



ADACAS

A D V O C A C Y



ACT Disability, Aged and Carer Advocacy Service

Annual Report

2016-2017

ACT Disability, Aged and Carer Advocacy Service Inc
ABN 15 750 251 576
Suite 104, Block C, Canberra Technology Park, Phillip Avenue, Watson
PO Box 144 Dickson ACT 2602
Ph: (02) 6242 5060 Fx: (02) 6242 5063 TTY: 133 677 (NRS)
Email: adacas@adacas.org.au
Web: www.adacas.org.au

ADACAS Vision

A world in which everyone may exercise their rights and responsibilities, lead lives of value and dignity and pursue their dreams.

ADACAS Mission

To assert, promote and protect the rights and potential of people with disabilities, people who are older and people who are caregivers.

Guiding Principles

Integrity: Ethical practice and authenticity

Social Justice: All people have equal opportunity to create better life chances

Pursuit of Excellence: We understand what we do and why we do it, how we can improve.

Reflective Practice: Introspection and leaning from experience.



Our unique Advocacy Jenga stack. This is an activity we use with clients, staff, providers and visitors to demonstrate the importance of advocacy and gain further insight into the lives of people we advocate for and support.

Contents

ADACAS People	7
Chairperson's Report	8
CEO Report	9
ADACAS at a Glance.....	11
Advocacy for People with Disability.....	13
Advocacy for People with Mental Health Issues	15
Older Persons Advocacy	16
Supported Decision Making.....	17
ADACAS Financial Report 2016-2017	18

ADACAS People

ADACAS Board

Chairperson:

Stephen Still 5/6

Treasurer:

Kim Stewart (to Oct 16) 1/6

Andrew Cameron (from Oct 16) 3/6

Public Officer:

Coleen Box 3/6

Other members:

Cassandra Webeck (from Apr 17) 1/6

Dominic Cookman 3/6

Kym Duggan 4/6

Sean Fitzgerald 3/6

Alana Fraser 4/6

Diana Nasr (to Jun 17) 1/6

John Sands (from Apr 17) 2/6

ADACAS Staff

CEO/ Secretary:

Fiona May

Disability/Mental Health Programs:

Lauren O'Brien (Advocacy Supervisor from Nov 16)

Kate Bulenda (from Jan 17)

Grieg Chapman

Gregor Gniewosz (from Jan 17)

Roger Munson

Timothy O'Hare (to Jun 17)

Christina Pascoe (to Jun 17)

Michelle Peruzzi

Pauline Willenberg (from Oct 16)

Older Persons Programs:

Sonia Di Mezza (Deputy CEO)

Gwendoline Davies

Karl Schaffarczyk

Projects:

SDM Link & Learn

Katrina Rea

Helen Connolly (from Feb 17)

Tina Dowse (to Dec 16)

Younger People in Nursing Homes

Jeneatte Ruse (to Jan 17)

Administration:

Deshawn Wattanatassi (Business Manager)

Kristy Capper

Christianne Clementine (from Mar 17)

Debbie Hale (to Sep 16)

Daniel Loh (from Oct 16)

Clinical Supervision Consultants

Elizabeth Done

Tamarisk Jakobson

Patrick McEvoy

Fiona Hall

Kandie Allen-Kelly

Kim Vella

IT Consultant

Sennell Pty Ltd

Database Consultant

Rohan Mitchell (1024 Pty Ltd)

Project Partners

Summer Foundation

"I wish to congratulate [my Advocate] for her insight, professional and fully successful handling of my case. Despite my own work experience which is extensive and my education, I know I would never have achieved the results that she did, had I continued on without assistance. I am now exceptionally happy in my new home as is my dog Bean- my only family. [I fared] terribly throughout 2016 and [my Advocate] turned everything around within a couple of weeks. If I can do anything to assist my advocate or ADACAS please call me. I feel as if [my advocate] has saved my life and there

Chairperson's Report

Stephen Still

The last year has been another year of significant achievement for ADACAS, continuing our important work to help vulnerable members of our community achieve empowered lives.

ADACAS has continued to execute its strategic plan, and in a time of significant change across all our areas of work, to flourish and to demonstrate the value of independent advocacy. As noted in the CEO's report, implementation of the NDIS has generated an increasing number of advocacy issues, and ADACAS has played a crucial role both in supporting people with a disability engaging with the scheme, and in raising public awareness of systemic issues. Also of note is the work ADACAS undertook in partnership with interstate advocacy organisations to establish the Older Persons Advocacy Network, and to develop a strong, innovative, and ultimately successful, bid for a national contract for older persons advocacy with the Commonwealth. This was a complex exercise, with significant risks attached to it. The outcome has achieved funding certainty for the Commonwealth-funded aspects of our older persons advocacy for years to come, and will ensure our work with older people can continue.

I cannot pass over in my report the significant recognition accorded to Fiona May, our Chief Executive Officer, over the course of the last year. It is a testament to the high regard in which Fiona is held that she has been appointed as a member of the ACT Government Disability Reference Group, and as Chair of the ACT Ministerial Council on Ageing. Both positions will assist ADACAS to

feed the very real experiences of our clients into government policy processes, to achieve systemic change. In September 2017, reflecting her work during the financial year, Fiona was presented with an award in the Not for Profit category of the ACT Australian Leadership Excellent Awards. On behalf of the Board, I would like to take the opportunity to congratulate her on this honour.

2016-17 has been a year of Board renewal. After several years of dedicated service on the Board, Kim Stewart resigned as Treasurer in October. Andrew Cameron joined the Board to take up the Treasurer role, bringing with him considerable expertise in financial management for not-for-profits in both small and large organisations. He has already made a significant contribution to Board discussions. Diana Nasr also left the Board this year. Her contributions to Board discussions from the point of view of carers for people with disability will be missed. Joining the Board are Cassandra Webeck, who brings considerable expertise in corporate governance, and John Sands, with a deep knowledge of advocacy and issues for ADACAS' client groups.

