

Queensland Aged & Disability  
Advocacy Inc.

2011-2012

# Annual Report



*Giving Queenslanders a voice*

Queensland Aged & Disability  
**advocacy** Inc.



## Vision

Giving Queenslanders a voice and helping them to achieve fair solutions.

## Values

- We value the rights of the people we support and with whom we work.
- We respect the individual and community wellbeing and diversity of our clients.
- We value the independence of those with whom we work.
- We recognise Aboriginal and Torres Strait Islander self-determination.
- We value cooperation and participation through collaboration to benefit our clients and maximise the use of resources.
- We value excellence by commitment to improving quality in all areas to achieve best practice, transparency and accountability.
- We value commitment, knowledge and skills of staff, volunteers and the broader community.

## Mission

### Our clients

To assist vulnerable people and communities, in particular older people, people with disabilities and their carers, whenever they are throughout Queensland to resolve service related issues that affect their lives through the provision of high quality advocacy support and representation.

### Our community

To provide information and advice to our clients that enables them to exercise their rights and responsibilities through informed decision-making.

### Our organisation

To be a proactive organisation that influences service development and continuous quality improvement to better meet client needs.

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## Who we are

QADA is an independent advocacy service that operates state-wide throughout Queensland with a head office in Brisbane and regional offices located in Cairns, Townsville, Rockhampton, Mackay, Wide Bay, Toowoomba and the Gold Coast. QADA's mission is to provide information, education, support and representation to enable people to understand and exercise their rights and responsibilities, and to ensure their voice is heard.

We are jointly funded by the Queensland and Australian governments to offer free, confidential and client directed advocacy support to people receiving aged care packages; Community Aged Care Packages (CACPs) / Extended Aged Care at Home (EACH) packages, Home and Community Care (HACC) services, residents of commonwealth funded aged care facilities, and carers of recipients of these services.

QADA is the lead agency in a consortium between the Mental Health Association Qld, Australian College of Community Services, Synapse, Diversicare and Burnie Brae Centre to deliver one day mental health training to HACC workers and provide mental health resources to older people experiencing or at risk of experiencing mental health issues, carers and the broader community.

We also provide professional advice, support and representation to assist adults whose decision making capacity is being questioned, with guardianship and administration matters.

QADA, along with Council on the Ageing (COTA) Queensland and Carers Queensland, conduct consumer engagement activities to identify systemic issues affecting QADA's client group.

QADA provides input into submissions and reports to relevant bodies to influence systemic change in regards to issues affecting our client group.

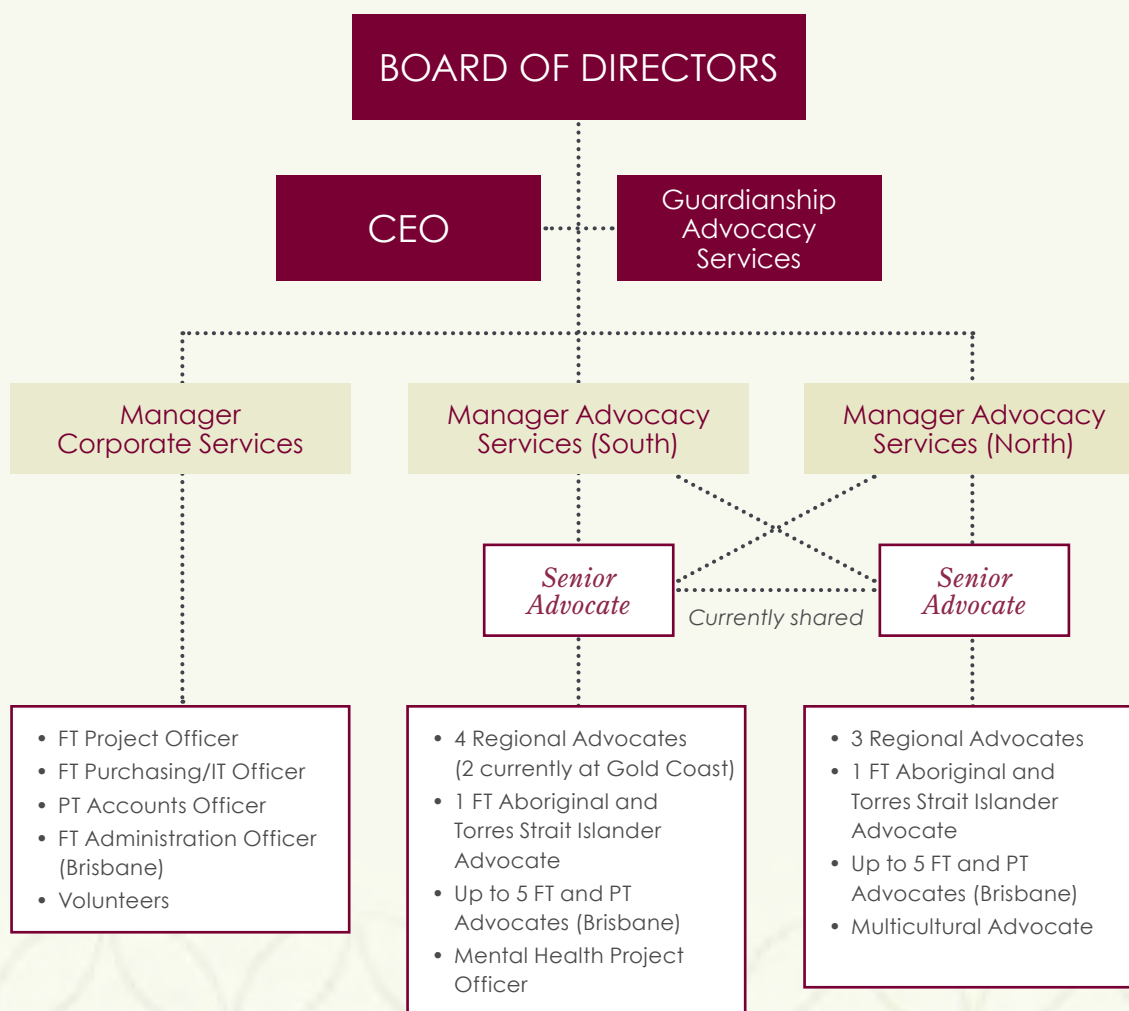
*Over the past year, we have received some wonderful and heartfelt feedback from our clients and their families. Some of these are included in this Report...*

*Thank you very sincerely for listening to me and advocating for me and giving me wonderful opportunities in my life. I would not have achieved this without QADA.*

# Our organisation

## 2011–2012 QADA organisational structure

Since the end of the financial year, the Board of Directors has recently reviewed and consulted with QADA staff to re-align their roles and responsibilities within this organisational structure.



FT = Full-time  
PT = Part-time

# Our goals

## QADA's Strategic goals for 2010–2013

### Our clients

QADA will contribute to better quality of life for all people including marginalised and vulnerable members by advocating for their rights.

#### Strategy 1

Advocate for individuals, particularly:

- ageing people, including those with disabilities;
- people with disabilities;
- all Aboriginal and Torres Strait Islander peoples and people from other culturally and linguistically diverse communities;
- people with impaired decision making capacity;
- people with mental health issues; and
- emerging client groups.

#### 2011–2012 Planned outcomes:

- Client expansion focus will be mental health with development of a Mental Health Advocacy Framework and *mhWISE* Workshops, and Guardianship Workshops (*Strategy 5 applies*).
- Outreach trips to regional and remote areas funded and conducted.

#### Strategy 2

Work for client driven change, and realise it through our capability for systemic advocacy. (*See also Our community*).

#### Strategy 3

Strive for continuous improvement through opportunities for client participation including:

- focus groups (link with consumer focus groups);
- face-to-face feedback;
- independently facilitated follow up and debriefing;
- promoting best practice by demonstrating it ourselves; and
- demonstrate commitment to continuous improvement and accountability through measurable objectives.

#### 2011–2012 Planned outcomes:

- Continuous improvement activities for our clients across all advocacy activities and maintain AS/NZS ISO 9001:2008 quality certification

*Thank you for believing in me  
and acknowledging me as a person who needed  
an advocate – so that i may be able to have options  
to improve my situation in life.*

## Our community

QADA will be a proactive leader and recognised participant in the broader non government sector, private and public sectors as they respond to change and client trends.

### Strategy 4

Advocate for social change:

- using networks, partnerships and links with our wider community of stakeholders;
- by empowering individuals with whom we work;
- by locating or developing innovative education and information resources that address the diverse needs of participants; and
- by influencing policy makers using QADA's experience and data.

#### 2011–2012 Planned outcomes:

- Proactive consumer engagement to inform advocacy practice and broader systemic change (including HACC). Other funding sources negotiated (*See Strategy 2*).
- Explore cooperative research options aligned to systemic issues to improve client services.

## Our organisation

QADA will maintain and grow a quality advocacy service for Queenslanders.

### Strategy 5

Source, identify and act on potential growth areas and service expansion through funding and earned income.

#### 2011–2012 Planned outcomes:

- Client expansion funded (*Refer Strategy 1*).
- Expand QADA's recurrent funding sources.
- IT platforms/infrastructure and office capacity enhanced (*See Strategy 8*).

### Strategy 6

Attract and retain skilled staff and board members through ongoing professional development and by ensuring specialised skill development internally.

#### 2011–2012 Planned outcomes:

- External consultancy/advice options explored for recruitment/retention/succession planning explored.

### Strategy 7

Raise our profile and build on reputation through marketing, media and communication.

#### 2011–2012 Planned outcomes:

- Development of Strategic Marketing Plan, including lobbying and website upgrade.

### Strategy 8

Explore infrastructure improvements that support quality service growth.

#### 2011–2012 Planned outcomes:

- IT platforms/infrastructure and office capacity enhanced.

## Year at a glance - highlights

2011–2012 has been an exciting year for QADA and we are proud of the new initiatives that have taken shape over the year in addition to continuing our core business of providing advocacy support, education and representation.

