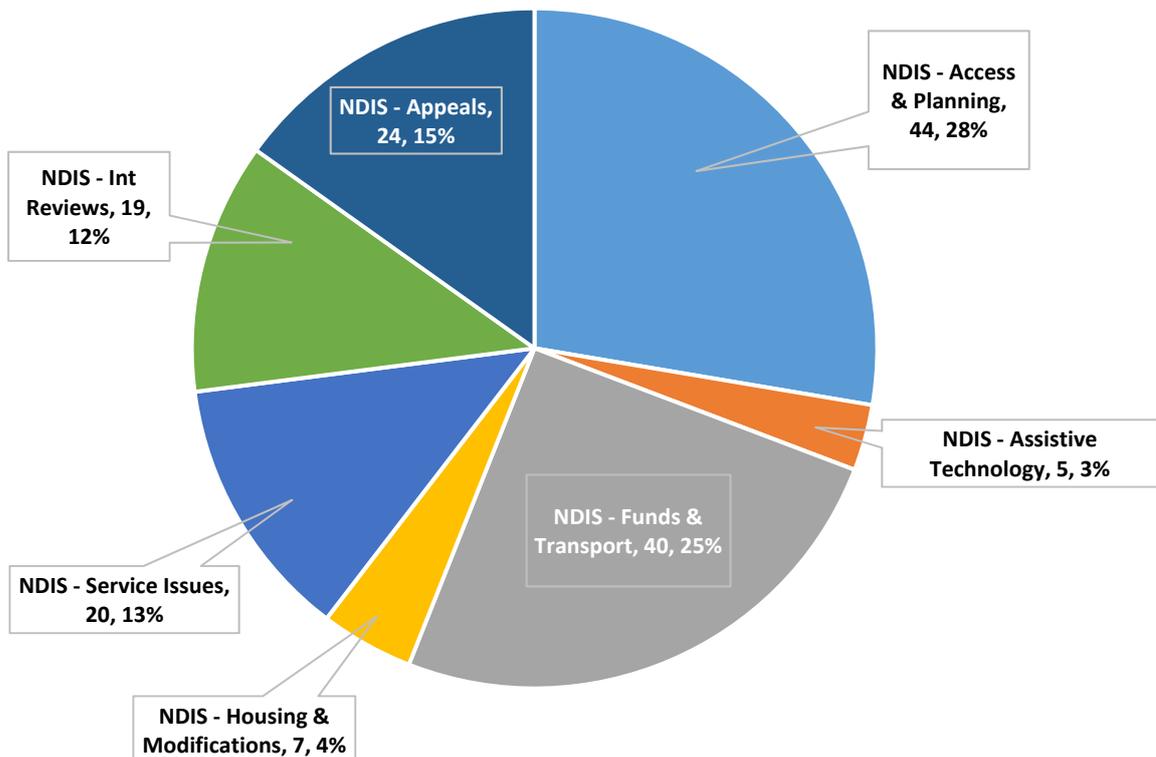




TOTAL ISSUES FACED BY CLIENTS (307)



159 (52%) OF ISSUES WERE NDIS RELATED



Appendix A: Audited Financial Report

INDEPENDENT ADVOCACY IN THE TROPICS INC
ABN: 13 573 741 460

FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2018



INDEPENDENT ADVOCACY IN THE TROPICS INC

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INDEPENDENT ADVOCACY IN THE TROPICS INC

**STATEMENT OF INCOME AND EXPENDITURE
FOR THE YEAR ENDED 30 JUNE 2018**

	2018 \$	2017 \$
Income		
DSS re-current operational	399,820	341,412
DSS re-current SACS support	-	39,994
DSS NDIS appeals	243,200	247,000
DSQ A&E Advocacy	71,206	68,734
Qld Health	38,184	36,608
Unexpended grants brought forward	19,339	-
Interest received	4,396	2,371
Sundry income	2,311	6,417
	<u>778,456</u>	<u>742,536</u>
Expenses		
Accounting fees	2,210	1,750
Advertising and promotion	7,353	22,336
Audit fees	6,500	4,610
Bank Charges	843	866
Cleaning and pest control	5,150	2,384
Computer Expenses	19,872	11,686
Client support consumables	-	158
Criminal history screening	174	161
Depreciation	14,383	12,231
Employee support and supervision	999	445
Electricity	5,017	3,363
Equipment < \$1,000	8,576	11,050
Fees and permits	183	77
General consumer support	-	335
Hire	1,576	33
Insurance	4,950	4,795
Internet	147	347
Meeting expenses	1,430	966
Membership fees	2,910	2,822
Motor vehicle expenses	17,217	18,014
MC brokerage – support worker	-	335
Phone equipment	5,641	14,387
Postage, freight and courier	1,230	911
Printing and stationery	3,323	4,235
Provision for annual leave expense	20,374	17,102
Provision for long service leave expense	19,875	-
Publications, information and resources	284	373
Quality assurance	114	5,624
Rental expense	71,664	49,693
Repairs and maintenance	1,816	15,696
Salaries	470,754	426,862
Staff amenities	624	691
Sundry expenses	742	298
Superannuation contributions	43,679	40,162
Telephone and fax	188	4,626
Training and venue hire	4,268	7,954
Travel expenses	11,310	12,752
Unexpended grants	11,408	19,339