In closing, I would like to take the opportunity to thank ADACAS' dedicated advocates for their work over the last year. Individual advocacy is difficult work, and a successful advocate must have good values, strong problem-solving skills, and an excellent ability to communicate and negotiate. The outcomes our advocates have achieved for our clients demonstrate once again that they meet these standards, and on behalf of the Board, and I thank them for their work.

CEO Report

Fiona May

Another busy and productive year for the ADACAS team has come and gone. Staff continued to work hard through a year that saw considerable change and funding uncertainty, and this is a testament to their commitment to their clients and the important work that they do – I thank them most sincerely for that. We undertook some restructuring during the year, building our capacity to respond to intakes and inquiries through a dedicated intake team, and placing additional focus on activities that support our advocacy, such as quality assurance and client feedback.

Reflecting on the past year brings into focus the impact that the NDIS has had on our clients and on our service. The ACT entered 'full scheme' this financial year which in NDIS terms means that everyone who was eligible to be a participant had become one and had a package of supports that was reasonable and necessary for them. The reality unfortunately does not meet this lofty expectation. NDIS became the most common advocacy issue for the ADACAS team during this financial year. Issues ranged from support with entry processes and planning processes, through to support for reviews and appeals for the many clients whose NDIS outcomes were less than ideal.

In addition ADACAS continued to grow a small support coordination service, providing support to clients, in accordance with advocacy principles, around implementing their plans, choosing service providers and resolving service issues where they developed. We continue to carefully ensure that the support coordination we provide is fully consistent with advocacy models, is free from conflict of interest, seeking to empower our clients to make informed decisions and exercise their human rights in relation to the care that they receive. The NDIS has continued to refine and re-define its approach to support coordination and has announced

that this support will be provided less often in individual plans now that a local area coordinator service is in place in the ACT. We will continue to monitor what this means for our clients and our service. During the year the NDIS was beset by many problems, some of which are still not resolved. Wait time for NDIS decisions have increased and the impact of these delays is significant on individuals and families needing support. We have participated in a range of opportunities to raise our concerns at the national level, including through parliamentary inquiries and collaborating with other advocacy and disability peaks to bring the voice of our clients to the policy process. Change, however slow, is essential if the scheme is to meet the expectations of people with disability and the wider community.

Reform in the aged care sector also continues. During this year changes to home care packages saw introduction of the opportunity for consumers to exercise greater control over the supports they receive. Here too, change is slow, with service providers not always embracing the rights of consumers to exercise control over their services. ADACAS continued to work closely with other members of the Older Persons Advocacy Network to provide systemic input to the reform of the aged care systems. The most important reform from our perspective was change to the way in which older persons advocacy is funded. The department decided to merge two sources of advocacy funding into a single stream, the National Aged Care Advocacy Program (NACAP) and to run an open grants process to seek a new provider of aged care advocacy. ADACAS took the lead role in developing a single bid by the Older Persons Advocacy Network to provide NACAP services across Australia. OPAN became a company limited by guarantee and successfully bid to deliver NACAP for the next three years. We developed a visionary approach which will deliver a nationally

consistent model of advocacy, education and information along with a range of other innovations in older persons advocacy. The success of our bid was announced in mid-June and ADACAS looks forward to working closely with other OPAN members in delivering advocacy to older people.

Another key development during the year shone a light on the issue of elder abuse. A national inquiry into elder abuse was undertaken and locally ADACAS received a small grant to provide elder abuse education and awareness raising activities within the ACT. This grant enabled us to deliver elder abuse education sessions and develop materials for distribution which carry the message 'no excuse for elder abuse'. Advocacy on elder abuse issues continued to be sought and our staff worked hard on these complex cases.

Our supported decision making team continued to deliver the SDM Link and Learn project and was also successful in our application for a supported decision making project for next financial year under the NDIS Information Linkages and Capacity Building grants round. We look forward to continued expansion of our work in this area.

2016-17 was a year of recognition for ADACAS as our input and participation was sought in a range of systemic advocacy spaces. Two key ones are my appointment as Chair of the Ministerial Council on Ageing and as a member of the Disability Reference Group, advising the ACT Minister for Ageing and Minister for Disability respectively. These appointments reflect the very positive regard in which ADACAS is held and provide us with new opportunities to influence policy which impacts on our client groups. The future of ADACAS continues to look bright.



The ADACAS team celebrating the 25th Anniversary of ADACAS in 2016

ADACAS at a Glance

Individual Advocacy	
total number of advocacy hours	11,196
total number of people assisted	499
total cases	546
new cases	251
cases continuing from 2015-16	275
closed cases	219
Inquiries	
total number of Inquiries	565

Despite several staff changes during the year the advocacy team delivered more advocacy to more clients than in previous years. This in part reflects our additional funding for NDIS Appeals support, our advocacy funded through support coordination, as well as continued high demand for advocacy on other issues. It is a testament to the hard work of the whole team that in times of great change and continued funding uncertainty they maintained their focus on responding to the need of clients for high quality independent advocacy. We spent more than 730 hours responding to inquiries during the year, a significant increase on recent years.