### Guardianship Workshop Framework

QADA has developed a Guardianship Workshop Framework for service providers and has received funding through the Legal Practitioner Interest on Trust Accounts Fund (LPITAF) to take this workshop to regional Queensland. QADA is part way through delivering these workshops which are in the process of being held in Cairns, Townsville, Mackay, Gold Coast, Sunshine Coast, Toowoomba, Rockhampton, Hervey Bay and Brisbane.

With all workshops already fully booked, we will focus on the guardianship regime and includes the following topics:

- Wills and Enduring Powers of Attorney;
- Advance Health Directives and Statutory Health Attorney;
- Capacity and Reduced Capacity;
- Guardianship and Administration;
- The Office of the Public Advocate, the Office of the Adult Guardian and the Public Trustee; and
- The Queensland Civil and Administrative Tribunal (QCAT).

### 2012 regional outreach trips

Through 'one off' funding from the HACC and NACAP programs, QADA conducted a number of regional outreach trips to various regional and remote locations throughout Queensland. These included the following areas:

- Far North Queensland and the outer islands within the Torres Strait;
- Longreach and surrounding towns;
- Charters Towers to Mt Isa;
- Miles to Quilpie; and
- Goondiwindi to Cunnamulla.

The trips were highly successful in reaching a number of remote communities and providing education, consultation and advocacy services to staff, consumers and their carers of aged care and HACC services.

### Mental health workshop

QADA, as the lead organisation in a consortium between Australian College of Community Services, Burnie Brae Centre, Diversicare, Mental Health Association Qld and Synapse received funding through the Department of Communities to develop and deliver a one-day, interactive workshop with the aim of providing information, resources and strategies to enable coordinators and support staff in HACC services to identify and support older people who have mental health issues, including:

- identifying signs, symptoms and risk factors;
- implementing prevention, early intervention and resilience strategies; and
- supporting recovery and functional independence.

### IT upgrade

In 2011–2012 QADA undertook a major upgrade of the organisation's IT platform in order to rectify ongoing issues being experienced with hardware break downs, maintenance disputes, and software incompatibility issues. This upgrade included replacement of the network server hardware, core network switches, core routers, backup server and tape drive, as well as migration to industry standard software. Along with this upgrade a number of significant enhancements were made to the organisation's client database which has enabled more accurate capture of data and improved reporting to QADA's funding bodies.

### Marketing review and strategic action plan

QADA commenced a marketing review in consultation with Market Savvy. Out of this a Strategic Marketing Plan and action plan was developed after extensive market analysis. Work has commenced and will continue into 2012–2013 including re-branding QADA's service to ensure that we are well placed to meet the increased demand for advocacy support for vulnerable Queenslanders.



### Website update

QADA has commenced a process of upgrading its website. QADA understands that an up-to-date website is an integral tool for actively working in the community sector and assisting with services to vulnerable clients. Web-based information is increasingly becoming the prominent means for facilitating communication for not-for-profit organisations like QADA. QADA has reviewed its website and other strategies for providing information to the community, as well as its ongoing interaction with the sector and identified the need for a professionally presented web portal which will ensure easy access to educational resources for both clients and community organisations.

The website will ensure accurate information is available and current issues are brought to the attention of workers and clients in the aged care sector. It will allow social network links and encourage access by workers in the field, as well as an email marketing component to streamline access to printed resources including educational information.

### Electronic resources

With QADA's video and powerpoint presentations linked to the website the organisation's educational strategies can be made easily accessible through this medium giving the sector more options for promoting and engaging advocacy as an integral part of community service.

### ISO certification

QADA continues to work towards being proactive in identifying ways to incorporate and implement continual improvement processes to benefit its stakeholders. As part of a formal recognition of this commitment towards continual improvement, QADA successfully achieved certification against International Organisation for Standardisation (ISO) standards in 2009 and has continued to successfully pass external annual audits for the past three years, including the most recent 2nd Surveillance audit which was held 14–17 May 2012. Retaining ISO 9001:2008 certification is an enormous accomplishment and recognition of QADA's commitment towards continually improving the services in which we deliver to our clients. QADA provided input into submissions including the Establishment of the Queensland Mental Health Commission to ensure the interests of our client group were represented.

### Independent consumer consultations

Along with partners Council on the Ageing (COTA) and Carers Qld, independent consumer consultations were conducted and a report was presented to government on systemic issues.



## Chairperson's report



Yet again it's been a busy and challenging year for QADA. Whilst we have powered along with our Strategic Plan, achieving excellent outcomes, this has been coupled with complex organisational issues in terms of significant changes to awards and salaries. However, despite these challenges, QADA has maintained its focus and continues to provide an outstanding service to its clients.

In March 2012 the Federal Government introduced the Fair Work (Transitional Provisions and Consequential Amendments) Amendment Regulation 2012 which captured a number of organisations who were required to pay significantly increased wages for employees, along with 11 months of back pay liabilities.

Whilst QADA is fully committed to ensuring it continues to retain and pay our employees for their valuable job they do for the community sector, to date the Government has not provided any funding supplementation to assist the organisation to pay these significantly increased wage rates.

QADA provides services to vulnerable Queenslanders free of charge, allowing the organisation no option to self-generate an income to meet this additional expense. In order to stay within budget QADA has made the difficult decision to make significant cut backs to staffing levels, which in turn has resulted in the implementation of waiting lists for its clients. QADA's Management will continue to lobby the government for adequate funding levels to meet the community's growing demand.

Looking forward, QADA has exciting times ahead, with a new organisational brand and identity, which will include a vibrant positive brand to excel as an advocacy leader.

As the current Strategic Plan comes to the end of its term and having achieved above and beyond expectations, the new Strategic Plan will be developed to embrace the re-branding and fresh corporate identity to further push QADA to be the lead advocacy agency recognised for its success and excellent service.

QADA prides itself with its commitment to the provision of quality services, this is always highly commended with the continued compliance to ISO 9001:2008 which ensures QADA maintains an excellence in providing efficient services to its clients.

As Chairperson, I have enjoyed the 12 months in the seat – it's been both challenging and rewarding. However I will be handing over the leadership. I look forward to staying connected to QADA and watching this wonderful organisation grow from strength to strength. I would like to thank the Board members for their support and commitment. As volunteers your contribution is invaluable.

I would also like to thank Margaret Deane for her leadership, strong strategic management and dedication to service delivery. To staff, I would like to thank you for your loyalty through the difficult organisational changes and for your continued hard work. Many thanks to our clients for supporting QADA and we will endeavour to continue to provide an exceptional service into the future.

A handwritten signature in black ink, appearing to read 'Sheridan Cubby'. The signature is fluid and cursive.

Sheridan Cubby  
Chairperson

# Board of Directors

## QADA 2011–2012 Board of Directors

Sheridan Cubby	Chairperson	Megan Fairweather	Director
David Hayes	Treasurer	Dan O'Sullivan	Director
Jennifer Powner	Secretary	Margaret Deane	CEO, Ex-Officio
Karen Constant	Director		
Sharyn Wilbraham	Director		



*I cannot think of any way your service could be improved as it exceeded all my expectations. I would like to thank QADA and my Advocate for all her hard work in resolving all issues and empowering myself when I thought it was not possible. Thank you.*

## Overview from the CEO



As reported by our Chair, 2011–2012 has been a challenging year. But we can feel proud of the achievements of the staff in meeting our strategic goals and supporting our clients through education, information and representation. In 2011–2012 we have assisted and supported 4,964 clients and delivered 858 educations with 14,189 participants.

QADA's successes are due to our committed and professional team who regardless of what goes on in the background focus always on our clients and ensuring they provide timely and appropriate services and support. I thank everyone for their commitment to QADA over the last 12 months and look forward to working with you all as we continue to deliver services through the transitioning of aged care sector, ensuring clients remain supported and have the information they require regarding the services they receive.

QADA has participated in partnership meetings, consultations and discussions around the split of the HACC Program to move responsibility for clients over 65 years and over 50 years for Aboriginal and Torres Strait Islander clients, to the Commonwealth government. Our focus has been to represent the consumer voice and support clients through this transition. QADA will continue to proactively support consumers both over 65 and those under 65 who are receiving services from the Queensland government to ensure their needs are met and they can access relevant information regarding their care.

### **New Toowoomba office**

QADA established a new office in Toowoomba which has not only given us a better ability to support clients through a local presence, but to travel to the centres in the south-west establishing networks and ensuring a profile for QADA in these areas. This has involved three regional and remote information and education trips that reached from Quilpie and up to Winton where our advocates provided information and gathered valuable insight into the differing issues faced by people accessing and providing aged care services in rural remote Queensland. QADA can feed this information into future services as well as policy and program development.

I acknowledge the 'one-off' funding provided by HACC and NACAP that has enabled QADA to undertake these outreach trips.

### **QADA multicultural advocate**

The introduction of our multicultural advocate has extended QADA's ability to enhance the services we provide to clients from the wide range of cultural groups living throughout Queensland. This has included the development of a suite of new materials in different languages and revised advocacy practises to accommodate the needs of the different groups. The new materials will be released in the next six months.

### **mhWise**


I think one of the most successful projects for QADA was as lead agency for the development and delivery of mental health awareness training and materials for front line HACC workers providing services to people who are ageing. The project, known as *mhWise*, was overseen by the CEOs of the five agencies, Mental Health Association Qld (MHAQ), Australian College of Community Services (ACCS), Synapse, Diversicare and Burnie Brae. I found the collaborative leadership of my CEO colleagues extremely beneficial and this enabled us to not only deliver on the contracted outputs of 45 workshops, but enabled *mhWise* to plan to deliver an additional 21 workshops in August and September 2012. QADA has delivered seven 'inhouse' workshops and has waiting lists for an additional nine workshops for providers who have had staff attend workshops and see the importance for all their staff to receive the training, including requests for workshops specifically for non-English speaking workers.

You will see the fabulous materials in this report and the feedback received has been exceptional. I wish to acknowledge Salt Design in the creativity of the materials for this project. This project has enabled staff from each of the organisations to enhance their professional training skills in delivering these important awareness raising workshops.