The accompanying notes are an integral part of these financial statements.

INDEPENDENT ADVOCACY IN THE TROPICS INC

**STATEMENT OF INCOME AND EXPENDITURE
FOR THE YEAR ENDED 30 JUNE 2018**

	Note	2018 \$	2017 \$
Taxi – consumer support		114	85
Website maintenance		400	590
Workers compensation insurance		2,931	2,654
Workplace, health and safety		2,087	2,568
		<u>772,316</u>	<u>725,366</u>
Surplus/(deficit) before income tax		6,140	17,170
Income tax expense	1(a)	-	-
Surplus/(deficit) after income tax		<u>6,140</u>	<u>17,170</u>

The accompanying notes are an integral part of these financial statements.

INDEPENDENT ADVOCACY IN THE TROPICS INC

STATEMENT OF FINANCIAL POSITION
AT 30 JUNE 2018

	Note	2018 \$	2017 \$
ASSETS			
Current assets			
Cash at bank - Operational		179,733	121,132
Cash at bank – Gifts and donations		20	20
Term deposits		150,607	146,211
Petty cash		36	(10)
Prepayments		24,423	30,237
Total current assets		<u>354,819</u>	<u>297,590</u>
Non-current assets			
Property, plant and equipment	2	<u>36,721</u>	<u>49,454</u>
Total non-current assets		<u>36,721</u>	<u>49,454</u>
Total assets		<u>391,540</u>	<u>347,044</u>
LIABILITIES			
Current liabilities			
Trade and other payables		10,941	451
Provision for annual leave		63,107	42,733
GST payable/(refundable)		(4,416)	(1,015)
PAYG payable		7,604	5,572
Super payable		15	3,098
Unexpended grants liability		11,408	19,339
Total current liabilities		<u>88,659</u>	<u>70,178</u>
Non-current liabilities			
Provision for long service leave		<u>19,875</u>	<u>-</u>
Total non-current liabilities		<u>19,875</u>	<u>-</u>
Total liabilities		<u>108,534</u>	<u>70,178</u>
Net assets		<u>283,006</u>	<u>276,866</u>
MEMBER'S FUNDS			
Retained surplus		228,507	222,367
Capital equipment reserve		54,499	54,499
Total equity		<u>283,006</u>	<u>276,866</u>

The accompanying notes are an integral part of these financial statements.

INDEPENDENT ADVOCACY IN THE TROPICS INC

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2018**

	2018	2017
	\$	\$
Retained surplus at the beginning of the year	222,367	205,197
Surplus/(deficit) for the year	6,140	17,170
Capital equipment reserve	<u>54,499</u>	<u>54,499</u>
Equity at 30 June 2018	<u>283,006</u>	<u>276,866</u>

The accompanying notes are an integral part of these financial statements.

INDEPENDENT ADVOCACY IN THE TROPICS INC

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

1. Summary of Significant Accounting Policies

Financial Reporting Framework

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the association. The committee has determined that the association is not a reporting entity.

Statement of Compliance

The financial report has been prepared in accordance with the *Associations Incorporation Act 1981*, the basis of accounting specified by all Australian Accounting Standards and Interpretations, and the disclosure requirements of Accounting Standards AASB 101: *Presentation of Financial Statements*, AASB 107: *Cash Flow Statements*, AASB 108: *Accounting Policies, Changes in Accounting Estimates and Errors*, AASB 1031: *Materiality* and AASB 1054: *Australian Additional Disclosures*.

Basis of Preparation

The financial statements have been prepared on an accruals basis and are based on historical costs. They do not take into account changing money values or, except where stated specifically, current valuations of non-current assets.