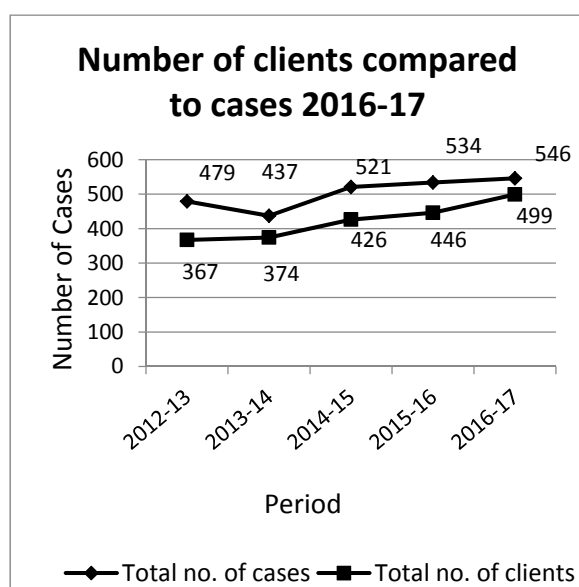


Figure 1

Figure 2 shows the distribution of advocacy issues across all of our case work. For the first time NDIS issues have outstripped all other issues to become the largest component of our work. This is not a surprise but it does demonstrate the importance of ensuring that advocacy continues to be available to people on NDIS issues. Accommodation issues continues to be a frequent topic of advocacy, followed by services, legal and health issues.

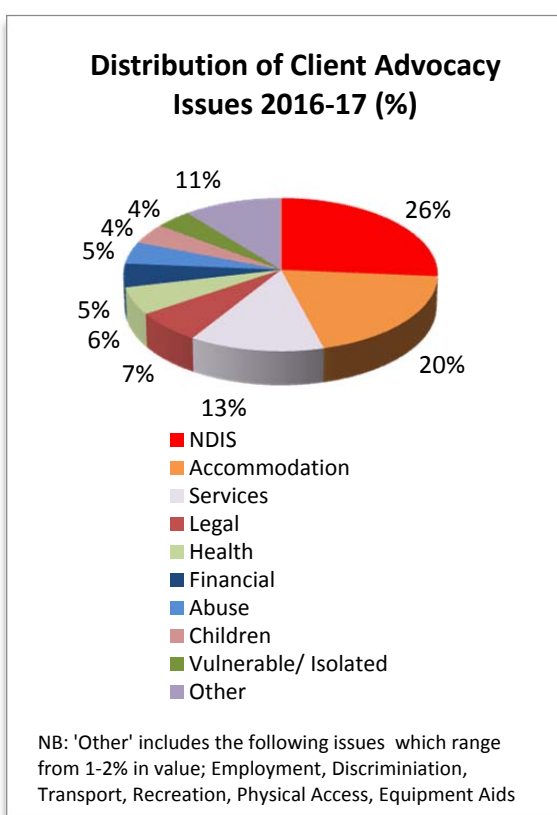


Figure 2

"My experience with ADACAS and my Advocate, it has been an opportunity of the strongest, the most healing, helpful journey. [My Advocate] is so very brave, kind, warm, understanding and caring lady I know. I'd pray there were more people like her. I respect her and grateful for her service and support".

Our funding proportions show for the last time two funding streams for older persons advocacy (Figure 3). From next year the new NACAP program will combine these into a single stream. We no longer provide advocacy in regional NSW through IDEAS but are now providing support for NDIS appeals in the NSW southern region. The CASP program has replaced HACC as the ACT funding stream for people whose needs are not met by the NDIS. We are pleased to continue to provide advocacy on diverse issues with this funding. The ACT Government has signalled an intention to review both this and our mental health funding stream in the coming years, so while certainty is now in place for older persons work, uncertainty of disability advocacy funding continues.

Project work was reduced this year in comparison to the past few years with fewer opportunities for these available in the new NDIS world. Our SDM work however continues to be in demand.

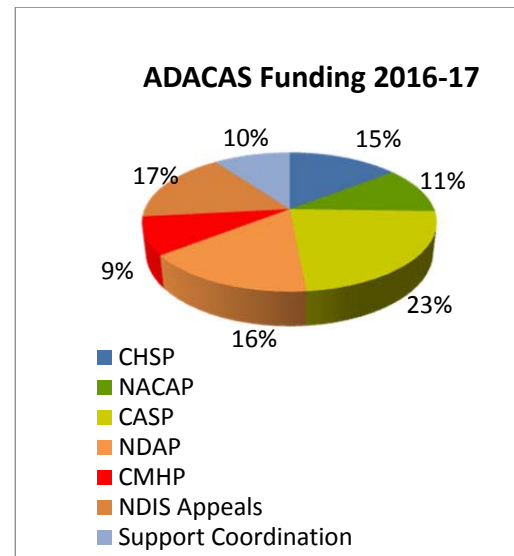


Figure 3

Commonwealth Home Support Program (CHSP): This service is supported by funding from the Australian Government

National Aged Care Advocacy Program (NACAP): an Australian Government Initiative

Community Assistance and Support Program (CASP): provided with the assistance of the ACT Government ADACAS is part of the Australian network of disability advocacy services funded by the Australian Government.