### Addressing guardianship issues

One of our greatest challenges has been meeting the needs of people with guardianship and administration issues. QADA has only been funded for one full-time position to cover education and client support for adults who may have impaired decision making capacity. Following many requests for information about guardianship and enduring documents QADA was successful in gaining 'one-off' education funding from LPITAF which enabled the development and the delivery of education workshops in regional and remote centres. The response has been overwhelming and we already have waiting lists for at least four more workshops outside the available funding. Our challenge is now to find alternative funding so we can continue this important initiative. I thank our Guardianship Advocates for their expertise in developing and delivering the workshops.

The Board as always has stood behind the staff to ensure they are supported and given the direction to meet any challenges that have arisen. In particular I thank the Board for their due consideration of the challenges we have had to negotiate and especially the leadership of Sheridan Cubby as Chairperson.



Margaret Deane  
Chief Executive Officer



*The mhwise project has enabled staff from each of the organisations to enhance their professional training skills in delivering these important awareness raising workshops.*

# Service report

All program areas have experienced a significant increase in this financial year, with the exception of a slight decrease in NACAP education sessions, whilst still maintaining funding targets.

QADA continues to receive increased information services for HACC, Aged Care and Guardianship matters. QADA's figures have increased in relation to case work in the last financial year by approximately 25 per cent.

This can be attributed to the increased awareness of QADA which is due in part to the one off funding received from the Department of Health and Ageing to conduct outreach trips to regional areas as well as the focus of staff in delivering education sessions in metropolitan centres.

The increased education sessions and advocacy services also highlight a direct correlation between education sessions conducted and contact by care recipients, carers and industry staff.

The focus for consumers and service providers this year continues to be around disaster recovery in some regional areas. QADA has seen a marked increase in the number of sessions in Aged Care Facilities of approximately 25 per cent. There has been a small reduction of educations that were delivered to HACC Service Providers of approximately 5 per cent.

There has been a significant increase in case work for the Guardianship Service of approximately 37 per cent, this may be attributed in part to the Guardianship specific educations as well as the mainstream education sessions which discuss the role of QADA's Guardianship Service.

In addition with the introduction of the Guardianship Framework Workshops and *mhWISE* Awareness Sessions QADA is reaching a larger audience type who is requiring QADA's services.

The HACC Reforms which include the Australian Government taking full funding, policy and operational responsibility for HACC services for older people; and the State Government continuing to fund and administer HACC services for people under the age of 65 or under 50 for Aboriginal and Torres Strait Islander people; has also meant that further clients are requiring our services as they seek assistance to maintain their services or access alternative services.

Outputs	HACC	NACAP	Guardianship	Total
Information Services	1,152	234	400	1,786
Advocacy Services	1,846	1,225	107	3,178
Education Sessions	450	375	867 (34 guardianship service presentation only)	858

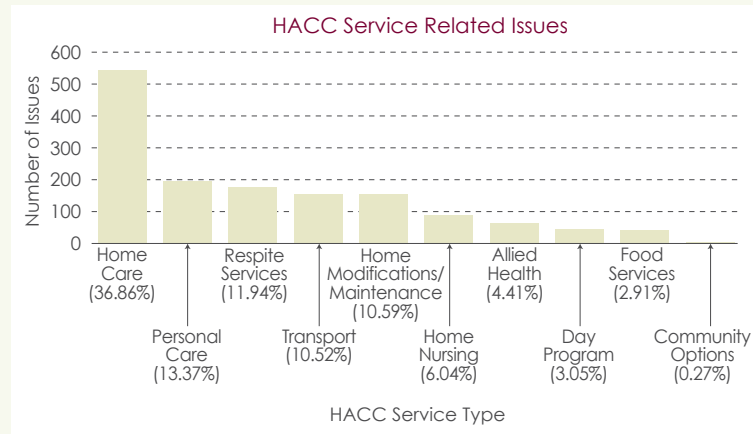
*Note: Many enquiries and education sessions included more than one program area.*

**Emerging issues**

In relation to HACC issues, there has been an increase overall of approximately 30 per cent in case work. Domestic support continues to rate as the highest number of complaints, with the number more than doubling this financial year to 543 for this service type.

Some of the main issues have involved accessing appropriate domestic support, flexibility surrounding the services being provided, and allowing input from the client in relation to how the services are to be received.

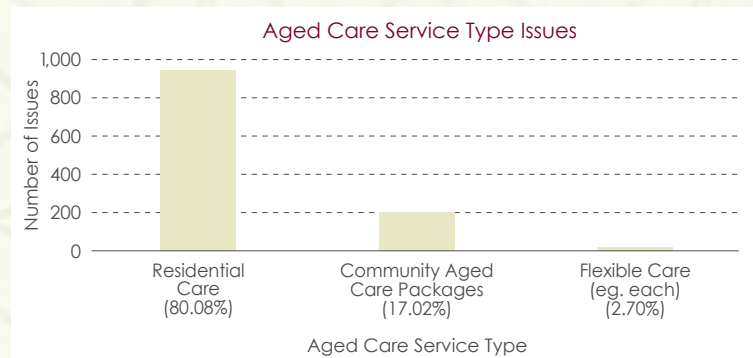
Personal care and respite services have also risen from approximately 100 issues to just over 300 issues relating to these service types. In relation to personal care, issues have revolved around workplace health and safety concerns. Respite service issues have related to an increased need in respite hours, as well as problems with how the service provider supports clients with capacity issues.



The majority of issues have included equipment, fees and charges, special diets not being provided, privacy issues, access to physiotherapy, smoking issues, alleged breaches of duty of care, complaints handling and the variety and appropriateness of activities provided by the facility.

In relation to community care and flexible care service issues, these have included issues with transparency of entitlements and cost of services being delivered, inability to access home maintenance services through the package, fees being taken up in brokerage of services, transport required for appointments not being provided through the package, continuity of staff and a lack of detailed care plans. Additional packages are required in the coming years as clients require further supports and services to remain in their own homes.

The majority of aged care issues are related to residential care, with 945 issues related to this area.



# Mental health projects

## Mental Health Projects – Improving the Mental Health and Emotional Wellbeing of Older People and People who are Ageing.

Within the last 12 months QADA has been fortunate to receive funding from the Queensland Department of Communities to implement two specific strategies to address the need for early intervention supports in relation to mental health issues for older people and people who are ageing.

The increase in the ageing population and the prevalence of people experiencing mental health issues, leading to reduced supports and care in our community, has meant the need to address these concerns has become paramount. With the implementation of specific strategies through training, education and individual advocacy support QADA is assisting to provide a response to this significant issue.

### **Mental Health Advocacy Framework for People who are Ageing**

An individual advocacy approach to achieving social inclusion for our most vulnerable communities.

A Mental Health Advocacy Framework for People who are Ageing has been developed to assist organisations with the necessary tools and practices for delivering successful individual advocacy services. The framework is designed to provide an early intervention and practical approach to ensure social inclusion and maximum quality of life for our most vulnerable communities.

Key components of the framework include:

- advocacy principles and practices;
- recovery and resilience;
- the mental health continuum;
- individual advocacy processes;
- managing complex behaviours;
- professional boundaries;
- managing suicide;
- risk management;
- documentation; and
- supervision practices.

QADA is in the process of seeking ongoing funding to expand the highly successful *mhWISE* project in order to build on the current awareness sessions, as well as increase the resources to reach further participants.

In addition, QADA would like to expand on its current advocacy services to reach a wider group of vulnerable people in need of advocacy support within the mental health sector. QADA is confident that with further funding we will be able to deliver advocacy services to this unmet need across Queensland.



**mhWISE**

Skilling the HACC Workforce to identify and support older people experiencing mental health issues.

mhWISE is made up of a consortium of members including Burnie Brae, Australian College of Community Services, Diversicare, Mental Health Association Qld and Synapse with QADA as the lead agency. The funding received is to roll-out mental health awareness training to the Home and Community Care (HACC) workforce across Queensland. The aim of the initiative is to provide information, resources and strategies to enable HACC workers to identify and support older people who are socially isolated or may be displaying mental health issues; as well as promote strategies to improve the mental health and emotional wellbeing of older people.

Key components of mhWISE include the development of a one day interactive training program for delivery to direct HACC workers entitled mhWISE Awareness of Older Persons' Mental Health and Wellbeing Training. As well as the development of an mhWISE website and range of resources to support the training package and for distribution to older people, their families and communities.

Key elements of the mhWISE training include:

- challenging myths and stigmas;
- protective and risk factors;
- key mental health issues (depression, anxiety, substance use and psychosis); and
- key concepts (early intervention, social inclusion, resilience, recovery).

The project is designed to run for 12 months with 45 training workshops to be held throughout Queensland. The aim of the program is to reach at least 600 HACC workers. To date we have trained 660 workers with 240 registered for upcoming workshops and 230 places still being advertised. Over 45 sessions have been delivered so far throughout Queensland with overwhelmingly positive feedback. Due to the increasing demand for the mhWISE sessions QADA is extending the program for an additional three months to provide further workshops including selected in-house sessions.

QADA has been fortunate to present at the 2011 Rural and Remote Mental Health Conference, as well as the 2012 13th International Mental Health Conference, where QADA conducted a half day workshop to a range of professionals including mental health workers, psychiatrists and psychologists.



## Consumer engagement

Through funding provided from Home and Community Care (HACC), QADA, in collaboration with Carers Queensland and Council on the Ageing Queensland continued to conduct consumer engagement activities. Information gathered at community consultations is reported back to HACC for use in the planning of future HACC services.

The format in which these consultations are conducted was reviewed and revised in order to ensure the underlying systemic issues are captured. Target groups for 2011/2012 have included:

- Under 50 Aboriginal and Torres Strait Islander;
- 50 and over Aboriginal and Torres Strait Islander;
- Under 65 Australian South Sea Islander;
- 65 and over Australian South Sea Islander;
- Under 65 Culturally and Linguistically Diverse (CALD);
- 65 and over Culturally and Linguistically Diverse (CALD);
- Under 65 Mental Health/Homelessness;
- 65 and over Mental Health/Homelessness;
- Under 65 Rural and Remote; and
- 65 and over Rural and Remote.