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

(a) Income Tax

The entity is exempt from income tax.

(b) Property, Plant and Equipment

Property, plant and equipment is carried at cost, less, where applicable, accumulated depreciation and impairment losses.

Plant and equipment

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by the committee to ensure that it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the asset's employment and subsequent disposal. The expected net cash inflows have been discounted to their present values in determining recoverable amounts.

Depreciation

The depreciable amount of all property, plant and equipment is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable asset are:

Class of fixed asset	Depreciation rate
Plant and equipment – diminishing and straight-line	10 - 67%

The asset's residual value and useful lives are reviewed, and adjusted if appropriate, at each balance date.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the income and expenditure statement.

INDEPENDENT ADVOCACY IN THE TROPICS INC

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

(c) Impairment of Assets

At the end of each reporting period, the committee reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the statement of income and expenditure.

(d) Employee Provisions

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee provisions have been measured at the amounts expected to be paid when the liability is settled.

(e) Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

(f) Cash and Cash Equivalents

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

(g) Trade and Other Receivables

Trade and other receivables include amounts due from members as well as amounts receivable from donors and sponsors. Receivables expected to be collected within twelve months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

(h) Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable.

Interest revenue is recognised using the effective interest method.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt. If conditions are attached to the grant that must be satisfied before the association is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

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

(i) Leases

Leases of property, plant and equipment where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership) are transferred to the entity, 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. Lease 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 periods in which they are incurred.

(j) Goods and Services Tax ("GST")

Revenue, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the Tax Authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

INDEPENDENT ADVOCACY IN THE TROPICS INC

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is include other receivables or other payables in the statement of financial position.

(k) 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 that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(l) Economic Dependence

The association is dependent on government departments for the majority of its operational funding. The committee expects that the government departments will continue to support the association in the future.

	2018 \$	2017 \$
2. Property, Plant and Equipment		
Plant and equipment at cost	23,249	23,249
Less accumulated depreciation	<u>(11,684)</u>	<u>(8,228)</u>
	<u>11,565</u>	<u>15,021</u>
Motor vehicles at cost	25,680	25,680
Less accumulated depreciation	<u>(21,726)</u>	<u>(20,814)</u>
	<u>3,954</u>	<u>4,866</u>
Computer equipment at cost	62,256	60,606
Less accumulated depreciation	<u>(41,054)</u>	<u>(31,039)</u>
	<u>21,202</u>	<u>29,567</u>
Leasehold improvements at cost	11,141	11,141
Less accumulated amortisation	<u>(11,141)</u>	<u>(11,141)</u>
	<u>-</u>	<u>-</u>
Total property, plant and equipment	<u>36,721</u>	<u>49,454</u>

3. Subsequent Events

No matters or circumstances have arisen since the end of the reporting period, which have significantly or may significantly affect the operations, or state of affairs of the association in subsequent financial years.

4. Commitments and Contingencies

The committee members are not aware of any commitments or contingencies that exist at the date of signing this report.

5. Association Details

The principal place of business of the association is 2/179-181 Ross River Road, Townsville, QLD, 4812.

INDEPENDENT ADVOCACY IN THE TROPICS INC

**STATEMENT BY MEMBERS OF THE MANAGEMENT COMMITTEE
FOR THE YEAR ENDED 30 JUNE 2018**

In accordance with a resolution of the committee of Independent Advocacy in the Tropics Inc., the members of the committee declare that:

1. The financial statements as set out on pages 1 to 7, present a true and fair view of the financial position of Independent Advocacy in the Tropics Inc. as at 30 June 2018 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the Associations Incorporations Act 1981; and
2. At the date of this statement, there are reasonable grounds to believe that Independent Advocacy in the Tropics Inc. will be able to pay its debts as and when they fall due.

This statement is signed for and on behalf of the committee by:

President 

Treasurer 

Dated: 31/08/2018

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
INDEPENDENT ADVOCACY IN THE TROPICS INC
FOR THE YEAR ENDED 30 JUNE 2018**

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Independent Advocacy in the Tropics Inc (the association), which comprises the statement of financial position as at 30 June 2018, the income and expenditure statement for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the association as at 30 June 2018 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the *Associations Incorporation Act 1981*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the *Associations Incorporation Act 1981*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Committee for the Financial Report

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the *Associations Incorporation Act 1981* and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

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In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards website at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

JESSUPS



Paul Sapelli
Director

Level 1, 19 Stanley Street, Townsville QLD 4810

Dated this 31st day of August 2018



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