

Annual Report

2019 - 2020

Queensland Advocacy Inc.





Our Mission

To promote, protect and defend, through advocacy, the fundamental needs and rights and lives of the most vulnerable people with disability in Queensland.

ANNUAL REPORT

CONTENTS

Our Objectives	2
Our People	3
Our Teams	4
President's Report - Byron Albury	6
Director's Report - Michelle O'Flynn	8
Principal Solicitors' Report - Emma Phillips & Carly Dennis	10
Creating Change - Systems Advocacy	13
Individual Advocacy	20
Community Legal Education	37
Conferences, Training & Events	38
Collaboration & Participation	39
Human Resources	40
Thank You - Friends & Supporters	41
Treasurer's Report	43
Funding	45
Financial Report	46

Our Objectives

QAI's objectives are:

1. To affirm and put first people with disability in Queensland;
2. To undertake systems advocacy that strives to promote, protect and defend the fundamental needs and rights and lives of the most vulnerable people with disability in Queensland;
3. To undertake legal advocacy that strives to promote, protect and defend the fundamental needs and rights and lives of the most vulnerable people with disability in Queensland;
4. To take an active leadership role in advocating for the fundamental needs and rights and lives of the most vulnerable people with disability in Queensland;
5. To support, promote and protect the development of advocacy initiatives for the most vulnerable people with disability in Queensland;
6. To be accountable to the most vulnerable people with disability in Queensland;
7. To conduct an efficient and accountable organisation; and
8. To adhere to and constantly reaffirm the following beliefs and principles:
 - All human life has intrinsic dignity and worth;
 - People with disability must positively and actively be accorded worth, dignity, meaning and purpose through being included in and with their community;
 - Social Advocacy is functioning (speaking, acting, writing) with minimum conflict of interest on behalf of the sincerely perceived interests of a person or group, in order to promote, protect and defend the welfare of, and justice for, either individuals or groups, in a fashion which strives to be emphatic and vigorous and is likely to be 'costly' to the actor in terms of:
 - » Time or other resources;
 - » Emotional stress;
 - » Bodily demands;
 - » Social opprobrium, rejection, ridicule;
 - » Self-esteem, self-certainty;
 - » Socio-economic security, livelihood; and
 - » Physical safety, life

The essential elements of Social Advocacy are:

- Strict partiality;
- Minimal conflict of interest;
- Emphasis on fundamental needs and issues;
- Vigorous action;
- Cost to the advocate;
- Fidelity; and
- Being mindful of the most vulnerable person

Systems advocacy is a particular form of advocacy that focuses on influencing and changing 'the system', that is, the whole of society and the various systems operating within, in ways that will benefit people with disability as a group within society. Systems advocacy includes, but is not limited to, policy and law reform activities.

Our People

Management Committee

President	Byron Albury
Vice President	Fiona Kennedy
Treasurer	Meriel Stanger
Secretary	Donna Best
Committee Members	Trevor Boone Niki Edwards Brendon Donohue Kathy Ellem (retired)

Staff as of June 30 2020

Director	Michelle O'Flynn	
Deputy Director / Principal Solicitor	Emma Phillips	
Principal Solicitor	Carly Dennis	
Finance & Administration Coordinator	Bill Kyle	
Senior Solicitors	Andrea de Smidt	Russel Marks
Solicitors	Jason Abraham Saibal Kar	Thirusuka Naidoo Vinay Veerabhadra
Individual Non-Legal Advocates	Caitlin De Cocq Van Delwijnen Elizabeth Francis Nikki Parker Jenny Smith	Tania Steinmuller Sarah Thompson Jo Walters Courtney Wolf
Paralegals	Sara Martins Andrea McDowall Jessica Park	Eva Thelander Jock Young
Administration	Shannon Bell Rebecca Howes Cate Sudbury	
Finance	Helen Della-Ricca	
Indigenous Liaison & Referral Officer	Ev Carte	

Our Teams

Queensland Advocacy Incorporated (QAI) is an independent community based systems and individual advocacy organisation for people with disability in Queensland. QAI advocates for the fundamental needs, rights and lives and protection of the most vulnerable people with disability in Queensland. QAI does this by engaging in systems advocacy as well as specialist individual legal and non-legal advocacy for vulnerable people with disability through our discrete services.

Administration

QAI has a dedicated Administration team who are the first point of contact for all who get in touch with QAI and are highly skilled at speaking with vulnerable clients who are often dealing with highly emotional and traumatic circumstances. Reception and Administration team members, Rebecca Howes, Shannon Bell and Cate Sudbury are the first point of contact for all enquiries to QAI including individual clients, family members, health professionals and allied organisations. Our team also conduct intakes for the NDIS Appeals, Decision Support Pilot and Disability Royal Commission services and provide information and/or make warm referrals when none of our services are able to assist, with a focus on only referring to authentic services where we believe they will have a decent chance at gaining support. Our administration staff are vital in supporting all the services here at QAI. Our Coordinator of Finance and Admin, Bill Kyle, ensures QAI complies with all requirements and reporting deadlines from our funding streams and grants including one-off grants, and works alongside Bookkeeper, Helen Della-Ricca. Our administration team are committed to QAI's mission to assist the most vulnerable people with disability.

Systems Advocacy

Advocacy remains unavailable to the many vulnerable and powerless people in our society who cannot afford the services of regular advocates. As a result, many of these people's rights to lead a life free from exploitation, discrimination, exclusion, isolation and neglect are denied. This especially applies to people with a disability.

QAI Systems Advocacy is directed towards changes in laws, attitudes, policy and practices in efforts to create a welcoming and inclusive society.

Justice Support Program

JSP provides non-legal advocacy for people with a disability who are suspects, or have been charged with a criminal offence, and the person's disability is a contributing factor to their situation. The first priority is to ensure the person accesses legal advice or representation, however the focus is to advocate for their access to appropriate and responsive supports which will help to prevent the problem re-occurring.

Mental Health Legal Service

MHLS is a specialist legal service dedicated to providing legal advice and representation to individuals receiving involuntary treatment for mental illness in Queensland. MHLS provides assistance funded directly by the Department of Justice and Attorney-General and also matters referred by Legal Aid Queensland.

Human Rights Legal Service

HRLS provides specialist legal advice and conducts strategic casework aimed at protecting and promoting the fundamental human rights of vulnerable people with disability in Queensland. HRLS provides advice and representation for the most vulnerable people with disability who have experienced, or are vulnerable to experiencing, a violation of their human rights, the loss of decision-making autonomy, discrimination, violence, abuse or neglect, Restrictive Practices or forensic detention.

NDIS Appeals Support Program

NDIS Appeals Support Program services provide advocacy, support and referrals for people who are dissatisfied with a National Disability Insurance Agency (NDIA) decision. Our advocates can help by:

- explaining the review processes, including what is involved in pursuing an appeal to the AAT
- assisting with the preparation of the required documents
- providing advice and building up the person's skills so they can better represent themselves when lodging an appeal
- attending AAT conferences and hearings to help the person put their case to the AAT

NDIS Decision Support Pilot Program

NDIS Decision Support Pilot Program provides decision-making support related to the NDIS for potential and current NDIS participants, aged 18 years and over, with limited decision making capacity and no other appropriate decision-making support (such as effective and able next of kin or informal supporters).