QADA is the lead agency for community consultations with a focus on Australian South Sea Islanders (ASSI). Community Consultations with a cultural specific focus on Australian South Sea Islanders was held at the National Australian South Sea Islander Conference held in Bundaberg, as well as in Mackay, which is classified as the home to the highest population of descendants of the original Australian South Sea Islanders (Kanakas).

These consultations provided excellent opportunities to gather information regarding current issues and service gaps and the information has been incorporated into a report which has been provided to HACC.

## Community case scenario

Mark received a call from John whose Home & Community Care (HACC) services were cut without consultation as it was alleged that John had been harassing the HACC staff. Mark arranged to support John at a meeting with a HACC service manager to understand the situation.

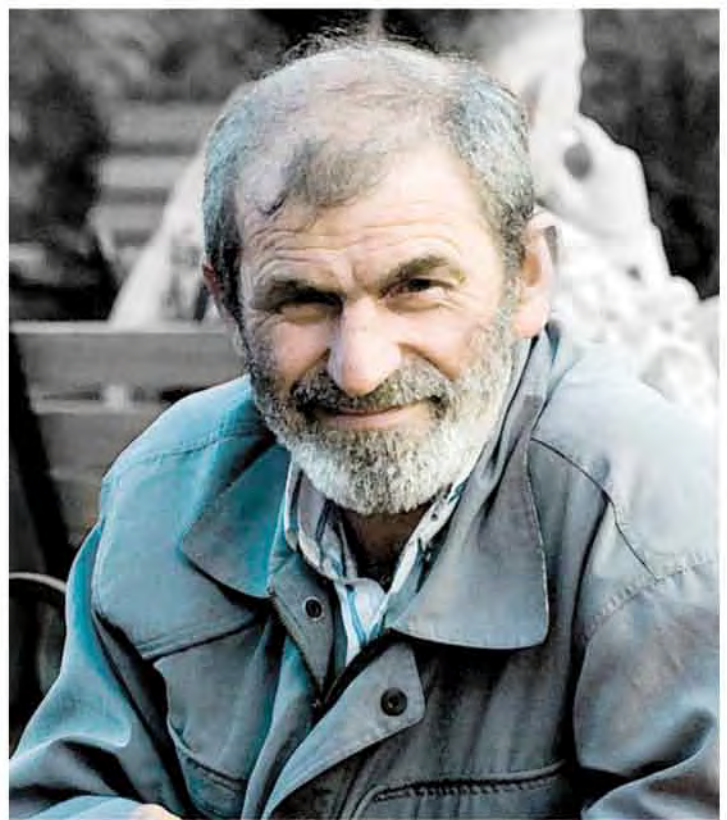
The service manager and case coordinator claimed that John was following the domestic assistance worker saying, "You missed a bit here, you missed a bit there". The staff had explained that the service was a 'maintenance clean' not a 'professional clean' and this had frustrated John who allegedly became angry towards the staff at different times.

John did not believe he had done these things and it was explained to him that the service provider should have talked about the matter first rather than cut his service.

A second meeting was scheduled to give the service provider time to develop a new arrangement. This arrangement included providing John with a trial service of two workers for one hour instead of one worker for two hours.

John was also asked to speak with his HACC coordinator if he had any issues with the service. This allowed John to self-advocate and ensure he was talking to the best person to resolve any service related issues.

After this John was happier with the service he received which continued beyond the trial period. He understood what the service could provide and what his rights and responsibilities were when receiving the HACC service.



*My Advocate could not have been anymore experienced and knowledgeable about aged care and HACC services.*

## Residential case scenarios

### Case 1

Cecelia met with Jack, a client in a residential aged care facility. He was clearly distressed at the prospect of having to find new accommodation and leave the facility which had been his home for the past four years.

Jack did not know when he had to leave and was having difficulty finding a place to live. He had been in touch with Housing Queensland and was told they had no vacancies and there was a long waiting list. Jack had also phoned several real estate agencies but they did not have anything suitable or they were too expensive.

Cecelia asked Jack why he had to move. He said he had no idea but one of the staff told him they were "kicking him out".

She explained to Jack that the facility must notify him in writing of their intention, give him a reason and find him suitable alternative accommodation. Cecelia explained to Jack that this is called Security of Tenure and comes under Residents' Rights – Aged Care Standards.

Jack and Cecelia met with the Director of Nursing to find out why the facility wanted him to leave. The Director of Nursing explained that she had not heard about the situation, did not want Jack to leave and that he was held in high esteem by staff and residents.

The matter was looked into further and it was found that some of the staff would tease Jack and he would tease them back. One day a staff member jokingly said to Jack, "If you don't do as you're told we will kick you out of here". At that time Jack took it to be a joke, but over a course of time, he convinced himself that the staff person meant what she said and he was to be "kicked out".

The Director of Nursing and the staff person apologised to Jack for causing him distress. The Director of Nursing said that she would make sure the staff had more training in appropriate communication.

### Case 2

Debbie recently supported a lady who had been forced to enter an aged care facility because of her high care needs.

When Debbie first met Maree, she expressed to her that she felt as though she had lost control of her life. She did not realise that she had the right to speak up about her needs and concerns.

Debbie worked with her to express her concerns.

After being heard by the Manager of the aged care facility, Maree expressed that she felt her life had changed and she felt much happier living at her new accommodation facility.



*My Advocate was absolutely wonderful. Thanks to her things have improved at the aged care facility.*

### Case 3

Lizzie received a call from Mary whose husband Ron was living in an aged care facility. Mary explained that Ron was vegan and his diet in the facility was not meeting his needs. He was predominantly given vegetarian foods that were heavily processed and bland which at times included dairy and meat products. Mary found this distressing for both herself and her husband as they held religious beliefs that included strict dietary requirements.

Ron often did not eat his meals, which was causing health concerns, and Mary asked if QADA could assist in finding a suitable diet for Ron.

Lizzie worked with Mary and Ron to understand the situation and develop a list of foods that Ron could and couldn't eat. Several discussions were had with the chef and management of the facility. The chef was helpful in suggesting different meals that he could prepare for Ron.

Ron's new diet was put in place and monitored over a period of months to ensure there were no issues.

The kitchen and management were pleased with the outcomes for Ron as they had previously struggled to understand Ron's dietary requirements. Ron and Mary were also pleased with Ron's new diet.



## QCAT case scenario

Gary is a 40 year old man with an intellectual disability. He lived with his mother in a private home until her death in 2010. Gary is the sole beneficiary of his mother's estate.

Gary's mother had provided support to Gary in the management of his finances and day-to-day affairs. Without the guidance and support of his mother, Gary was vulnerable in the community to predatory individuals, wishing to sell Gary products and services he didn't require, or wishing to assist him to sell his home.

An application was made to the Queensland Civil and Administrative Tribunal (QCAT) for the appointment of an administrator for Gary. QADA provided support to Gary throughout this process – visiting him and establishing his views and wishes and providing Gary with information about the process.

With QADA's support at the hearing, Gary was able to follow the proceedings and participate meaningfully in the process. There was a clear need for an administrator, to protect Gary's financial position and to manage the assets of his mother's estate.

There was an option of a private administrator, as opposed to an appointment of the Public Trustee. Gary was quite clear he would prefer a private administrator to the Public Trustee. QADA supported Gary in putting this to the Tribunal and the private administrator was subsequently appointed.

Unfortunately, relations between the administrator and Gary broke down. QADA advised the administrator to return to QCAT and seek relinquishment of the appointment. The tribunal found that there was still a need for an administrator and the Public Trustee was this time appointed.

Following the appointment of the Public Trustee, Gary wished to regain control of his day-to-day finances.

In accordance with the General Principles of the guardianship legislation, QADA has assisted Gary to be as independent as possible and to make his own decisions as far as possible. Gary was keen to manage his own affairs. To this end, QADA negotiated with the Public Trustee for Gary to manage his own electricity bill.

Gary has successfully managed his electricity account and the plan is for Gary to take more and more responsibility for his affairs. This will be achieved with Gary being given responsibility for more of his expenses.

QADA has assisted Gary to enjoy maximum participation in his affairs, balanced with the need for support for complex financial decisions. QADA will continue to support Gary through the process of becoming as financially independent as possible.

Queensland Aged & Disability  
Advocacy Inc. 2011–2012

# Financial Report

*for the Financial Year*

2011–2012

Incorporation Number: 1A 13617

# *Financial Report*

For the Financial Year 2011–2012



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**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF QUEENSLAND AGED AND DISABILITY ADVOCACY INC.**

We have audited the special purpose financial report of Queensland Aged and Disability Advocacy Inc., comprising the Income Statements, Statement of Changes in Equity, Balance Sheet, Statement of Cash Flows, Notes to and Forming Part of the Accounts and the Directors' Declaration for the year ended 30 June 2012.

**The Responsibility of the Board of Directors for the Financial Report**

The Board of Directors is responsible for the preparation and fair presentation of the financial report and have determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Association's constitution and the Associations Incorporation Act 1981 and is appropriate to meet the needs of the members. The Board of Directors' responsibility also includes such internal control as the officers determine 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.

**Auditor's Responsibility**

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Directors, as well as evaluating the overall presentation of the financial report.

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

**Independence**

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

**Opinion**

In our opinion, the financial report presents fairly in all material respects the financial position of the Queensland Aged and Disability Advocacy Inc. at 30 June 2012, and of its financial performance for the year ended on that date

**Basis of Accounting**

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Queensland Aged and Disability Advocacy Inc. to meet the requirements of the Associations Incorporation Act 1981. As a result, the financial report may not be suitable for another purpose.



**Chris Booker FCA  
Registered Company Auditor**

**30 August 2012  
Brisbane**

The Directors have determined that the association is not a reporting entity.

The Directors have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the accounts.

In the opinion of the Directors:

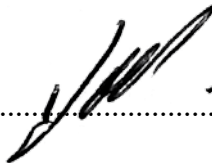
- 1 The financial report presents fairly the financial position of the Association as at 30 June 2012 and of the results of the Association for the year ended on that date and,
- 2 At the date of this declaration, there are reasonable grounds to believe that the entity will be able to pay its debts as and when they fall due.