Mental Health Consumer Advocacy Program (CMHP): Provided by ACT Health

NDIS Appeals: An Australian Government Initiative

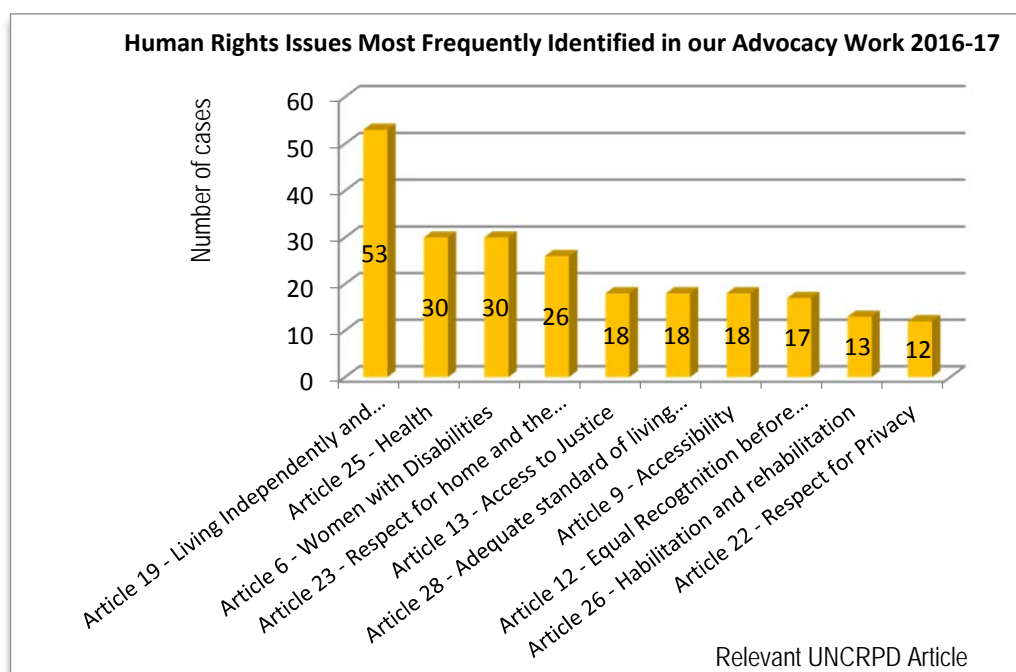


Figure 4: Representation of which articles of the United Nations Convention on the Rights of People with Disabilities are engaged by the advocacy cases we are involved with.

Advocacy for People with Disability

Total Number of clients (HACC YP)	175
Total Number of cases (HACC YP)	196
Total Number of clients (NDAP)	57
Total Number of cases (NDAP)	62
Total Number of clients (NDIS Apls)	54
Total Number of cases (NDIS Apls)	57
Total Disability Advocacy Clients	286
Total Disability Advocacy Cases	315

The data shows that across our disability funding streams we have supported almost 300 people with advocacy on disability issues; the NDIS, including NDIS Appeals, represents the majority of this work for the first time.

Our disability advocacy team has developed considerable knowledge, expertise and strategy around ensuring clients can make the most of their NDIS participation and in addition to advocacy cases have provided considerable support to many individuals seeking information and advice about their NDIS journey.

The work in NDIS Appeals, which started out slowly, has gained momentum as more NDIS participants exercise their right to challenge the decisions of the agency. We continue to liaise closely with other NDIS Appeals advocacy services to both share our knowledge and learn from their work in this space, and we welcome the networking opportunities with our colleagues that this brings. Our relationship with Legal Aid as we work together on these cases has also been rewarding and we thank their team for their efforts on behalf of our clients. Many cases which reach the appeal stage and are considered by the Administrative Appeals Tribunal, are settled at conciliation which is usually a good outcome for our clients. Fewer reach the stage of a tribunal hearing but both here and in other jurisdictions, those that do often result in a positive outcome for the participant.

Case study

Child and Youth Protection Services (CYPS) referred a family to ADACAS whom they were investigating. All members of the family have disabilities. A medical appointment to check the children for neglect cleared the parents in this regard and it was observed by many parties that the parents really loved their children. The ADACAS advocate identified that there were many gaps in the support the client was receiving from their National Disability Insurance Scheme (NDIS) plan, and that this may have contributed to the family being reported to CYPS. The ADACAS staff member advocated for the client in meetings with both the provider and the National Disability Insurance Agency. The client now has an NDIS package that is one third larger than their previous plan and has engaged with many new providers. CYPS have also closed the case. The client is so excited with all the changes that are occurring in their life and is very grateful to ADACAS for helping them understand how support for people with disabilities should work and for helping them to keep their family together.

"I just like to say that I was deeply impressed with the way [my Advocate] assisted me and provided accurate information all the time. He is very knowledgeable and proved his worth during my interview with NDIA. He knows his stuff and more than them. I found the NDIA to be so disorganised and unprofessional. Thank you ADACAS for your professionalism and prompt service. We all need people like [my Advocate]. I have referred people his way".

Advocacy Support Coordination

Total Number of clients (Support Coordination)	73
Total Number of cases (Support Coordination)	73

Recognising the uncertainty of ongoing advocacy funding, ADACAS has developed an advocacy model of support coordination, enabling Participants that would benefit from this approach to their support coordination to access this from us. We ensure that this work is undertaken with the same principles and practices as advocacy, focussing on enabling the person to speak up for themselves and ensuring that their voice is heard in our work. We are carefully considering any risk of conflict of interest for each case and ensure that the client understands the differences between our approach and other support coordination. Development of this service represents a key strategy in ADACAS current strategic plan and we continue to monitor it to ensure that it remains fully consistent with our mission and purpose.

Case Study

The client was living in the Neurosurgery Ward of the Canberra Hospital. She had an Acquired Brain Injury (ABI), acquired following a haemorrhage and aneurysm. Unfortunately the injury progressed causing some developmental delay, minimal verbal communication, and other disabilities. As the client was limited to using a wheelchair and needs a specialised bed there were limited housing options available to her. She was admitted to the hospital with further complications necessitating the need for a tracheostomy.

After living in the hospital for five years the client was offered specialised surgery so that her tubing could be removed, permitting her to have freedom from the hospital ward without requiring constant medical supervision. The client sought support from ADACAS for support coordination for her NDIS

plan. The advocacy model of support coordination was particularly appropriate for this case, given the client's limited communication and support required for decision making. It is her strong wish to move out of the hospital and to this end the advocate is currently proposing to the NDIA that Specialised Disability Accommodation be included in her NDIS plan. Alongside support from the NDIA, the advocate also working with ACT Health to ensure that ongoing health needs will be met, and coordinating a range of other supports including NDIS funded service providers, occupational therapists, social workers and nurse educators ensuring that the clients wishes are central to their decision making. It is envisaged that by creating stronger working relationships, collaboratively with the client and their family, the hospital, service providers and the NDIA, the client will eventually obtained the specialised disability housing that she both needs and wants, so that she is able to live once again in the community.