Disability Royal Commission Advocacy Program

DRC Advocacy Program can provide the following services:

- Help people who want to participate in the Royal Commission plan the best way to tell their story
- Help people communicate with the Royal Commission about required communication supports (e.g. interpreters, accessible interview techniques, recordings)
- Refer people to other agencies for ongoing counselling and/or psychological support as needed

Education Advocacy Service

EAS is an independent, professional advocacy service which supports the resolution of complex and escalated complaints relating to the access, participation and/or achievement of students with disability in Queensland state schools (and home schooling). The service is provided at no cost and is available to state school students and families across Queensland.

President's Report

Byron Albury

I am pleased to provide my President's report once again. I will begin by paying respects to the traditional occupiers of the land on which we work. We thank them for their continued custodianship of the land and we pay our respects to any elders and to their descendants.

We at QAI pay our continued respects to people who continue to face systemic oppression, experience the confines of detention and with the imposition of restrictive practices as cruel, inhuman and degrading treatment.

I would also like to take the opportunity to thank my fellow committee members for the time and the effort that we have all put in throughout the year.

As QAI has grown enormously and rapidly, the restructure that was developed last year and implemented this year has shown how well QAI has responded to the COVID -19 pandemic. Our organisation has led the way through much of this turbulence and this structure will take us to the future.

Last year had cause for great celebrations as QAI successfully campaigned for a Human Rights Act in Queensland and the establishment of the Disability Royal Commission – both after many years of vigilant systemic advocacy. This October we are proud to be the first organisation to be declared a public entity and subject to the obligations as such under the Human Rights Act of Queensland. We put our words into action!

It is rewarding to see QAI provide high level consultation and representation to the Disability Royal Commission, and we are hopeful for sweeping reform at its completion.

Our Committee was extremely busy during these times to support the huge demand on our organisation

and its functions and to ensure QAI is strong enough to continue to deliver excellent advocacy services and support to vulnerable people with disability. Zoom meetings have proven to be a very viable alternative to conduct our monthly and any other meetings and we are pleased that this mechanism is useful to ensure that stewardship and governance of QAI has no disruption.

I would like to express our collective gratitude to our esteemed Vice President Fiona Kennedy who has given so much of her time, her guidance and wisdom to support staff and committee members.

I also want to thank our Treasurer Meriel Stanger, who has continued to oversee the financial operations along with our Coordinator of Finance and Administration Bill Kyle. We have been incredibly impressed with Bill's sound advice and impressive financial acuity that has instilled even greater confidence for us as Committee members with regard to QAI's solid financial viability and security.

As a founding member and long-time supporter of QAI, Donna Best has continued to strengthen the networks with people with disability for QAI and has ably assisted our Committee as Secretary.

Niki Edwards is a source of very valued connections to QUT and the opportunity to engage with students in the social and human services studies and we thank her for her highly respected contributions to the committee.

Trevor Boone continued to provide insights and support to Committee Members. It was with deep regret we said farewell to Kathy Ellem who resigned earlier this year to undertake higher work responsibilities and a change in lifestyle. We will miss Kathy but thank her for her excellent support and assistance and wish her the very best in her new ventures.

While the last twelve months have presented its challenges, it has been my pleasure to work with such a talented and devoted team and to provide what guidance and support I may.

Finally, our staff are the most professional and dedicated people with enthusiasm and energy for their individual and collective roles that is most impressive. Your efforts improve the rights and lives of the people with disability, and the positive impact in reshaping our community are enduring and will be historical.

On behalf of all the Committee I thank you all for everything you do every day.

Byron Albury



Management Committee at 2019 AGM left to right: President Byron Albury, Committee Member Niki Edwards, Treasurer Meriel Stanger, Vice President Fiona Kennedy, Committee Member Kathy Ellem (retired), Committee Member Brendon Donohue, Secretary Donna Best.

Director's Report

Michelle O'Flynn

The past year has been eventful beyond the COVID experience that everyone has encountered. As mentioned last year, the changes and expansion of QAI had given rise to internal reviews of processes, that has been ably supported with diligence by our dedicated Management Committee.

I am very proud of the agility and creativity of all our team. Their ingenuity and finesse has streamlined our ability to meet an extraordinary demand across all services so that QAI can best meet the advocacy needs of clients, respond to requests for consultation and collaboration, and from systems that seek the knowledge, experience and expertise that resides within this organisation.

All the advocates including the systems team have been extensive in meeting service delivery objectives and client outcomes. Staff have demonstrated their commitment to QAI, clients and our stakeholders with many extra unpaid hours to meet demand and expectations of our organisation. Principal Solicitors Emma Phillips and Carly Dennis have undertaken significant support to new staff across multiple services with particular focus on improving the Mental Health Legal Service and Human Rights Legal Service and maintaining the perennial high demand for the MHRT Legal Aid Referral work.

Two new services were established this year. Our Disability Royal Commission Advocacy support service funded by the Department of Social Services commenced in November 2019 and a new trial Education Advocacy Service funded by the

Queensland Department of Education and Training commenced in April this year. This latter service is funded for one part-time advocate only three days a week yet has proven to be invaluable to the educational experiences of students with disability. Systemically QAI has been on the leading edge of advocacy both state-wide and nationally despite the turmoil and upheaval for this organisation

In February 2020, QAI wrote to the Attorney General on 5th March, seeking declaration for QAI to be subject to the obligations of a public entity under Part 3, Division 4 of the Act. "We seek to assume these obligations on the basis of our support for this law reform, our belief in the positive value of this legislation and our commitment to Queensland's human rights framework." This declaration has now been approved and QAI is the first organisation to voluntarily opt-in to be bound by the HRA, QAI seeks to honour our commitment to the UN Convention on the Rights of Persons with Disabilities and hopes to contribute to a broader human rights culture within our community. We encourage other organisations to do the same.

Human Rights Act 2019

DECLARATION OF A PUBLIC ENTITY (No. 1) 2020

1. Notification

Pursuant to section 60 of the *Human Rights Act 2019*, I, Yvette D'Ath MP, Attorney-General and Minister for Justice, declare that Queensland Advocacy Incorporated is a public entity and is subject to the obligations of a public entity under the Part 3, Division 4 of the *Human Rights Act 2019*.

YVETTE D'ATH MP
Attorney-General
and Minister for Justice

Service Delivery



I take great pride in the knowledge that QAI not only responded swiftly to COVID-19 restrictions with remote service provision for our clients, but that QAI set high standards that are highly regarded by our allies and peers."

Even though the Tribunals are still operating remotely our Legal Aid Referral Team, Mental Health Legal Service, and Human Rights Legal Service have worked at times in the office and at times from home in order to ensure that tribunal hearings are managed with confidentiality intact. Clients have not been adversely affected by remote service delivery and in fact for most, this has been business as usual.

The systems advocacy of our organisation is informed by the issues that arise for clients and identified by the individual advocates of our services, that of our allies and collaborators, and that are brought to our attention by other individuals, organisations, services, academics and government employees. The foundational systemic work that QAI has delivered for over 30 years has prompted positive change to laws, policies, practices, attitudes and contributed to the improvement in the rights and lives of the people we serve.

However, in over 30 years, we have not yet seen an end in sight to the work that must continue.

Advocacy is critical to ensuring that the voices of people who otherwise are overlooked, oppressed, and suppressed are heard, and that their rights are respected and upheld. An advocacy sector in Queensland is nimble and highly efficient – most organisations have operated on a shoe-string and are therefore very adept at delivering value for money. However, it is likely that the times ahead will be even more difficult as financial pressures on government will look to find savings and advocacy is a soft target.

Therefore, I urge all members and allies to hold fast and support all advocacy organisations to cooperate not compete, collaborate not undercut. Together we are better!