This declaration is made in accordance with a resolution of the Board of Directors and is signed for and behalf of the Board by:

Chairperson



CEO



Date:

.....6./9./2012

Geebung

## Detailed Income Statement for the year ended 30 June 2012

General Account	2012		2011	
	\$	\$	\$	\$
<b>Income</b>				
HACC Funding - Recurrent		1,569,882.73		2,241,571.72
HACC Funding - Non-Recurrent		100,043.27		213,956.28
HACC Funding - Non-Recurrent rollover		1,055,926.26		86,913.39
Less: Transferred to Provision for Motor Vehicles		(47,290.87)		0.00
Less: Transferred to Unexpended Grants Carried Forward		(190,804.04)		(1,055,926.26)
NACAP Funding - Recurrent		452,722.99		431,988.02
NACAP Funding - Non-Recurrent		0.00		37,290.91
NACAP Funding - Non-Recurrent rollover		40,580.87		0.00
Less: Transferred to Unexpended Grants Carried Forward		(2,081.08)		(3,563.55)
Legal Aid - Recurrent		114,860.00		108,780.00
Legal Aid - Non-Recurrent		3,278.52		0.00
Legal Aid Non-Recurrent Rollover		7,002.94		5,694.08
Less: Transferred to Unexpended Grants Carried Forward		(7,759.07)		(7,002.94)
GCBF Non-Recurrent		7,731.82		29,162.43
Less: Transferred to Unexpended Grants Carried Forward		(7,731.82)		0.00
Jupiters Casino Funding		0.00		45,073.28
Ross Divett Non-Recurrent		0.00		3,194.00
Disability Services Qld -MH		0.00		40,000.00
Disability Services Qld MH Project Rollover		19,126.17		0.00
Less: Transferred to Unexpended Grants Carried Forward		0.00		(19,126.17)
Centrelink - Parental Leave		10,609.20		0.00
Fees - Workshops etc		5,683.23		525.00
Sales - Resources		18.18		381.80
Membership Fees		504.55		522.73
Miscellaneous Income		2,228.72		8,589.50
Profit/(Loss) on Sale - Fixed Assets		(43,521.55)		(18,051.65)
DJAG Penalties Enforcement less Rollover		0.00		0.00
Interest Income		49,503.88		25,662.14
<b>Total Income</b>		<b>3,140,514.90</b>		<b>2,175,634.71</b>
<b>Expenses</b>				
<b>Staffing</b>				
Salary & Oncosts - Advocates	1,260,631.80		859,187.95	
Salary & Oncosts - Admin	585,694.20		406,210.38	
Salary & Wages - CEO	125,698.24		118,402.40	
Salary & Oncosts - Other	6,735.64	1,978,759.88	4,108.48	1,387,909.21
<b>Travel</b>				
Motor Vehicle Expenses	106,278.02		47,283.83	
Advocates Travel	153,866.53		55,325.90	
Admin Travel	16,892.08		3,473.28	
Other Travel	816.14	277,852.77	180.49	106,263.50
<b>Premises/Accommodation</b>				
Rates - 121 Copperfield	2,855.73		3,610.80	
Insurance - 121 Copperfield	5,289.20		2,521.23	
Rent/Outgoings - 117 Copperfield	33,074.30		31,272.90	
Regional Office Rent	64,420.43		53,582.49	
Repair & Maintenance - Buildings	47,234.41		2,041.39	
Electricity	9,873.13		8,710.58	
Cleaning	9,961.55		8,542.19	
Pest Control & Security	2,754.00	175,462.75	1,044.09	111,325.67

To be read in conjunction with attached notes to and forming part of the financial report

**Detailed Income Statement for the year ended 30 June 2012**

<b>Equipment, Furniture, IT etc</b>	<b>2012</b>		<b>2011</b>	
Leasing/ Hire Charges - Plant & Equipment	15,720.98		19,303.72	
Repair & Maintenance - Plant & Equipment	6,446.64		10,057.73	
Depreciation - Computer System	14,697.68		21,677.65	
Minor Office Equipment	18,672.23		3,729.58	
Depreciation - Equipment, Furniture etc	<u>16,232.00</u>	71,769.53	<u>14,323.00</u>	69,091.68
<b>Promotion</b>				
Newsletter	0.00		6,005.69	
Advertising & Promotions	102,236.68		63,550.24	
C3 Workshop Costs	<u>0.00</u>	102,236.68	<u>0.00</u>	69,555.93
<b>Communication</b>				
Printing & Stationery	28,205.99		15,647.17	
Postage & Freight	16,482.54		11,627.71	
Telephone	37,342.17		34,573.06	
Information Technology	<u>138,130.71</u>	220,161.41	<u>126,644.60</u>	188,492.54
<b>Contracted services</b>				
Bank A/c Fees & Taxes	932.09		941.54	
Interest Paid	9.72		0.00	
Credit Card Management Fees	941.67		1,020.00	
Insurance	14,925.96		11,784.45	
Audit Fees	6,890.00		6,830.00	
Consulting Fees	141,409.33		19,882.43	
Memberships	18,634.28		1,869.81	
Management Committee Expenses	1,264.27		2,926.86	
Subscriptions & Publications	854.09		608.86	
Admin Services	3,660.00		0.00	
Advocate Services	39,775.90		0.00	
Catering General/Venue Hire	<u>29,617.08</u>	258,914.39	<u>1,863.24</u>	47,727.19
<b>Other Expenses</b>				
Asset Purchases	146,724.49		201,089.82	
General Expenses	0.00		0.00	
Prior year adjustment	0.00		0.00	
Provision for Deferred Expense	<u>0.00</u>	146,724.49	<u>37,017.32</u>	238,107.14
<b>Total Expenditure</b>		<b><u>3,231,881.90</u></b>		<b><u>2,218,472.86</u></b>
<b>Excess of funding operating income over expenditure</b>		<b><u>(91,367.00)</u></b>		<b><u>(42,838.15)</u></b>

**SUMMARISED INCOME STATEMENT**

	<b>2012</b>	<b>2011</b>
Revenue from ordinary activities	3,140,514.90	2,175,634.71
Expenses of ordinary activities (including asset purchases)	3,231,881.90	2,218,472.86
Borrowing costs expense	0.00	0.00
Assets expensed transferred to Balance Sheet	<u>(146,724.49)</u>	<u>(201,089.82)</u>
<b>Operating surplus/(deficit) before income tax</b>	<b><u>55,357.49</u></b>	<b><u>158,251.67</u></b>
Income tax attributable to operating surplus	Note 1(b) <u>0.00</u>	<u>0.00</u>
<b>Operating surplus after income tax</b>	<b><u>55,357.49</u></b>	<b><u>158,251.67</u></b>

*To be read in conjunction with attached notes to and forming part of the financial report*

## Queensland Aged &amp; Disability Advocacy Inc.

**Statement of Changes in Equity for the year ended 30 June 2012**

	2012	2011
<b>Operating surplus after income tax</b>	<b>55,357.49</b>	<b>158,251.67</b>
Accumulated surplus/(deficit) at the beginning of the period	<u>998,202.07</u>	<u>839,950.40</u>
<b>Accumulated surplus/(deficit) at the end of the period</b>	<b><u>1,053,559.56</u></b>	<b><u>998,202.07</u></b>

*To be read in conjunction with attached notes to and forming part of the financial report*

Queensland Aged & Disability Advocacy Inc.  
**Balance Sheet as at 30 June 2012**

	Notes	2012 \$	2011 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	716,830.94	1,537,309.73
Receivables	3	3,317.27	9,229.21
Other Assets - Prepayments	4	<u>14,880.58</u>	<u>14,239.40</u>
<b>TOTAL CURRENT ASSETS</b>		<u>735,028.79</u>	<u>1,560,778.34</u>
<b>NON-CURRENT ASSETS</b>			
Other financial assets - Term Deposit securing bank guarantee		18,694.15	17,927.86
Property, plant & equipment	5	<u>730,899.76</u>	<u>763,564.95</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<u>749,593.91</u>	<u>781,492.81</u>
<b>TOTAL ASSETS</b>		<u>1,484,622.70</u>	<u>2,342,271.15</u>
<b>CURRENT LIABILITIES</b>			
Trade & other payables	6	-1,486.53	82,052.26
Short term provisions - employee benefits (annual leave)		120,057.59	108,738.41
Provision for deferred expenditure - funding		0.00	37,017.32
Provision for deferred expenditure - motor vehicles		47,290.87	0.00
Unexpended grants carried forward	7	<u>218,354.49</u>	<u>1,086,218.92</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u>384,216.42</u>	<u>1,314,026.91</u>
<b>NON-CURRENT LIABILITIES</b>			
Long term provisions - employee benefits (LSL)		<u>46,846.72</u>	<u>30,042.17</u>
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>46,846.72</u>	<u>30,042.17</u>
<b>TOTAL LIABILITIES</b>		<u>431,063.14</u>	<u>1,344,069.08</u>
<b>NET ASSETS</b>		<u>\$ 1,053,559.56</u>	<u>\$ 998,202.07</u>
<b>MEMBERS' EQUITY</b>			
Retained Surplus		<u>1,053,559.56</u>	<u>998,202.07</u>
<b>TOTAL MEMBERS' EQUITY</b>		<u>\$ 1,053,559.56</u>	<u>\$ 998,202.07</u>

To be read in conjunction with attached notes to and forming part of the financial report