"The mere mention of your name at key handover meeting made the housing area manager behave very well".

"ADACAS provided prompt, responsive and timely support. They were knowledgeable and empathetic as well as professional. They gave exactly the right amount of support efficiently and without fuss".

"Without the Assistance of ADACAS and [my Advocate] I believe that my NDIS appeal would not have been successful. I have since recommended ADACAS to a number of my disabled friends and fellow members of my local support groups".

Advocacy for People with Mental Health Issues

Total Number of clients (CMHP)	46
Total Number of cases (CMHP)	52

While we also provide advocacy on mental health issues through our other funding streams we receive specific funding for this work from ACT Health. During the year we supported 46 clients with 52 advocacy issues through this funding.

The focus is on support for people when psychiatric treatment orders are being considered and we supported a number of clients with tribunal matters during the year. This work sometimes occurred as a collaboration with our supported decision making team, reflecting the new Mental Health Act's focus on supported decision making for treatment and care decisions.

People with mental health issues are also entering the NDIS and sought advocacy support with this process. Nationally there continues to be concern that the NDIS model does not respond appropriately to people with psychosocial disability and our work also demonstrates this.

We acted as litigation guardian for two mental health clients during the year. A litigation guardian is appointed when the person is recognised as having a legal matter but being unable to instruct a lawyer. As independent advocates we take our responsibility to reflect the wishes of our clients in these processes seriously, ensuring that clients are consulted and informed about the process and their rights despite our appointment to this role. In both cases the outcome of the legal matter was positive for the clients and our involvement enabled them to access justice when they would otherwise not be in a position to do so.

Case study

ADACAS received a referral for a client who had been requested to attend the ACT Civil and Administrative Tribunal (ACAT) for a Psychiatric Treatment Order (PTO) hearing. ADACAS represented the client at the hearing and a three-month PTO was entered into. It was clear that the client had far more capacity to make supported decisions than was being presented by the referring psychiatrist. With the client's permission, the ADACAS advocate worked with them to observe and record some of their decision making over the following three months. The advocate also investigated what conditions this client needed in order to optimise their decision making capacity and recorded these on a laminated card that the client could keep in their bag to easily refer to when decisions needed to be made. This enabled the client and people around them to easily optimise conditions required for decision making, even when the client was in a heightened state. The advocate represented the client again at the subsequent review of the PTO at ACAT and as a result the PTO was revoked. The ADACAS advocate then worked with the client to write an 'Advance Agreement' that extensively outlined how they wished to be treated should a further mental health episode ensue. This Advance Agreement was only the second to be registered with the ACT Government since their inception under the Mental Health Act of 2015. The client now feels confident about making decisions generally and is safe in the knowledge that their wishes and needs for treatment will be respected in the future.

*"I thank you wholeheartedly!
Your understanding and reliability amazed me. Your response towards my daughter's request thus to me, for such I have truly learned a lot from you all united in my cause!"*

Older Persons Advocacy

Total Number of clients (HACC OP)	70
Total Number of cases (HACC OP)	81
Total Number of clients (NACAP)	24
Total Number of cases (NACAP)	25
Total Older Persons Clients	94
Total Older Persons Cases	106

Our small older persons team worked through a very uncertain year with the call to market for this funding underway, yet they provided advocacy to almost 100 people and increased their delivery of education and information sessions.

During the year, the team was recognised with an award by COTA ACT for the high quality of their advocacy and we congratulate them for this achievement.

In addition to our advocacy work this year the team increased their focus on elder abuse. Providing over 70 education sessions on elder abuse to a wide range of audiences. More than 1200 people participated in these sessions across the ACT which when combined with the education on older persons rights and responsibilities which we provide through NACAP funding, means that this financial year our team reached almost 2400 people with training and information on the rights of older people.

Case study

ADACAS received a call from a service provider, requesting support for an elderly man they were supporting. The man's adult daughter had called the service provider, stating that "I am either going to kill him or myself". The man had been spending some time in a respite facility. His daughter said that he needed another place to live as he was not welcome to return home. The advocate went to speak to the man, who informed her that his daughter had suffered from mental health issues since she was a

teenager and after his wife died his daughter had moved back home to live with him. He was reluctant to upset his daughter but his health was failing and he needed to return home. He informed the advocate that his daughter was abusing him both verbally and mentally and had taken over his home. She had told him that she had rented out his house and thus he had to find somewhere else to live.

The client faced homelessness as his time in respite was coming to an end. He informed the advocate that he wanted to return to his home and not have to live elsewhere. The advocate liaised with the daughter and organised for him to return home. But eventually the daughter returned her father to the respite accommodation, claiming that she was unable to look after him anymore. Soon after, the client had to be admitted to hospital and undergo surgery.

The advocate continued to communicate with the daughter and found out that she was continuing to suffer from mental health issues and had been caring for her father for over eight years. She was suffering from exhaustion and burnout.

The advocate helped the daughter to take a short holiday while her father was recovering in hospital. When he returned from hospital the advocate organised for services to be put in place to support the client until the daughter returned from holidays. The father and daughter, with the assistance of the advocate, were able to access the supports that they needed so that the client could receive care and the daughter could access respite, when required.

"Wonderful and informative, very valuable for my students to have understanding and knowledge of the subject of elder abuse and the effects on older people and how they, as a prospective carer, can respond and act accordingly".

Supported Decision Making

Supported Decision Making (SDM) knowledge and practice continued to grow at ADACAS during the 2016/17 year. The main project, SDM Link and Learn, a training and mentoring project aimed at embedding SDM across the ACT, entered its second year and delivered a suite of SDM training to over 500 decision makers, potential decision supporters, families and carers. Professional Development sessions were delivered to a diverse range of stakeholders, including support organisations, peak disability bodies, the ACT Civil and Administrative Tribunal, legal services, Care Financial and the ACT Public Trustee and Guardian. The project also gave relationship development support to more than 50 people, which included acting as decision support to six people who could not identify a decision maker in their life.