Internal Systems & Processes Performance

Governance & Quality Assurance

Reconciliation Action Working Group – much appreciation to Aunty Peggy, Willie Prince and Aaron James for furthering our cultural competency.

As an accredited advocacy organisation and community legal service I take great pride in the knowledge that QAI sets a benchmark for other organisations to emulate. QAI's accreditation under the standards for legal services was attained in record time.

Administration & Financial Management

Additional Grant Applications

We had applied for additional funds the combined Individual Capacity Building and Organisational Capacity Building grants through the NDIA Information, Linkages and Capacity Building. We had great hopes to engage with people with disability and enhance their capacity with training on advocacy, and to spend some much-needed focus on our organisational foundations and ethos since we have had such rapid growth and a massive influx of staff over the past few years. It was disappointing to learn that we were unsuccessful in this bid.

Work has been undertaken over a prolonged period to develop a CLASS to DEX portal upload to lessen the administrative burden on NDIS Appeals Advocates who must at this point record client information in 4 places ie: – hard copy files, a cloud-based drive for Active Casework, CLASS (for Community Legal Centres of Australia) and DEX (for Department of Social Services reporting). It is still a work in progress.

Principal Solicitors' Report

Emma Phillips and Carly Dennis

Like all of the world, the second half of this financial year has seen unprecedented change, which resulted in a significant change in QAI's service provision. Given the evolving and unpredictable nature of the COVID-19 pandemic, and the frequently changing public health authority advice, we quickly grew accustomed to adapting our service delivery model. As the pandemic had a disproportionately harsh effect on many marginalised and vulnerable members of our community, including the most vulnerable people with disability in Queensland, we prioritised maintaining a consistently high level of service delivery and attempted to carry on with business as usual.



We would like to thank our hardworking, resilient staff members for rising to this challenge and maintaining their brave and vigorous advocacy in this climate. We are grateful to work with such a committed and passionate team."

QAI has seven individual advocacy services

- **Human Rights Legal Service**
- **Mental Health Legal Service**
Includes both DJAG-funded services & LAQ referrals
- **Justice Support Program**
- **NDIS Appeals Support Program**
- **NDIS Decision Support Pilot Program**
- **Education Advocacy Service**
- **Disability Royal Commission Advocacy Program**

QAI's individual advocacy services are staffed by:

- 8 x Solicitors
- 8 x Non-legal Advocates
- 4 x Paralegals
- With supervision shared between:
 - 2 x Principal Solicitors
 - 2 x Senior Solicitors

QAI is committed to supporting the most vulnerable people with disability. This means representing the person with disability, unless exceptional circumstances exist, and making sure the person's views and wishes are heard.

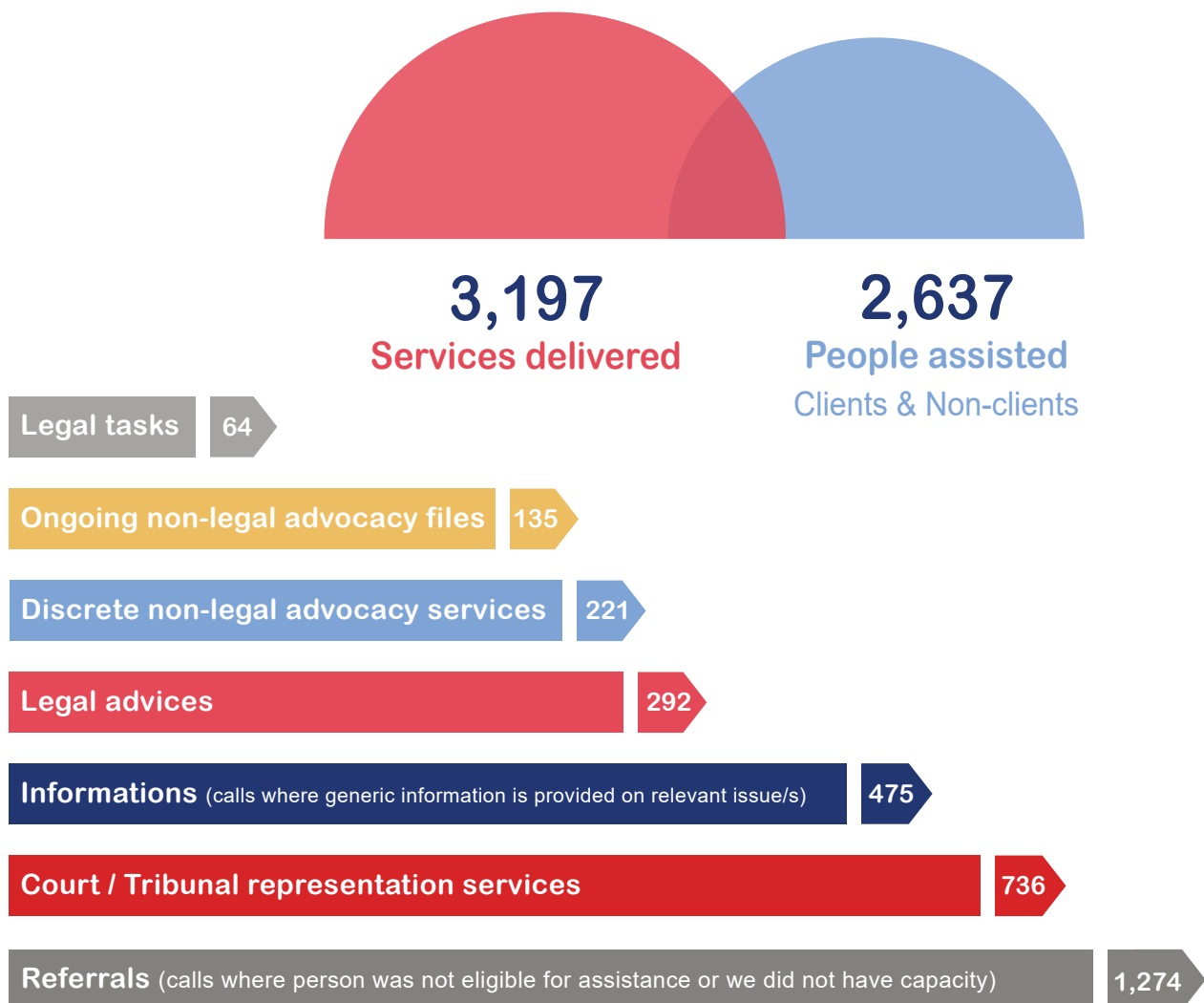
We also strive to empower people and their supports to self-advocate, by providing advice and guidance, delivering community education and publishing resources. We use our experience of individual advocacy to identify broader issues and inform law and systems reform activities.

Accreditation

QAI is currently completing Phase 4 of the National Accreditation Scheme, after successfully completing Phase 3 in 2019.

2019 - 2020 Statistics

Our Services



2019 - 2020 Statistics

Client Demographics



96% People
with Disability or
experiencing mental
illness



80% People
experiencing financial
disadvantage



20% People
experiencing domestic
or family violence



18% Children or
young people



10% Identified as
Aboriginal or Torres
Strait Islander



8% Elderly
people



7% Residing in
regional or remote
locations



5% Identified as
being from a Culturally
or Linguistically
Diverse background



3% People
experiencing
homelessness

Note that many clients identified as experiencing multiple vulnerabilities simultaneously.