## Statement of Cash Flows for the year ended 30 June 2012

	2012	2011
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>	\$	\$
Cash receipts in the course of operations	3,134,518.38	2,169,411.77
Interest received	49,503.88	25,662.14
Cash payments in the course of operations	(3,904,860.19)	(879,519.38)
Interest paid	(9.72)	0.00
<b>Net cash from operating activities</b>	<b><u>(720,847.65)</u></b>	<b><u>1,315,554.53</u></b>
<b>CASH FLOWS FROM INVESTMENT ACTIVITIES</b>		
Movement in term deposit	(766.29)	(943.15)
Proceeds of disposal of assets	47,727.27	25,274.32
Payments for plant & equipment	(146,592.12)	(201,089.82)
<b>Net cash used in investment activities</b>	<b><u>(99,631.14)</u></b>	<b><u>(176,758.65)</u></b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Loans raised/(repaid)	0.00	0.00
<b>Net cash from financing activities</b>	<b><u>0.00</u></b>	<b><u>0.00</u></b>
<b>Net increase/(decrease) in cash held</b>	<b><u>(820,478.79)</u></b>	<b><u>1,138,795.88</u></b>
Cash at the beginning of the financial year	1,537,309.73	398,513.85
<b>Cash at the end of the financial year</b>	<b><u>\$ 716,830.94</u></b>	<b><u>\$ 1,537,309.73</u></b>

## Notes to Cash Flow Statement

**1.Reconciliation of operating profit after income****tax to net cash from operating activities**

Operating profit/(loss) after income tax	55,357.49	158,251.67
Add: Depreciation	88,022.68	47,926.65
Add: (Profit)/Loss on disposal of asset	43,507.36	19,536.20
(Increase)/decrease in receivables	5,911.94	(6,720.02)
(Increase)/decrease in prepayments	(641.18)	(2,583.45)
Increase/(decrease) in accounts payable	(83,538.79)	21,826.33
Increase/(decrease) in provision for employee benefits	28,123.73	46,688.38
Increase/(decrease) in provision for deferred expenditure	10,273.55	37,017.32
Increase/(decrease) in funding repayment liability	(867,864.43)	993,611.45
<b>Net cash provided by operating activities</b>	<b><u>(720,847.65)</u></b>	<b><u>1,315,554.53</u></b>

**2.Reconciliation of Cash**

For the purposes of the Statement of Cash Flows, cash includes cash on hand and at bank and short term deposits at call, net of bank overdraft. The cash at the end of the year represents the cash at bank figure shown in the balance sheet.

*To be read in conjunction with attached notes to and forming part of the financial report*



## Notes to and forming part of the Financial Report for the year ended 30 June 2012

### 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The significant policies which have been adopted in the preparation of this financial report are:

#### (a) Basis of Preparation

This entity is not considered to be a reporting entity because, in the opinion of the Association's board of directors, there are unlikely to exist users who are unable to command the preparation of reports tailored to satisfy specifically all of their information needs.

The accounts are special purpose accounts that have been prepared to meet the requirements of the Association's board of directors. The statements have generally been prepared in accordance with the provisions of the following Australian Accounting Standards:

AASB 101 Presentation of Financial Statements

AASB 107 Cash Flow Statements

AASB 108 Accounting Policies, changes in accounting estimates and errors

AASB 110 Events after Balance Sheet Date

AASB 1031 Materiality

No other accounting standards have been specifically applied.

The accounts have been prepared on the basis of historical costs and therefore do not take into account changes in the purchasing power of money or, except where specifically stated, current valuations of non-current assets.

The accounting policies adopted are consistent with those of the previous year, unless otherwise noted.

#### (b) Taxation

The Association is exempt from income tax under Sub-division 50-B of the Income Tax Assessment Act 1997.

#### (c) Property, Plant and Equipment and Encumbrances

The depreciable portion of items of property, plant and equipment are depreciated/amortised over their estimated useful lives starting from the date of acquisition. Depreciation is not currently being charged on buildings as the value of the land & buildings far exceeds the cost carried in the balance sheet.

#### (d) Employee Entitlements

Provisions are made for the Association's liability for annual leave and long service leave arising from services rendered by employees at balance date. Long service leave is accrued in respect of employees with seven years or more of continuous service with the Association.

Contributions are made by the Association to employee superannuation funds and are expensed as incurred. The Association has no legal obligations to provide benefits to employees on retirement.

*To be read in conjunction with attached notes to and forming part of the financial report*

## Notes to and forming part of the Financial Report for the year ended 30 June 2012

	2012	2011
<b>2 CASH</b>		
Cash on hand	1,050.00	1,050.00
Cash at bank	658,531.65	1,466,374.27
Interest bearing deposit – bank	57,831.49	56,408.56
Telstra Business Card	(582.20)	13,476.90
<b>TOTAL CASH</b>	<u><u>716,830.94</u></u>	<u><u>1,537,309.73</u></u>
<b>3 RECEIVABLES</b>		
Deposits	0.00	294.50
Accounts receivable	3,036.50	7,129.19
Reimbursable fringe benefits	280.77	1,805.52
GST receivable	37,280.47	0.00
<b>TOTAL RECEIVABLES</b>	<u><u>40,597.74</u></u>	<u><u>9,229.21</u></u>
<b>4 OTHER ASSETS - PREPAYMENTS</b>		
Prepaid insurance	14,338.92	12,844.75
Prepaid rent & motor vehicle lease	541.66	1,394.65
Prepaid other	0.00	0.00
<b>TOTAL OTHER ASSETS – PREPAYMENTS</b>	<u><u>14,880.58</u></u>	<u><u>14,239.40</u></u>
<b>5 PROPERTY PLANT &amp; EQUIPMENT</b>		
Property- Copperfield Street at cost	355,137.85	355,137.85
Motor vehicles – at cost	304,775.12	302,416.94
Less: Accumulated depreciation	(54,100.00)	(23,671.00)
	<u>250,675.12</u>	<u>278,745.94</u>
Equipment & furniture – at cost	0.00	327,258.41
Less: Accumulated depreciation	0.00	(241,845.77)
	<u>85,412.64</u>	<u>85,412.64</u>
Computer systems – at cost	29,981.11	174,624.52
Less: Accumulated depreciation	(11,245.81)	(130,356.00)
	<u>18,735.30</u>	<u>44,268.52</u>
<b>TOTAL PROPERTY PLANT &amp; EQUIPMENT</b>	<u><u>709,960.91</u></u>	<u><u>763,564.95</u></u>
<b>6 TRADE &amp; OTHER PAYABLES</b>		
Trade creditors	3,725.56	5,177.43
Accrued expenses	6,890.00	4,095.00
GST payable	0.00	51,525.34
Salary sacrifice account	2,468.00	638.17
PAYG withholding payable	17,428.73	20,616.32
<b>TOTAL TRADE &amp; OTHER PAYABLES</b>	<u><u>30,512.29</u></u>	<u><u>82,052.26</u></u>

*To be read in conjunction with attached notes to and forming part of the financial report*

## Notes to and forming part of the Financial Report for the year ended 30 June 2012

	2012	2011
<b>7 UNEXPENDED GRANTS CARRIED FORWARD</b>		
HACC grants	190,804.04	1,055,926.26
DHA	2,081.08	3,563.55
DSQ	0.00	19,126.17
HACC/DHA penalties enforcement rollover	3,300.00	600.00
Department of Justice grants	14,437.55	7,002.94
Unexpended Grant - GCBF	7,731.82	0.00
<b>TOTAL UNEXPENDED GRANTS</b>	<u><u>218,354.49</u></u>	<u><u>1,086,218.92</u></u>

### 8 CONTINGENT LIABILITIES/COMMITMENTS

In prior years the Association signed an operating lease for the rent of 117 Copperfield Street for rent of \$2000 per month increased annually by CPI which ended on 31 March 2009 (with options to renew). A bank guarantee for \$6600 was arranged with the Association's bank to cover the deposit required under the lease.

In the event of the sale of the government funded real estate property, funds from the sale may need to be returned to the government.

### 9 FUNDING CHANGES FROM 1 JULY 2012

Due to the transition of HACC, and changes in Federal funding regulations, with effect from 1 July 2012 the Association will no longer be able to depreciate Federal assets under \$10,000, and will have to expense such items. This will result in a write off in the 2013 year of approximately \$106,350 in currently held assets that fall under this new arrangement.

## Project Certification 1

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**Home & Community Care Project Number 922**  
**AGENCY No. 573**

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**PROJECT TITLE: Queensland Aged & Disability Advocacy Inc.**

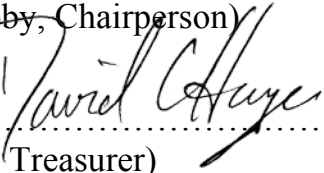
We, **Sheridan Cubby**, Chairperson  
and **David Hayes**, Treasurer

Hereby certify that the information contained in the books and financial records of Queensland Aged and Disability Advocacy Inc. present fairly the financial position of the association as at 30 June 2012.

**We are satisfied that –**

- a) The amounts as stated in the Statement of Financial Performance have been expenses incurred on the approved project according to the objectives and conditions of grants specified in the funding agreement from the Home and Community Care Program.
  
- b) A full and complete set of financial records has been maintained.