Case Study

SB had a decision to make. He came to ADACAS seeking advice about his relationship with the trustee after prior positive experience seeking support through ADACAS supported decision making team with a very major purchase. Things had been going well for him with decision support relationships built with family members.

However he continued to experience anxiety and distress about having a substitute decision maker appointed for his financial decisions.

He became a participant in the Link and Learn Supported Decision Making project for a decision to maintain a system of support so that he could live alone but close to family members who offered him daily support in many ways.

His regular decision support (family members) identified their vested interest in this decision and to avoid undue influence supported SB to reconnect to ADACAS.

Our support involved exploring his options with him in an accessible way, liaising with and supporting engagement with the Trustee and supporting ongoing decision making process until decision was reached and resolution concluded. ADACAS SDM team also provided further support to clarify the role of decision support, identify the network of support available and make referrals to build and sustain his capacity in decision making. A process for review of substitute decision maker with a workable alternative including safeguards is underway.



Kate Rea delivering Supported Decision Making Training in October 2016

ADACAS Financial Report 2016-2017

Board Report

Statement of Profit and Loss

Statement of Financial Position

Statement of Changes in Equity

Statement of Cash Flows

Notes to and forming part of the Financial Statements

Board's Declaration

Auditor's Independence Declaration

Independent Auditor's Report



Presenting Information about what ADACAS does and playing a game of Jenga at an Expo.

"[My Advocate] was always willing to provide us with prompt and excellent professional service as our support coordinator. She understood our needs or problems and put the best efforts to find the right solution to them. I thank [her], on behalf of my wife too, for her humanitarian and professional support and assistance. It was highly appreciated".

BOARD'S REPORT

Your board members submit the financial report of the ACT Disability Aged Carer Advocacy Service Incorporated for the financial year ended 30 June 2017.

Board Members

The names of board members throughout the year and at the date of this report are:

Stephen Still (Chairperson)
Kim Stewart (Treasurer from 1 July 2016 to 25 October 2016)
Andrew Cameron (Treasurer from 26 October 2016 to date)
Alana Fraser
Coleen Box (Public Officer)
Cassandra Webeck (18 April 2017 to date)
John Sands (18 April 2017 to date)
Dominic Cookman
Kym Duggan
Diana Nasr (until 25 October 2016)
Sean Fitzgerald

Principal Activities

The principal activities of the association during the year were promoting and protecting the rights of people with disabilities, of people who are ageing and of those who care for them.

Significant Changes

No significant change in the nature of these activities occurred during the year.

Operating Result

The operating result for the association amounted to a surplus of \$67,813 (2016: surplus \$74,346).

Signed in accordance with a resolution of the Members of the Board.



Stephen Still (Chairperson)



Andrew Cameron (Treasurer)

Dated this

24th

day of

OCTOBER

2017

Statement of Profit and Loss
For the Year Ended 30 June 2017

	Note	2017	2016
		\$	\$
Income			
National Disability Advocacy Program		229,754	199,023
Disability ACT (SDM grant)		-	100,000
Home & Community Care		538,717	527,415
National Aged Care Advocacy Program		156,688	154,524
Mental Health Consumer Advocacy		125,760	126,572
External merits review and development		200,000	98,000
Link and Learn		116,816	85,824
Summer Foundation		11,250	46,000
ACT business investment package		34,670	5,330
Interest received		6,167	9,677
Membership income/donations		1,042	1,578
Co-ordination of supports		143,919	17,761
IDEAS Inc brokerage		-	6,229
Contribution for motor vehicles		15,028	18,165
Comm Serv Dir Arts ACT		1,000	-
Profit on disposal of assets		900	-
Other ADACAS income		71,120	77,486
		1,652,831	1,473,584
Expenditure			
Advertising		(23,824)	(13,540)
AGM, meetings and conferences		(16,084)	(16,112)
Audit fees		(3,100)	(2,150)
Consultant fees		(6,935)	(41,019)
Depreciation		(29,830)	(22,691)
Equipment purchase and maintenance		(10,949)	(11,623)
Insurance		(16,652)	(15,429)
Loss on disposal of assets		-	(4,106)
Motor vehicle travel and mileage		(48,246)	(49,470)
Office supplies/stationery and general expenses		(19,584)	(32,240)
Prof fees/governance/memberships		(2,929)	(10,624)
Rent		(52,140)	(46,686)
Salaries and staff benefits		(1,131,670)	(950,385)
Staff developments/support supervision		(17,665)	(26,662)
Staff leave provisions		(52,383)	(27,948)
Superannuation		(104,259)	(91,156)
System monitoring and development		(26,829)	(18,225)
Telephone/computer and internet		(21,938)	(19,172)
		1,585,018	1,399,238
Surplus for the year		67,813	74,346

The accompanying notes form part of these financial statements.

Statement of Financial Position
30 June 2017

	Note	2017	2016
		\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	423,629	406,194
Trade and other receivables	3	92,478	48,214
TOTAL CURRENT ASSETS		<u>516,107</u>	<u>454,408</u>
NON-CURRENT ASSETS			
Property, plant and equipment	4	111,743	105,153
TOTAL NON-CURRENT ASSETS		<u>111,743</u>	<u>105,153</u>
TOTAL ASSETS		<u>627,850</u>	<u>559,561</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	5	85,448	66,489
Employee provisions	6	119,156	84,334
Unexpended grants	7	18,268	71,573
TOTAL CURRENT LIABILITIES		<u>222,872</u>	<u>222,396</u>
TOTAL LIABILITIES		<u>222,872</u>	<u>222,396</u>
NET ASSETS		<u>404,978</u>	<u>337,165</u>
EQUITY			
Accumulated funds		404,978	337,165
TOTAL MEMBERS' FUNDS		<u>404,978</u>	<u>337,165</u>

The accompanying notes form part of these financial statements

Statement of Changes in Equity
For the Year Ended 30 June 2017

	Note	Accumulated Funds \$	Total \$
Balance at 1 July 2015		262,819	262,819
Comprehensive income			
Net surplus for the year		74,346	74,346
Total other comprehensive income for the year			
Balance at 30 June 2016		<u>337,165</u>	<u>337,165</u>
Balance at 1 July 2016		337,165	337,165
Comprehensive income			
Net surplus for the year		67,813	67,813
Balance at 30 June 2017		<u>404,978</u>	<u>404,978</u>

The accompanying notes form part of these financial statements.