Creating Change

Systems Advocacy



100%
Of our law
reform target
was met

QAI's systems advocacy has always been at the heart of our work and QAI has an exemplary track record in this regard, with over thirty years' experience advocating for systems change, through campaigns directed to attitudinal, law and policy reform and by supporting the development of a range of advocacy initiatives. Our systems advocacy primarily focuses on improving systems for people within this state, but also extends to national and international campaigns. QAI is regularly invited to collaborate with our colleagues and to provide input into inquiries and commissions that impact on people with disability.

In this past year, engaging with the Disability Royal Commission, preparing for the implementation of the Optional Protocol to the Convention Against Torture in Australia and contributing to educating people with disability and advocates about the new Human Rights Act 2019 (Qld) have been key areas of focus. We have also continued our vigorous advocacy around the National Disability Insurance Scheme, as well as in relation to the systems that will always have a fundamental impact on the rights and lives of people with disability, such as criminal justice, education, employment, transport and health.

Our understanding and prioritisation of systemic issues is guided by the wisdom and lived experience of our board, a majority of whom are persons with disability. Our extensive experience providing individual advocacy across a range of areas also informs our understanding, and prioritisation, of systemic advocacy issues.

Submissions

Human Rights

- "Free and equal: An Australian conversation on human rights", Submission to Australian Human Rights Commission
- "Priorities for Federal Discrimination Law Reform", Submission to Australian Human Rights Commission

NDIS

- Inquiry into Thin Markets, Department of Social Services
- Inquiry into Supported Independent Living, Joint Standing Committee on the NDIS
- Planning Inquiry, Joint Standing Committee on the NDIS
- Tune Review of the NDIS Act and NDIS Participant Service Guarantee
- NDIS Workforce, Joint Standing Committee on the NDIS

Submissions

With regard to a case study included in a submission:

“ That has been written perfectly. I’m glad you wrote it as I would have been too emotional. I almost cried at the last section you wrote as I hope in my heart that C will one day be accepted and we won’t have to continually fight for basic humans rights.” TS

COVID-19

- COVID19, Senate Select Committee
- NDIA Queensland Community Engagement Team about issues and impact of COVID19 environment on children and young people with disability in Queensland.

Economic Participation

- Senate Inquiry on the impact of changes to service deliver models of Government Programs
- Senate Inquiry into the Adequacy of Newstart
- Senate Inquiry Centrelink Compliance Program

Access to Justice

- Inquiry into Consent Laws and Mistake of Fact in relation to charges pertaining to persons with impaired capacity, Queensland Law Reform Commission
- Criminal Code (Child Sexual Offences Reform) and Other Legislation Amendment Bill 2019, Legal Affairs and Community Safety Committee
- Inquiry into Penalties for Assaults on Public Officers, Sentence Advisory Council

Health and Mental Health

- Submission on Review of the Defence of Insanity in s 16 of the Criminal Code and Fitness to Plead, Tasmania Law Reform Commission
- Submission on Effective Approaches to Prevention, Diagnosis and Support for Fetal Alcohol Spectrum Disorder, Senate Community Affairs References Committee
- Inquiry into the Economic Impact of Mental Ill-Health, Productivity Commission

Disability Royal Commission

- Disability Royal Commission Inquiry into Education, substantial submission including 6 addendums
- Disability Royal Commission Inquiry into Group Homes
- Disability Royal Commission Inquiry into Emergency Planning and Response to COVID19

Housing

- Submission on Renting in Queensland, Department of Housing and Public Works

Reports

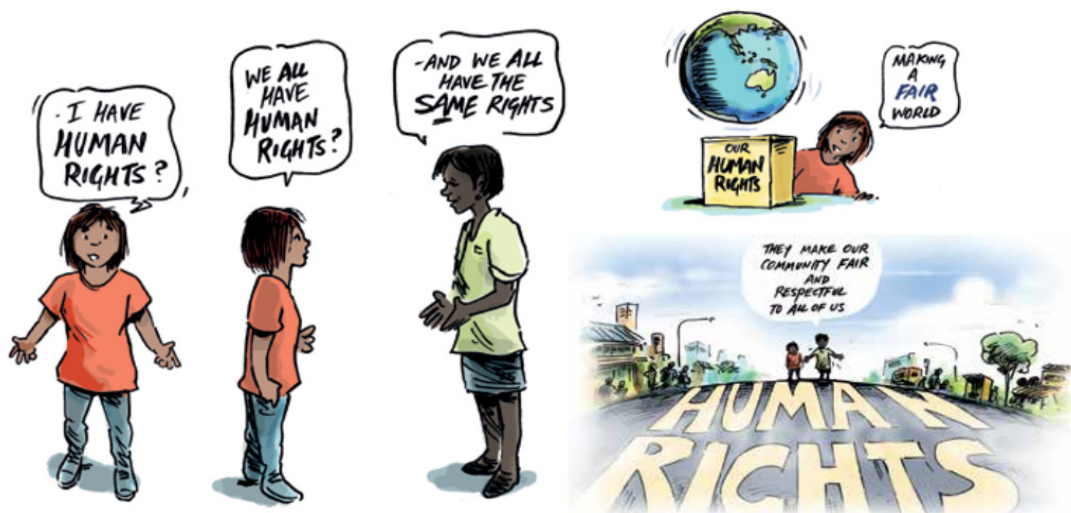
- OPCAT Disability Report for the Sub-Committee for the Prevention of Torture and the Working Group Against Detention (collaboration). We were actively preparing for the scheduled visit by the United Nations Subcommittee on the Prevention of Torture in March 2020, but this was regrettably postponed due to the evolving pandemic.
- CRPD Shadow Report (collaboration)
- Universal Periodic Review - disability section (collaboration)

Publications

- Know Your Human Rights: A Guide to the Human Rights Act 2019 (Qld) and a set of accompanying fact sheets

Know Your Human Rights

A Guide to the *Human Rights Act 2019* (Qld)



Public Hearings and Inquiries

- Appeared as witnesses before the Joint Standing Committee on the NDIS to offer additional evidence on the issues of Planning, Implementation, and Supported Independent Living arrangements
- Appeared as witnesses at the Parliamentary Committee Hearing Inquiry into Aged Care, End-of-Life and Palliative Care and Voluntary Assisted Dying

Sector Engagement and Consultation

We actively contributed as part of the following networks:

- Disability Advocacy Network of Australia (DANA)
- Combined Advocacy Groups Queensland (CAGQ)
- Queensland Collective for Inclusive Education (QCIE)
- Australian Coalition for Inclusive Education (ACIE)
- Optional Protocol to the Convention Against Torture (OPCAT) Disability Rights Network
- Queensland Human Rights Commission (QHRC) Advocates Network
- Australian Disability Rights Network
- Consultative Working Group (CWG) to respond to domestic and family violence against people with disability
- Australian Lawyers for Human Rights, Disability Rights Subcommittee and Human Rights Act Subcommittee
- National Inclusive Transport Action Network (NITAN) meeting (regarding Accessible Transport and the inaccessibility of the NGR trains)
- Australian Federation of Disability Organisations (AFDO) and the Disability Justice Interface Expert Advisory Committee (regarding people considered ineligible for NDIS Supports – prisoners, Roundtable on Community-based approaches to sexual offender reintegration)
- ARJC Model (Restorative Justice) Design - Consultation for Legal Stakeholders

ACIE National Collaboration

In October QAI joined with Children and Young People with Disability (CYDA), Family Advocacy NSW, Purple Orange, All Means All, and Imagine More in the establishment of a national collaboration – the Australian Coalition for Inclusive Education to engage with the DRC, and to host the first ever national roundtables bringing educational systems from all jurisdictions together with students, parents and advocates.