Signature.....  ..... Date 6/9/12  
(Sheridan Cubby, Chairperson)

Signature.....  ..... Date Sept 3 2012  
(David Hayes, Treasurer)

*To be read in conjunction with attached notes to and forming part of the financial report*

## Income Statement for the year ended 30 June 2012

Recurrent Income	2012		2011	
	\$	\$	\$	\$
HACC Funding - Recurrent		1,569,882.73		2,241,571.72
HACC Funding - Recurrent (received late)		0.00		0.00
HACC Funding - Recurrent (penalties enforcement)		0.00		0.00
Transferred to provision for motor vehicles		(33,516.00)		0.00
Transferred to/from grants in advance		(6,635.92)		(1,055,926.26)
Fees - Workshops etc		516.70		391.69
Sales - Resources		18.18		381.80
Membership Fees		391.54		389.44
Gifts & Donations		0.00		0.00
Miscellaneous Income		192.75		0.00
Profit on Sale - Fixed Assets		118.18		454.55
DJAG Penalties Enforcement		2,564.10		466.20
DJAG Penalties Rollover		(2,564.10)		(466.20)
Conference Calls Recovered		0.00		0.00
Interest Income		39,455.73		20,073.91
<b>Total Income</b>		<b>1,570,423.89</b>		<b>1,207,336.85</b>
<b>Expenses</b>				
<b>Staffing</b>				
Salary & Oncosts - Advocates	732,784.24		481,909.54	
Salary & Oncosts - Admin	271,639.36		279,302.04	
Salary & Wages - CEO	87,947.57		90,251.12	
Salary & Oncosts - Other	4,456.19		2,891.40	
Criminal History Checks	619.45	1,097,446.81	0.00	854,354.10
<b>Travel</b>				
Motor Vehicle Expenses	74,445.82		21,997.01	
Advocates Travel	20,758.60		31,033.08	
Admin Travel	10,151.76		1,896.42	
Other Travel	587.14	105,943.32	38.45	54,964.96
<b>Premises/Accommodation</b>				
Rates & Insurance- 121 Copperfield	6,328.65		4,499.67	
Rent/Outgoings - 117 Copperfield	18,402.65		7,159.99	
Regional Office Rent	50,054.90		40,752.73	
Repair & Maintance - Buildings	40,088.99		1,539.99	
Electricity	7,671.43		6,611.35	
Cleaning	7,740.19		6,482.26	
Pest Control & Security	2,139.87	132,426.68	783.87	67,829.86
<b>Equipment, Furniture, IT etc</b>				
Leasing/ Hire Charges - Plant & Equipment	9,627.91		14,583.36	
Repair & Maintenance - Plant & Equipment	5,002.30		6,780.44	
Depreciation - Computer System	11,420.20		16,412.71	
Minor Office Equipment	14,216.97		1,146.39	
Depreciation - Equipment, Furniture etc	12,612.24	52,879.62	10,886.66	49,809.56
<b>Promotion</b>				
Promotion & Education Resources	0.00		0.00	
Newsletter	0.00		4,588.68	
Advertising & Promotions	3,489.99		6,256.85	
C3 Workshop Costs	0.00	3,489.99	0.00	10,845.53

To be read in conjunction with attached notes to and forming part of the financial report

Queensland Aged & Disability Advocacy Inc.  
Home & Community Care Program

**Income Statement for the year ended 30 June 2012**

<b>Communication</b>	<b>2012</b>		<b>2011</b>	
Printing & Stationery	10,937.57		11,447.81	
Postage & Freight	9,005.42		8,606.48	
Telephone	28,702.08		26,175.80	
Information Technology	73,899.00	122,544.07	80,479.62	126,709.71
<b>Contracted services</b>				
Bank A/c Fees & Taxes	741.61		725.80	
Interest Paid	7.56		0.00	
Credit Card Management Fees	731.68		792.54	
Insurance	6,865.54		4,083.09	
Audit Fees	1,080.03		5,460.76	
Consulting Fees	13,964.84		14,927.62	
Memberships	13,172.05		1,410.20	
Management Committee Expenses	926.20		2,238.41	
Subscriptions & Publications	645.96		468.22	
Admin Services	0.00		0.00	
Catering General	1,524.98	39,660.45	266.80	30,373.44
Other Expenses				
Asset Purchases	16,032.95		12,449.69	
GCB Fund expenses	0.00		0.00	
General Expenses	0.00		0.00	
Provision for Deferred Expense	0.00	16,032.95	0.00	12,449.69
<b>Total Expenditure</b>		<b>1,570,423.89</b>		<b>1,207,336.85</b>
<b>Excess of operating income over expenditure</b>		<b>0.00</b>		<b>0.00</b>

*To be read in conjunction with attached notes to and forming part of the financial report*

## Income Statement for the year ended 30 June 2012

<b>Non-Recurrent Income</b>	<b>2012</b>	<b>2011</b>
Non recurrent grant	100,043.27	300,869.67
Non recurrent rollover	1,055,926.26	0.00
Asset disposal	47,727.27	0.00
Less: Transferred to provision for motor vehicles	(13,774.87)	0.00
Less: Transferred to unexpended grants	(184,168.12)	0.00
	<u>1,005,753.81</u>	<u>300,869.67</u>
<b>Expenses</b>		
Advocates Salary & Wages	157,164.61	93,710.90
Advocates Superannuation	7,097.82	8,108.17
Advocates Recruitment	0.00	2,782.27
Advocates Services	39,775.90	0.00
Advocates Workcover	127.64	0.00
Advocates Training & Development	11,059.09	0.00
Admin Salary & Wages	190,740.38	17,062.51
Admin Services	3,660.00	0.00
Admin Superannuation	11,583.38	1,535.65
Admin Recruitment	0.00	195.00
Admin Workcover	2,474.40	0.00
Admin Training & Development	559.09	0.00
CEO Salary & Wages	9,726.23	0.00
Criminal History Checks	86.64	0.00
Staff Amenities	164.72	74.82
Motor vehicle expenses	9,143.29	4,997.55
Advocates Travel	98,549.67	2,274.00
Admin Travel	2,181.14	0.00
Other Travel	60.50	51.85
Furniture & equipment purchases	128,332.43	97,754.28
Rent/Outgoings	5,200.00	17,000.00
Leasing/ Hire Charges - plant & equipment	3,329.77	0.00
Repair & Maintenance - Buildings	2,711.82	0.00
Repair & Maintenance - Plant & Equipment	8.64	971.00
Minor office equipment	2,600.44	1,527.27
Advertising & Promotions	97,716.32	40,596.54
Printing & Stationery	13,398.43	141.95
Postage & Freight	5,847.53	210.58
Telephone	0.00	0.00
Audit fees	5,500.00	0.00
Information Technology	47,848.36	9,819.82
Consulting Fees - Other	66,180.60	0.00
Consulting Fees - IR	4,578.16	0.00
Consulting Fees - Marketing	52,734.00	0.00
Memberships	1,681.82	0.00
Management Committee Expenses	80.09	0.00
Subscriptions & Publications	22.73	0.00
Catering/Venue Hire General	23,828.17	83.14
Total Expenses	<u>1,005,753.81</u>	<u>298,897.30</u>
Surplus of income over expenditure	<u>0.00</u>	<u>1,972.37</u>
Total Surplus/(Deficit)	<u><b>0.00</b></u>	<u><b>1,972.37</b></u>

*To be read in conjunction with attached notes to and forming part of the financial report*

## Project Certification 2

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### National Aged Care Advocacy Program

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#### PROJECT TITLE: Queensland Aged & Disability Advocacy Inc.

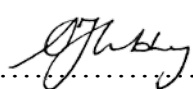
We, **Sheridan Cubby**, Chairperson

And **David Hayes**, Treasurer

Hereby certify that the information contained in the books and financial records of Queensland Aged and Disability Advocacy Inc. present fairly the financial position of the association as at 30 June 2012.

#### We are satisfied that –

- a) The amounts as stated in the Statement of Financial Performance have been expenses incurred on the approved project according to the objectives and conditions of grants specified in the funding agreement from the Department of Health and Ageing.
- b) A full and complete set of financial records has been maintained.

Signature.....  ..... Date 6/9/12 .....

(Sheridan Cubby, Chairperson)

Signature.....  ..... Date Sept 3 2012 .....

(David Hayes, Treasurer)

*To be read in conjunction with attached notes to and forming part of the financial report*



## Income Statement for the year ended 30 June 2012

<b>General Account</b>	<b>2012</b>		<b>2011</b>	
<b>Income</b>	\$	\$	\$	\$
NACAP Funding - Recurrent		452,722.99		431,988.02
NACAP Funding - Non-Recurrent		3,563.55		0.00
Transferred to/from grants in advance		(2,081.08)		(3,563.55)
Fees - Workshops etc		148.30		133.31
Membership Fees		113.01		133.29
Miscellaneous Income		55.32		0.00
Profit on Sale - Fixed Assets		0.00		0.00
DJAG Penalties Enforcement		735.90		133.80
DJAG Penalties Rollover		(735.90)		(133.80)
Interest Income		10,048.15		5,588.23
<b>Total Income</b>		<b>464,570.24</b>		<b>434,279.30</b>
<b>Expenses</b>				
<b>Staffing</b>				
Salary & Oncosts - Advocates	216,886.86		178,046.33	
Salary & Oncosts - Admin	96,568.16		89,062.49	
Salary & Wages - CEO	28,024.44		28,151.28	
Salary & Oncosts - Other	1,365.32	342,844.78	1,061.08	296,321.18
<b>Travel</b>				
Motor Vehicle Expenses	21,860.58		20,289.27	
Advocates Travel	9,025.90		10,944.82	
Admin Travel	2,868.06		802.32	
Other Travel	168.50	33,923.04	90.19	32,126.60
<b>Premises/Accommodation</b>				
Rates & Insurance- 121 Copperfield	1,816.28		1,632.36	
Rent/Outgoings - 117 Copperfield	5,281.65		2,832.91	
Regional Office Rent	14,365.53		12,829.76	
Repair & Maintance - Buildings	4,433.60		501.40	
Electricity	2,201.70		2,099.23	
Cleaning	2,221.36		2,059.93	
Pest Control & Security	614.13	30,934.25	260.22	22,215.81
<b>Equipment, Furniture, IT etc</b>				
Leasing/ Hire Charges - Plant & Equipment	2,763.30		4,720.36	
Repair & Maintenance - Plant & Equipment	1,435.70		2,227.29	
Depreciation - Computer System	3,277.48		5,264.94	
Minor Office Equipment	1,854.82		353.02	
Depreciation - Equipment, Furniture etc	3,619.76	12,951.06	3,436.34	16,001.95
<b>Promotion</b>				
Newsletter	0.00		1,417.01	
Advertising & Promotions	1,030.37	1,030.37	2,769.63	4,186.64
<b>Communication</b>				
Printing & Stationery	3,139.03		4,029.41	
Postage & Freight	1,629.59		2,765.65	
Telephone	8,237.46		8,397.26	
Information Technology	16,353.35	29,359.43	24,615.15	39,807.47

To be read in conjunction with attached notes to and forming part of the financial report