Statement of Cash Flows
For the Year Ended 30 June 2017

	Note	2017	2016
		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		1,697,478	1,830,080
Interest received		6,167	9,677
Payments to suppliers and employees		(1,650,690)	(1,645,776)
Net cash provided by operating activities		<u>52,955</u>	<u>193,981</u>
CASH FLOWS FROM INVESTING ACTIVITIES:			
Proceeds from sale of property, plant and equipment		8,250	10,436
Purchase of property, plant and equipment		(43,770)	(69,595)
Net cash (used by) investing activities		<u>(35,520)</u>	<u>(59,159)</u>
Net increase in cash and cash equivalents held		17,435	134,822
Cash and cash equivalents on hand at beginning of financial year		406,194	271,372
Cash and cash equivalents on hand at end of financial year	2	<u><u>423,629</u></u>	<u><u>406,194</u></u>

The accompanying notes form part of these financial statements.

Notes to the Financial Statements
For the Year Ended 30 June 2017

Note 1 Summary of Significant Accounting Policies

The financial report covers ACT Disability Aged & Carer Advocacy Service Inc (the association) as an individual entity. ACT Disability Aged & Carer Inc is a not-for-profit association incorporated in the Australian Capital Territory under the *Associations Incorporation Act 1991* and the *Australian Charities and Not-for-profits Commission Act 2012*.

The principal activities of the association for the year ended 30 June 2017 were promoting and protecting the rights of people with disabilities, of people who are ageing and of those who care for them.

Basis of Preparation

The financial statements are special purpose financial statements that have been prepared in order to satisfy the reporting requirements of the *Associations Incorporation Act 1991* and the *Australian Charities and Not-for-profits Commission Act 2012*. The board has determined the association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

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

The amounts presented in the financial statements have been rounded to the nearest dollar.

Goods and Services Tax

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

Cash flows are included in the statement of cash flows on a gross basis. The GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the Australian Taxation Office is disclosed as operating activities.

Income Tax

The association is a non-profit organisation and is exempt from paying income tax under Division 50 of the *Income Tax Assessment Act 1997*.

Revenue

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

Revenue is recognised on transfer of goods to the customer as this is deemed to be the point in time when risks and rewards are transferred and there is no longer any ownership or effective control over the goods.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Revenue in relation to rendering of services is recognised depending on whether the outcome of the services can be measured reliably. If this is the case then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period.

Note 1 Summary of Significant Accounting Policies (continued)

Government grants

A number of the association's programs are supported by grants received from the federal, state and local governments.

If conditions are attached to a grant which must be satisfied before the association is eligible to receive the contribution, recognition of the grant as revenue is deferred until those conditions are satisfied.

Where a grant is received on the condition that specified services are delivered to the grantor, this is considered a reciprocal transaction. Revenue is recognised as services are performed and at year end a liability is recognised until the service is delivered.

Revenue from a non-reciprocal grant that is not subject to conditions is recognised when the association obtains control of the funds, economic benefits are probable and the amount can be measured reliably. Where a grant may be required to be repaid if certain conditions are not satisfied, a liability is recognised at year end to the extent that conditions remain unsatisfied.

Where the association receives a non-reciprocal contribution of an asset from a government or other party for no or nominal consideration, the asset is recognised at fair value and a corresponding amount of revenue is recognised.

Depreciation

The depreciable amount of all fixed assets, are depreciated on a diminishing value basis over the asset's useful life to the association commencing from the time the asset is held ready for use.

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

<u>Class of Fixed Asset</u>	<u>Depreciation Rate</u>
Computers	40%
Phone system	20%
Motor vehicles	22.5%
Air conditioning	20%
Leasehold improvements	5 to 20% or over its lease term

Employee benefits

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 entitlements expected to be settled within one year, together with any entitlements arising from wages and salaries, annual leave and long service leave that will be settled after one year, have been measured at their nominal amounts.

Unexpended grants

The liability for deferred income is the unexpended amounts of grants received on the condition that specified services are delivered or conditions are fulfilled. These services are usually provided or the conditions are usually fulfilled within twelve months of receipt of the grant. Where the amount is received in respect of services to be provided over a period that exceeds twelve months after the reporting date or the conditions will only be satisfied more than twelve months after the reporting date, the liability is presented as non-current.

Note 2 Cash and Cash Equivalents

	2017	2016
	\$	\$
Cash at bank	423,400	405,950
Petty cash	229	244
Total cash and cash equivalents	423,629	406,194

Note 3 Trade and Other Receivables

Prepayments and Accrued Revenue	41,465	28,751
Sundry receivables	44,602	13,345
Bonds and deposits	6,411	6,118
Total current trade and other receivables	92,478	48,214

No impairment of accounts receivable and other debtors was required at 30 June 2017 (2016: \$nil).