We engaged in the following consultations:

- NDIA on the Operational Guidelines
- Department of Communities, regarding proposed legislative changes in relation to the implementation of the intergovernmental agreement on national consistent worker screening for the NDIS

We also actively engaged with the following collaborations:

- Ongoing collaboration with Public Interest Advocacy Centre (PIAC) for a National register of cases settled at the Administrative Appeals Tribunal liaising with Public Interest Advocacy Centre (PIAC)
- Collaboration with the UQ ProBono Clinic AAT case summary project for NDIS Appeals matters (final case summaries were presented in March 2020)
- Engagement with the Disability Royal Commissioners and their team in Brisbane
- Engagement with key statutory bodies, including the Office of the Public Advocate, the Office of the Public Guardian, the Public Trustee Queensland, the National Disability Insurance Agency and the NDIS Quality & Safeguards Commission
- Engagement with Government Departments, including Treasury and the Department of Education
- Engagement with relevant Members of Parliament and Ministers, including Minister Grace Grace (to discuss the issues pertaining to Inclusive Education for students with disability)
- Mentoring and engagement of University students, both locally (University of Queensland, QUT, Griffith University and Bond University, as well as with students from Fulda University, Germany)
- Benevolent Society, for its campaign: "Children and young people - a nation-building priority" written for Every Child

Events and Presentations

- Australian Lawyers Alliance Conference (Gold Coast), Human Rights presentation
- Human Rights forum "Love Sex and Family", examining how the Queensland Human Rights Act may prompt changes to the Queensland Criminal Code Section 216
- International Day of Persons with Disabilities morning tea
- Panel member on national consultations "Complex Needs Workshop" Queensland
- Advocacy lecture to QUT social worker masters' students
- Community forum with Di Farmer – COVID19 and domestic and family violence
- Presentation to Logan Elders about QAI
- Every Australian Counts "Make it Work" forum
- Disability Rights Roundtable with Dr Michele Bachelet (UN High Commissioner for Human Rights), Australian Human Rights Commission
- Joint Australian Human Rights Commission and Commonwealth Ombudsman OPCAT Workshop with Professor Manfred Nowak
- Roundtable on Seclusion and Restraint, Australian Human Rights Commission

Events and Presentations

Disability Royal Commission Advocacy Workshop

On 10 December 2019, QAI co-hosted with the Disability Advocacy Network of Australia (DANA) a workshop for advocates throughout Queensland assisting people to engage with the Disability Royal Commission.

This workshop provided an opportunity for disability advocates to meet with Senior Counsel Assisting the Disability Royal Commission and to learn more about the working of the Commission. There was also engagement with the counselling services associated with the Commission.

This workshop provided a platform for collective advocacy on key issues, including concerns about the confidentiality protections afforded to people with disability engaging with the Commission and the importance of ensuring experiences reported to Commission drive systems change in a way that has meaning and impact for the lives of people with disability.

Significant Correspondence

QAI has raised key issues and concerns with issues that impact on the rights and lives of people with disability with relevant Ministers and Members of Parliament, state and federal government departments and statutory bodies, including:

- The use of Restrictive Practices
- Implementation and planning of the NDIS
- The importance of advocacy, and sustainable advocacy funding
- Behavioural supports for people in custody
- The safeguards for people engaging with the Disability Royal Commission, including the privacy protections afforded to witnesses and those making written submissions
- Health and safety of people with disability during COVID-19

Media



International Day of People with Disability
is a celebration of the advocacy people
with disability do by and for themselves.”

QAI staff have issued media releases and actively engaged with the radio and print media on a range of key issues, including:

- The Disability Royal Commission
- Inclusive education
- The impact of the Human Rights Act 2019 (Qld) and its relevance for people with disability
- Forensic disability and indefinite detention of vulnerable people with disability
- Key concerns and issues around COVID19, including the impact of the pandemic and its associated restrictions on the human rights of people with disability, particularly those in hostels, boarding houses and locked facilities

At the outset QAI was on the forefront of raising issues with the NDIA, the Ministers for the Department of Social Services, and National Disability Services regarding the impact of the COVID-19 pandemic particularly with the lack of regard for health and safety for people with disability (particularly those in congregate settings). The lack of a timely response raised further concerns as increasing restrictions were unnecessarily imposed on people who experience limitations to their personal autonomy.

QAI persistently raised concerns to the NDIS Quality and Safeguards Commission, the Public Advocate and the abovementioned to publicly declare disability support an essential service and reported the unauthorised use of restrictive practices in shared accommodation sites. All of these concerns were discussed with several media sources, to assist in raising public awareness around these matters. Our submissions regarding responses to COVID were especially critical of the language and messaging

from the Quality and Safeguards Commission to service providers. We hosted a videoconference with the state Department of Housing and Public Works and the Department of Communities to discuss the many issues of accessing services and advocacy and the wrongly imposed restrictions by landlords with no authority to do so.

Subsequently (outside this reporting period) QAI was approached by Queensland Health to assist in the dissemination of public health messages regarding COVID-19. This presented an opportunity to offer critical feedback on that messaging and we commend the Department of Health and Department of Communities, Disability Services and Seniors for their active listening, heightened understanding of the issues, and working with QAI to ensure clarity in the information provided to all including the obligations of service providers and to promoting and protecting the rights of people with disability.

Individual Advocacy

Human Rights Legal Service

The Human Rights Legal Service (HRLS) is QAI's longest running legal service, established in 2008. HRLS provides specialist legal advice, representation and referral for vulnerable persons with disability in Queensland.

The work of the HRLS is guided by a human rights framework which aims to protect and promote the fundamental human rights of HRLS clients, in particular:

- » The right to life, liberty and security of person
- » Freedom from torture or cruel, inhuman or degrading treatment or punishment
- » The right to equality before the law and equal protection of the law

Since the commencement of obligations under the Human Rights Act 2019 (Qld) from 1 January 2020, HRLS seeks to assist vulnerable persons with disability whose human rights have been engaged by a public entity.

From time to time, HRLS also engages in law reform work and Continuing Legal Education for the legal profession and community on key issues.

HRLS continues to be primarily a one-solicitor service, with support from other members of the QAI legal team and a part-time paralegal.

HRLS will assist people who have:

- » An intellectual disability and/or cognitive impairments (including ABI)
- » A dual diagnosis of intellectual disability/ cognitive impairment and mental illness
- » Profound physical disability

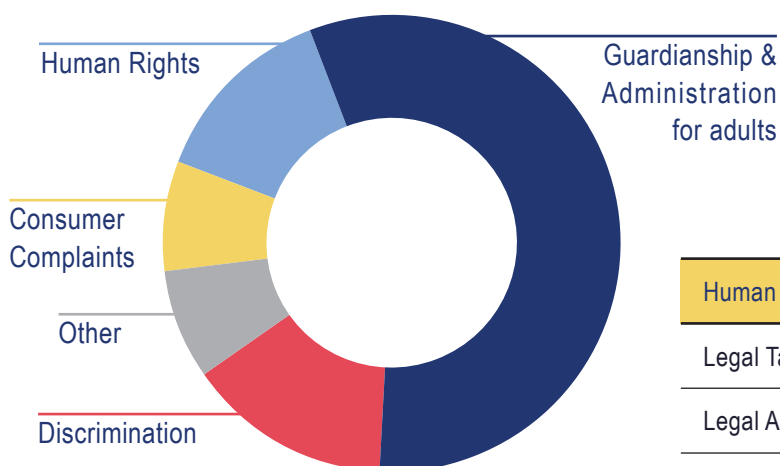
and require assistance in the following areas:

- » Matters under the Human Rights Act 2019 (Qld)
- » Restrictive Practices, including the use of seclusion, containment, chemical, mechanical and physical restraint
- » Guardianship and administration
- » Disability discrimination under both state and federal laws
- » Forensic Orders and Forensic Orders (Disability)
- » Violence, abuse, neglect, exploitation and serious injury of people with disability
- » Appeals of administrative decisions for matters which have a significant impact on the human rights of a person with disability

With the introduction of the Human Rights Act 2019 (Qld) in January 2020, QAI's HRLS has expanded rapidly to provide advice in respect of breaches to the human rights of people with disability and assistance to access the complaints pathway under the Act.