Queensland Aged & Disability Advocacy Inc.  
National Aged Care Advocacy Program

**Income Statement for the year ended 30 June 2012**

	<b>2012</b>		<b>2011</b>	
<b>Contracted services</b>				
Bank A/c Fees & Taxes	190.48		215.74	
Interest Paid	2.16		0.00	
Credit Card Management Fees	209.99		227.46	
Insurance	1,970.42		1,701.36	
Audit Fees	309.97		1,369.24	
Legal Fees	0.00		0.00	
Consulting Fees	3,951.73		4,954.81	
Memberships	3,780.41		459.61	
Management Committee Expenses	257.98		688.45	
Subscriptions & Publications	185.40		140.64	
Admin Services	0.00		0.00	
Catering General	309.66	11,168.20	716.39	10,473.70
Other Expenses				
Asset Purchases	2,359.11		13,145.95	
General Expenses	0.00		0.00	
Provision for Deferred Expense	0.00	2,359.11	0.00	13,145.95
<b>Total Expenditure</b>		<b>464,570.24</b>		<b>434,279.30</b>
<b>Excess of operating income over expenditure</b>		<b>0.00</b>		<b>0.00</b>
<b>Non-Recurrent Income</b>				
Non recurrent grant		37,017.32		37,290.91
Miscellaneous income		1,980.65		8,589.50
		<b>38,997.97</b>		<b>45,880.41</b>
<b>Expenses</b>				
Salary & Wages - Advocates		11,757.65		0.00
Salary & Wages - Admin		1,867.07		0.00
Advocates Travel		22,063.02		8,185.82
Admin Travel		775.41		0.00
Catering/Venue Hire General		2,530.57		677.27
Printing & Stationery		4.25		0.00
Provision for Deferred Expense		0.00		37,017.32
		<b>38,997.97</b>		<b>45,880.41</b>
<b>Excess of income over expenditure</b>		<b>0.00</b>		<b>0.00</b>

*To be read in conjunction with attached notes to and forming part of the financial report*

### Project Certification 3

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#### Community Legal Service Program

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#### PROJECT TITLE: Queensland Aged & Disability Advocacy Inc.

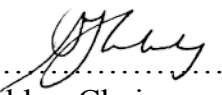
We, **Sheridan Cubby**, Chairperson

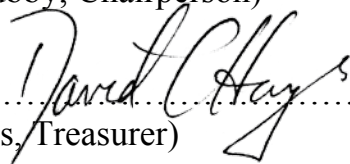
And **David Hayes**, Treasurer

Hereby certify that the information contained in the books and financial records of Queensland Aged and Disability Advocacy Inc. present fairly the financial position of the association as at 30 June 2012.

**We are satisfied that –**

- a) The amounts as stated in the Statement of Financial Performance have been expenses incurred on the approved project according to the objectives and conditions of grants specified in the funding agreement from Legal Aid Queensland.
- b) A full and complete set of financial records has been maintained.

Signature.......... Date 6/9/12.....  
 (Sheridan Cubby, Chairperson)

Signature.......... Date 6/9/12.....  
 (David Hayes, Treasurer)

*To be read in conjunction with attached notes to and forming part of the financial report*

Queensland Aged & Disability Advocacy Inc.  
 Community Legal Service Program Service Agreement 2005–2010  
**Income Statement for the year ended 30 June 2012**

	<b>2012</b>	<b>2011</b>
	<b>\$</b>	<b>\$</b>
<b>CLSP Income</b>		
CLSP recurrent grant	114,860.00	108,780.00
Legal Aid Non-Recurrent Rollover	7,002.94	5,694.08
Less: Transferred to unexpended grants	(7,759.07)	(7,002.94)
Fees - Workshops etc	72.73	0.00
	<b>114,176.60</b>	<b>107,471.14</b>
<b>Expenses</b>		
Advocates Salary & Wages	85,725.67	81,015.69
Advocates Superannuation	8,319.95	7,401.97
Advocates Workcover	2,134.97	2,732.89
Advocates Training & Development	1,895.46	2,127.27
Criminal History Checks	43.32	40.59
Motor Vehicle Fuel & Oil	42.09	0.00
Advocates Allowances	433.85	258.00
Advocates Flights & Accommodation	1,841.16	3,049.63
Advocates Parking & Tolls	280.95	99.83
Advocates Taxis, Fares, Car Hire	463.22	0.00
Advocates Travel	0.00	0.00
Admin Training & Development	652.73	0.00
Admin Flights & Accommodation	861.16	0.00
Admin Parking & Tolls	27.28	77.27
Promotion & Education Resources	0.00	0.00
Telephone	402.63	0.00
Rent/Outgoings	4,190.00	4,280.00
Printing & Stationery	726.71	28.00
IT Management/Maintenance	0.00	360.00
Insurance	6,090.00	6,000.00
Catering (General)	45.45	0.00
Asset Purchases	0.00	0.00
	<b>114,176.60</b>	<b>107,471.14</b>
Total Expenses	<b>114,176.60</b>	<b>107,471.14</b>
Surplus of income over expenditure	<b>0.00</b>	<b>0.00</b>

*To be read in conjunction with attached notes to and forming part of the financial report*

## Project Certification 4

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### Community Legal Education Collaboration Fund

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#### PROJECT TITLE: Queensland Aged & Disability Advocacy Inc.

We, **Sheridan Cubby**, Chairperson

And **David Hayes**, Treasurer

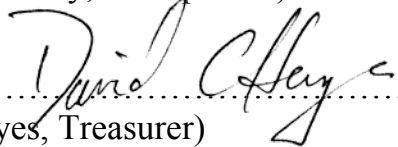
Hereby certify that the information contained in the books and financial records of Queensland Aged and Disability Advocacy Inc. present fairly the financial position of the association as at 30 June 2012.

#### We are satisfied that –

- a) The amounts as stated in the Statement of Financial Performance have been expenses incurred on the approved project according to the objectives and conditions of grants specified in the funding agreement from Legal Aid Queensland.
- b) A full and complete set of financial records has been maintained.

Signature.....  ..... Date 6/9/12 .....

(Sheridan Cubby, Chairperson)

Signature.....  ..... Date Sept 3 2012 .....

(David Hayes, Treasurer)

*To be read in conjunction with attached notes to and forming part of the financial report*

Queensland Aged & Disability Advocacy Inc.  
 Community Legal Education Collaboration Fund  
**Income Statement for the year ended 30 June 2012**

	<b>2012</b>	<b>2011</b>
	\$	\$
<b>CLECF Income</b>		
Legal Aid Non-Recurrent	9,957.00	0.00
Less: Transferred to unexpended grants	(6,678.48)	0.00
Fees - Workshops etc	4,945.50	0.00
	<b>8,224.02</b>	<b>0.00</b>
<b>Expenses</b>		
Advocates Salary & Wages	5,152.62	0.00
Advocates Superannuation	456.04	0.00
Advocates Flights & Accommodation	1,181.37	0.00
Advocates Taxis, Fares, Car Hire	40.49	0.00
IT Management/Maintenance	30.00	0.00
Catering (General)	1,363.50	0.00
Asset Purchases	0.00	0.00
	<b>8,224.02</b>	<b>0.00</b>
Total Expenses	<b>8,224.02</b>	<b>0.00</b>
Surplus of income over expenditure	<b>0.00</b>	<b>0.00</b>

*To be read in conjunction with attached notes to and forming part of the financial report*

## Project Certification 5

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### Mental Health Advocacy Project

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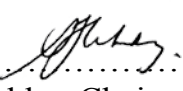
#### PROJECT TITLE: Queensland Aged & Disability Advocacy Inc.

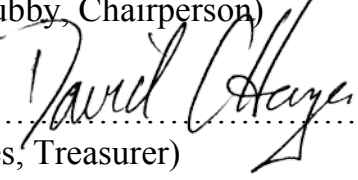
We, **Sheridan Cubby**, Chairperson  
and **David Hayes**, Treasurer

Hereby certify that the information contained in the books and financial records of Queensland Aged and Disability Advocacy Inc. present fairly the financial position of the association as at 30 June 2012.

#### We are satisfied that –

- a) The amounts as stated in the Statement of Financial Performance have been expenses incurred on the approved project according to the objectives and conditions of grants specified in the funding agreement from Disability Services, Department of Communities.
- b) A full and complete set of financial records has been maintained.

Signature.....  ..... Date 6/9/12  
(Sheridan Cubby, Chairperson)

Signature.....  ..... Date Sept 3 2012  
(David Hayes, Treasurer)

*To be read in conjunction with attached notes to and forming part of the financial report*

Queensland Aged & Disability Advocacy Inc.  
 Disability Services Queensland Mental Health Advocacy Project  
**Income Statement for the year ended 30 June 2012**

	<b>2012</b>	<b>2011</b>
	\$	\$
<b>DSQ Income</b>		
DSQ Mental Health Advocacy Funding	0.00	40,000.00
DSQ Mental Health Advocacy Funding (Rollover)	19,126.17	0.00
Less: Transferred to unexpended grants	0.00	(19,126.17)
	<b>19,126.17</b>	<b>20,873.83</b>
<b>Expenses</b>		
Advocates Salary & Wages	16,988.84	0.00
Advocates Superannuation	1,373.92	0.00
Advocates Workcover	706.85	0.00
Admin Salary & Wages	0.00	17,062.51
Admin Superannuation	0.00	1,535.64
Admin Training & Development	0.00	454.54
Criminal History Checks	0.00	40.59
Advocates Allowances	0.00	300.00
Advocates Flights & Accommodation	0.00	841.78
Advocates Taxis, Fares, Car Hire	0.00	343.67
Advocates Parking & Tolls	14.54	0.00
Admin Parking & Tolls	27.27	45.46
Advertising & Promotions	0.00	130.00
Catering/Venue Hire (General)	14.75	119.64
Asset Purchases	0.00	0.00
	<b>19,126.17</b>	<b>20,873.83</b>
Total Expenses	<b>19,126.17</b>	<b>20,873.83</b>
Surplus of income over expenditure	<b>0.00</b>	<b>0.00</b>

*To be read in conjunction with attached notes to and forming part of the financial report*







Queensland Aged & Disability  
**advocacy** Inc.



121 Copperfield Street  
Geebung Qld 4034

[www.qada.org.au](http://www.qada.org.au)