Note 4 Property, Plant and Equipment

	2017	2016
	\$	\$
Equipment and fittings		
At cost	85,242	70,744
Accumulated depreciation	(44,147)	(27,842)
	41,095	42,902
Motor vehicles		
At cost	95,831	89,158
Accumulated depreciation	(32,327)	(34,101)
	63,504	55,057
Leasehold improvements		
At cost	7,300	7,300
Accumulated depreciation	(156)	(106)
	7,144	7,194
Total property, plant and equipment	111,743	105,153

Note 5 Trade and Other Payables

	2017	2016
	\$	\$
Trade payables and accruals	66,562	41,638
GST and PAYG payable	18,854	23,658
Other payables	32	1,193
	85,448	66,489

Note 6 Provisions

Employee benefits - annual leave	119,156	84,334
	119,156	84,334

Note 7 Unexpended grants

Link and Learn	18,268	36,903
ACT NDIS	-	34,670
	18,268	71,573

Note 8 Economic Dependency

The Association is dependent on the Commonwealth Government and the ACT Government for the majority of its revenue used to operate the business. At the date of this report the board members have no reason to believe the Commonwealth Government and the ACT Government will not continue to support the association.

Note 9 Cash flow information

**Reconciliation of operating surplus
with cash flow from operations**

Operating surplus	67,813	74,346
Add/subtract non-cash items		
Depreciation	29,830	22,691
Provision for employee benefits	24,484	-
(Profit)/Loss on sale of assets	(900)	4,107
Operating surplus adjusted for non-cash items	121,227	101,144

Movement in assets and liabilities		
Increase/(decrease) in trade and other receivables	(44,264)	6,111
Decrease in trade and other payables	29,297	27,473
(Increase)/decrease in unexpended grants	(53,305)	59,253

Net cash from operations	52,955	193,981
---------------------------------	---------------	----------------

Note 10 Subsequent Events

On 17 October 2017, ADACAS entered into an agreement with the ACT Government to lease office accommodation at the Weston Community Hub. The lease is for 5 years and represents an operating lease commitment of \$298,596.

Other than that, there are no other events which have occurred after balance date that require disclosure in the financial statements.

Note 11 Related Party Transactions

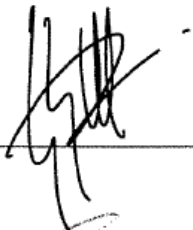
During 2016-17, the Older Persons Advocacy Network (OPAN) Ltd was created as a network of nine state and territory based service delivery organisations, including ADACAS. During the start-up phase for OPAN, Fiona May acted in a Managing Director capacity for OPAN, whilst also fulfilling her duties as CEO with ADACAS. This time was contracted out to OPAN and was reimbursed based upon an agreed hourly rate. This income has been recorded as Other Income within the financial statements.

STATEMENT BY MEMBERS OF THE BOARD

In the opinion of the Board Members of the ACT Disability Aged & Carer Advocacy Service Inc (ADACAS):

- a) the financial statements comprising of the statement of financial position as at 30 June 2017, the profit and loss, statement of changes in equity and statement of cash flows for the year then ended, notes comprising of the summary of significant accounting policies and other explanatory information give a true and fair view of the association for the year ended 30 June 2017 and comply with the *Associations Incorporation Act 1991* and the *Australian Charities and Not-for-profits Commission Act 2012*; and
- b) at the date of this statement there are reasonable grounds to believe that ADACAS will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Members of the Board.



Stephen Still (Chairperson)



Andrew Cameron (Treasurer)

Dated this 24th day of OCTOBER 2017

Auditor's Independence Declaration

To the Board Members of ACT Disability Aged & Carer Advocacy Services Inc

As auditor for the audit of the ACT Disability Aged & Carer Advocacy Services Inc. for the year ended 30 June 2017, I declare that, to the best of my knowledge and belief, there have been:

- no contraventions of the auditor independence requirements of the *Australian Charities and Not for Profits Commissions Act 2012* in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

Vincent's Assurance & Risk Advisory



Peter Sheville

Director

24 October 2017

canberra. brisbane. sydney. melbourne. gold coast

Level 7, AMP Tower, 1 Hobart Place, Canberra ACT 2600 t 61.2 6274 3400 f 61.2 6274 3499
GPO Box 680, Canberra ACT 2601 w www.vincent's.com.au

Liability limited by a scheme approved under Professional Standards Legislation other than for acts or omissions of financial services licensees.

[assurance & risk advisory](#) | [forensic services](#) | [insolvency & reconstruction](#)

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF THE
ACT DISABILITY AGED & CARER ADVOCACY SERVICES INC**

Report on the Financial Report

Opinion

We have audited the accompanying financial statements, being special purpose financial statements of ACT Disability Aged & Carer Advocacy Service Inc (the association), which comprises the statement of financial position as at 30 June 2017, the statement of profit or loss, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the certification by members of the board on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the financial report of ACT Disability Aged & Carer Advocacy Services Inc:

- a) gives a true and fair view of the association's financial position as at 30 June 2017 and of its performance for the year ended on that date;
- b) in accordance with the accounting policies described in Note 1, the provisions of the *Associations Incorporations Act 1991* and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*; and
- c) has maintained proper accounting records and other records relating to those accounts.

The Board's Responsibility for the Financial Report

The Board of the Association is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Act 2012*, the *Associations Incorporation Act 1991* and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the association and is appropriate to meet the needs of the members. The board's responsibility also includes such internal control as the board 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.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We 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 about whether the financial report is free from material misstatement.

canberra. brisbane. sydney. melbourne. gold coast

Level 7, AMP Tower, 1 Hobart Place, Canberra ACT 2600 t 61.2 6274 3400 f 61.2 6274 3499
GPO Box 680, Canberra ACT 2601 w www.vincent's.com.au

Liability limited by a scheme approved under Professional Standards Legislation other than for acts or omissions of financial services licensees.

assurance & risk advisory | forensic services | insolvency & reconstruction



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 judgment, 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 Association'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 Association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board 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 Australian professional ethical pronouncements.

Vincent's Assurance & Risk Advisory

Peter Sheville
Director

24 October 2017

This page intentionally left blank