One of the key benefits of having a QAI lawyer in QCAT matters is to support the client to make sure their views, wishes and preferences are taken into account, particularly in matters where there is conflict between the client's various supports, and to have a voice in matters that fundamentally impact on their human rights. Supporting clients seeking to revoke a guardianship or administration order, to vary an order so that a family member or friend is appointed as their substitute decision-maker to support them to make key decisions about their services, accommodation, legal or financial affairs, forms a core part of the work of HRLS.

How HRLS Assisted



“Thank you so much for all your help, I can’t praise you enough Russell for your knowledge and help.”

Human Rights Legal Service - Services Provided

Legal Tasks	25
Legal Advices	93
Court / Tribunal Representations	21
Referrals	840
Informations	166

Case Study

Nora*

After many years on a depressing and debilitating circuit that included extended hospital inpatient stays and periods in prisons and police cells, Nora* commenced a “Plan-Managed” NDIS package a few years ago. After some necessary and inevitable trial and error, Nora learned - through persistence and hard work - how to make decisions about support services that worked for her. Her experience of controlling her own supports for the first time gave her motivation to improve her health more generally, and she successfully stayed out of hospital and out of trouble for over two years. Then, despite her hard work and success, her clinical team brought an application to have the Public Guardian appointed to make all decisions about her NDIS package. This would have had very detrimental consequences for Nora, as she would have lost the autonomy she’d enjoyed for two years, and the Public Guardian may have been unable to employ the same support services as Nora had been. Nora approached QAI for legal representation at QCAT. After two days of hearings, and extensive written submissions prepared by QAI’s lawyers, QCAT dismissed the clinical team’s applications. Nora retained her ability to choose the supports that work best for her and, for the first time in a very long time, experienced a decision going her way.

*Name has been changed

Towards 2020 - 2021

We have been very busy responding to emerging legal matters arising from the commencement of obligations under the Human Rights Act 2019 (Qld) from 1 January 2020 and the Disability Royal Commission. We remain at the forefront of promoting and protecting human rights issues for people with disability.

Mental Health Legal Service

The Mental Health Legal Service (MHLS) was established in 2010 in response to growing demand for assistance in mental health law on the Human Rights Legal Service. In 2017, implementation of the Mental Health Act 2016 (Qld) (MHA2016) meant that certain categories of matters were required to have free legal representation, allowing for the expansion of mental health legal services and expertise not only within QAI but also at Legal Aid Queensland (LAQ), other community legal centres and private law firms.

To cater for increased demand on the MHLS, QAI has two teams, (the LAQ Referral Team and MHLS) providing advice and legal representation before the Mental Health Review Tribunal (MHRT) for matters arising under the MHA2016.

The LAQ Referral Team receives referrals from LAQ for matters where a lawyer is appointed under the MHA2016. This consists of the following:

- » Forensic Orders (mental health and disability) where the Attorney-General is represented at a hearing for a matter
- » Applications for Electroconvulsive Therapy (ECT)
- » Confidentiality Order hearings
- » Treatment Authority (minor) Reviews
- » Fitness for Trial Reviews.

The LAQ Referral Team is comprised of three full-time lawyers and a full-time paralegal. QAI also has a panel of four Barristers who assist us perform this work throughout Queensland.

The MHLS is funded by DJAG for one full-time solicitor performing work that is not referred by LAQ assisting people with matters who are not automatically appointed a lawyer under the MHA2016. This consists of the following:

- » Treatment Authority Reviews (Adults)
- » Treatment Support Orders
- » Transfer Applications
- » Forensic Orders (Mental Health and Disability) where the Attorney-General is elects not to attend at a hearing for a matter.

The MHLS provides both advice and representation to clients who have matters arising under the MHA2016, and also provides extensive follow up and advocacy that is required between hearings in some of the complex matters. MHLS is supported by a part-time paralegal who and due to the sheer volume of demand on the MHLS, QAI greatly depend on support provided by our pro bono partners.

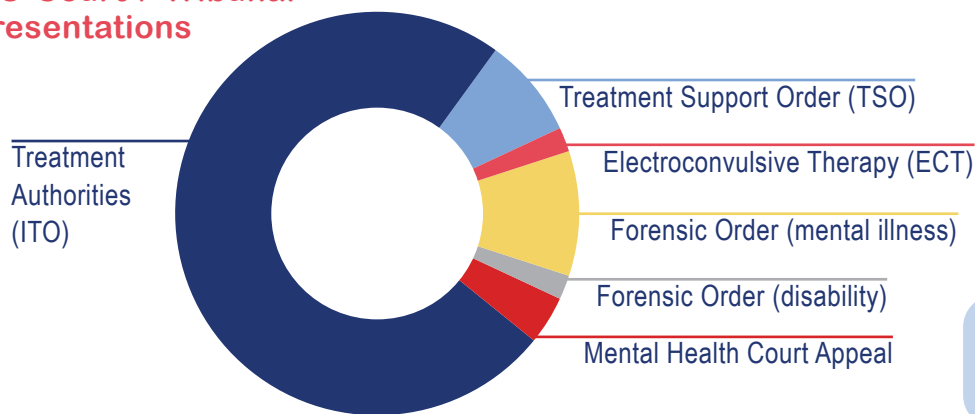
Hall and Wilcox provide MHLS with fortnightly pro bono assistance providing telephone advice for our MHLS.

How MHLS Assisted

Mental Health Legal Service - Services Provided

Legal Tasks	39	Referrals	154
Legal Advices	199	Informations	164
Court / Tribunal Representations	49	LAQ referred Court / Tribunal Representations	666

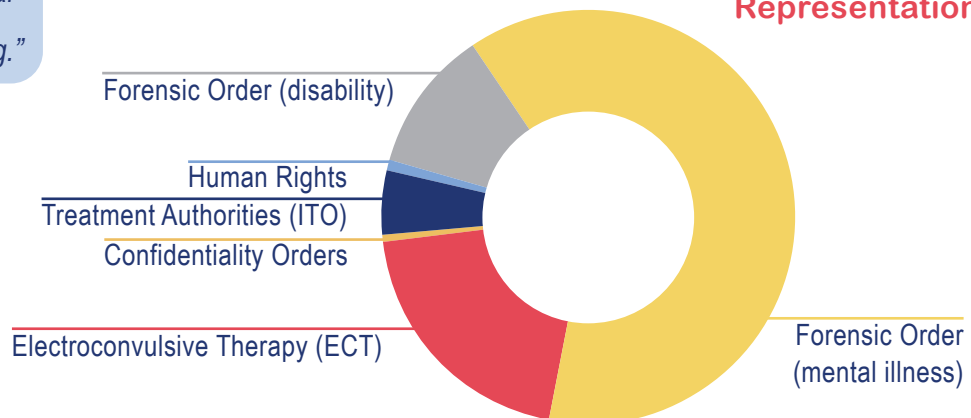
MHLS Court / Tribunal Representations



“Thank you to Carly Dennis, she was professional and very helpful at my Tribunal hearing.”

“Was excellent support.”

LAQ Mental Health Review Tribunal Representations



Case Study

Clare

The MHLS assisted a client, Clare* who was subject to a Treatment Authority (TA) in the community. Clare had a history of contact with Mental Health services since 2014 and was more recently placed on the TA in 2019 after a lengthy admission in hospital. Clare contacted QAI for assistance in early 2020 and QAI provided legal advice and subsequent representation to Clare in relation to her matter. In July 2020, QAI further assisted Clare in relation to her Mental Health Review Tribunal (MHRT) Hearing.

Clare wanted to pursue treatment as a voluntary patient privately in the community rather than under an involuntary order. Clare did not agree with her mental health diagnosis made by her treating doctor and found the assertive follow up restrictive and invasive.

QAI assisted Clare and represented her views, wishes and preferences at her MHRT hearing. Evidence before the MHRT demonstrated that Clare was currently stable and compliant with all aspects of her treatment including attending appointments and taking prescribed medications. Clare was also functioning well in the community including attending to the responsibility of caring for her elderly mother. Submissions were made on Clare's behalf addressing the criteria for treatment under the Mental Health Act 2016 (Qld) which supported that Clare had capacity to consent to treatment and that there was no evidence of imminent serious harm to herself or others if she were not subject to involuntary treatment.

The MHRT made the decision to revoke Clare's TA. Clare is now a voluntary patient and free to engage which services of her choice for her treatment and care.

Case Study

Mark

The MHLS assisted Mark* who was subject to a Forensic Order (mental health) (Forensic Order). Mark had been on the Forensic Order for several years and was living in the community when he became a client of QAI.

QAI assisted Mark for a period of three years in relation reviews of his Forensic Order by the Mental Health Review Tribunal (MHRT). Marks treating doctor's formed the view while treating Mark that he likely did not suffer from an enduring mental illness and that the index offences that resulted in the implication of the Forensic Order, were more likely a result of a reaction that Mark had to prescribed medication that he was taking at the time of the offending, which resulted in Mark experiencing a psychosis.

Due to this, Mark's treating team decided to trial a period off medication to evaluate whether treatment with anti-psychotic medication was required and to ascertain whether Mark did in fact have an underlying mental illness requiring treatment.

The trial off medication was carefully monitored and observed by Mark's treating team and other psychiatric professionals, who formed the view that Mark did not require treatment with anti-psychotic medication and that he was mentally stable with no evidence of any symptoms of mental illness.

At a scheduled review of his Forensic Order, the MHRT made the decision to revoke Mark's Forensic Order and make a Treatment Support Order for his continued treatment and care.

Evidence was presented at the next scheduled review of his Treatment Support Order, that Mark was not (due to his mental condition) a risk to other persons or property. QAI made submissions on Mark's behalf illustrating Mark's exemplary engagement with mental health services over a significant period of time. Mark had attended all appointments with his treating team as required under both his Forensic Order and Treatment Support Order, taken all prescribed medication (when required to do so) and demonstrated long term stability in his mental state. Mark was compliant with all of the conditions of his Forensic Order and Treatment Support Order and there were no concerns of further offending since the original index offences.

The decision was made by the MHRT to confirm the Treatment Support Order and retain a condition that Mark reside at a place approved by his treating psychiatrist.

Mark instructed QAI to appeal the decision of the MHRT to the Mental Health Court, which ultimately made the decision to revoke Mark's Treatment Support Order.

*Names have been changed

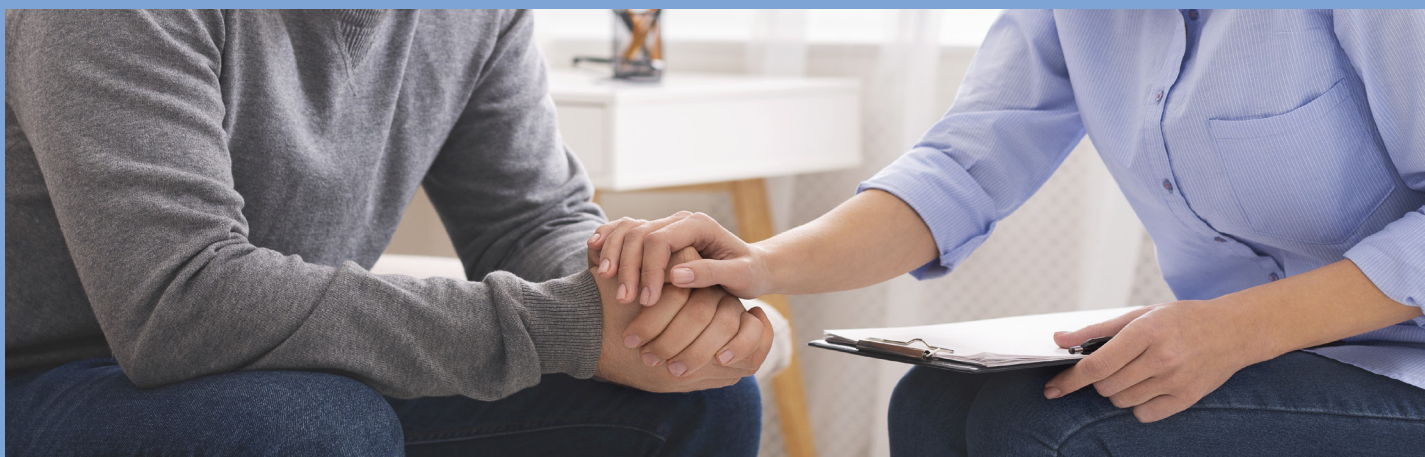
Justice Support Program

QAI's Justice Support Program (JSP) provides non-legal advocacy for vulnerable people with impaired capacity, when their disability has contributed to their involvement with the criminal justice system. JSP's first priority is to ensure the person accesses appropriate legal advice or representation, and to support mutual understanding by the client and lawyer.

JSP advises or assists the client directly or jointly with their supports. JSP explains in broad terms the court process and provides detailed advice and instructions on how to access legal advice or representation and the importance of accessing the duty lawyer service at the court. JSP also advocates for access to appropriate and responsive supports to avert further involvement with the criminal justice system.

JSP's ultimate goal is to identify and resolve the reasons leading to the offending. While it sometimes eventuates that the offending is the result of an inadvertent error of judgment and therefore unlikely to reoccur, there are often indicators that the offending results from a lack of support to enjoy an ordinary, good life in the community. This means that reoffending is very likely if the underlying problems are not addressed.

Recently JSP assisted a client with an intellectual and vision impairment who was charged with minor offences and arrested with excessive force. Through JSP advocacy, the client was supported in an application to Legal Aid for representation for the matter, supported in a referral to the Court Liaison Service to obtain a psychological assessment for fitness of trial, and supported in court where the matter was eventually dismissed on the basis that the client was unfit for trial.



How JSP Assisted

Justice Support Program - Services Provided

Discrete Non-Legal Advocacy services	34	Ongoing Non-Legal Advocacy Services	39
Referrals	84	Informations	11

NDIS Appeals Support Program

QAI is funded by the Department of Social Services (DSS) to deliver NDIS Appeals advocacy and support. Our NDIS Appeals Advocacy Service helps people affected by a decision of the National Disability Insurance Agency (the NDIA), including decisions by the NDIA to refuse a person access to the NDIS and decisions to approve statements of support within a person's NDIS Plan.

In 2018, DSS developed a pilot project to provide decision-making support for people with disability who need help to navigate the NDIS access, planning and plan implementation processes and positively engage with the NDIA to encourage the effective provision of supports. This Pilot has been continued in recognition of the many people with disability who are yet to access the Scheme.

The value of QAI's NDIS Advocacy services is recognised by the Department of Social Services, which has continued funding through until June 30, 2022.

We offer case studies that demonstrate the significant positive impact of our advocates' diligence, determination and, not least, heart, that they bring to their every-working day.

Advocates continued to liaise with fellow disability advocacy organisations and Legal Aid Queensland via monthly teleconferences and arranged issue-specific meetings with the Office of the Public Advocate, Office of the Public Guardian and representatives of the Administrative Appeals Tribunal. QAI advocates also met with other NDIS Appeals Advocates at the

NDIS Appeals forum hosted by DSS. This provided a fantastic opportunity to provide feedback to the National Disability Insurance Agency, the Administrative Appeals Tribunal and the Commonwealth Ombudsman.

Advocates also extended their knowledge by attending several relevant training sessions as opportunities arose throughout the year. These training sessions included:

- » NDIS information session: disability related health supports
- » ILO and the NDIS
- » Understanding personal injury compensation and how this affects NDIS plans
- » Managing wellbeing when working with complex trauma, delivered by BlueKnot
- » Creating safety and connection, delivered by BlueKnot
- » Queensland Human Rights Act, delivered by Caxton Legal Centre
- » Queensland provider price guide update

The UQ Pro Bono Centre provided much-needed student support to assist advocates in reviewing historic Administrative Appeals Tribunal caselaw, preparing case-notes and collating these notes into an accessible format. The end-product will be a comprehensive record of all external NDIS appeals considered by the Tribunal since the commencement of the NDIS Act. We thank students Monica Taylor, the Director of UQ Pro Bono center and Georgia Campbell, Mitree Vongphakdi, Rin Shimada and Shelby Larcombe for their contributions to this resource.

“Our family wanted to say how truly wonderful Courtney was during our very traumatic time with NDIS. This young lady is a credit to your organisation, so dedicated, fastidious, and meticulous. We tried to review without success on the web so I am writing to you to let it be known how grateful we are to have our lives sorted in such a caring way.”

How NDIS Appeals Support Assisted

NDIS Appeals Support Program - Services Provided			
Discrete Non-Legal Advocacy services	145	Ongoing Non-Legal Advocacy Services	58
Referrals	160	Informations	98

Community Education and Engagement

NDIS Appeals Advocates generously give of their time to share their knowledge with others. This year, they did so through a variety of means, including:

- » Training for QAI caseworkers within the Mental Health and Human Rights Legal Services to encourage the provision of holistic service delivery within QAI
- » At the Human Rights Act forum in relation to the intersection of the NDIS and Human Rights Act
- » In the regions at the Boosting Local Care Workforce forum in Rockhampton
- » At the National Community Legal Centres conference by delivering '10 things to know about the NDIS'
- » At the 2nd annual NDIS conference in Cairns
- » Meeting with social workers from the Toowoomba Hospital about the intersection of health and NDIS services
- » Attending community meetings with Mental Health Specialists, Aboriginal and Islander Health, and Indigenous Health Units

“Tania, I would sincerely like to thank you all for the kindness, effort & beautiful determination I've received relating to all facets of my case over the years. I feel blessed to have had such caring people in my corner taking care of such important complex matters, matters that would've been otherwise insurmountable for me on my own.

I wouldn't have been able to arrive at the current point on the mountain that I have without the invaluable help of my instructors at base camp, so thank you, thank you all very much. These and many other positive blessings/outcomes, have also been instrumental in helping me to restore and regain my faith in the goodness of humanity, one which thankfully, is thriving & helping so many people who truly are in need.” LM

“I just wanted to email you to say how much we appreciated Caitlin's help in resolving the matter of a wheelchair for Jordan. Her consistent and unending support, knowledge, patience, and determination were extraordinary.

Many times, Jordan and I felt like giving up, and Caitlin was there to encourage us to keep going. Her calm but resolute attitude was just what we needed after a long 18 months and getting absolutely nowhere. We would be more than happy for you to publish our feedback.” *With our sincere thanks Hayley Bartley Jordan Bartley*

Client Story

Family finally achieve independence goal for their son after near 2 year battle with the NDIA

Ryan* was one of many NDIS applicants whose first plan came through with a far lower level of supports than he was receiving under Disability Services Queensland (DSQ), an outcome that should never have occurred given the 'Principle of no disadvantage'. Ryan has a chromosomal deletion syndrome, which presents as an intellectual disability, microcephaly, epilepsy, limited speech and has resulted in developmental hip dysplasia. DSQ had previously determined that Ryan had the highest level of both intellectual and physical need, requiring 24/7 care. It took the NDIA almost two years to agree.

When moving to the NDIS, Ryan's parents, Melissa* and David*, hoped the scheme would enable Ryan to become independent so he could "live away from the family home and create a life for himself into the future", as any parent of a child in their mid-twenties would hope for. Though they quickly realised the path to Ryan's independence through the NDIS would not be easy or fast.

Ryan's first plan came through in July 2018 and it fell woefully short of his support and therapy needs. By August, they recognised they would need help and sought out an advocate from QAI. With the advocate's assistance, they submitted an Internal Review and in January 2019, after months of follow-ups, proceeded to a review meeting.

Their major requests were one-to-one support for Ryan and home modifications for a property they had purchased to enable Ryan to live independently. During the review meeting and in conversations following, the Senior NDIA Planner blatantly ignored multiple medical reports and other evidence submitted with the review. Instead, they simply said the requested supports were 'not related to his disability', and in a later conversation with QAI's advocate, cited a Google search to support their decision. Melissa said it was "like their mind was made up before we

entered the room". The behaviour and attitude of this planner became such an issue and impediment to Ryan's support needs, the advocate felt compelled to write a letter of complaint to the CEO of the NDIA. Melissa and David also wrote a letter to their local MP to convey their intense dissatisfaction with the implementation of the NDIS and ask for a commitment to take action.

After all attempts to resolve the issues with senior NDIA officials were unsuccessful, the family lodged an external appeal at the Administrative Appeals Tribunal (AAT) seven months after Ryan's first plan came through. The appeal spanned 11 months during which three case conferences were held and the NDIA funded an Independent Functional Assessment and Home Modifications Assessment, Engineer Plans for the home, information from the family, specialists and therapists.

Finally, in March 2020, twenty months after Ryan's first plan, he received a new plan with more supports than they had originally requested. Ryan now had the means to transition to living independently.

Ryan's new plan included:

- » Home modifications
- » 8 weeks 1:1 short term accommodation
- » 1:1 support in the home 12 hours per day
- » 24/7 1:1 support when he moves into his new home
- » Fortnightly speech therapy, physiotherapy, occupational therapy and exercise physiotherapy
- » Podiatry
- » Transport funding
- » Additional transition support
- » Support coordination and plan management
- » Fortnightly domestic assistance
- » Yard maintenance
- » Wheelchair repair

Looking back on their experience with the NDIA, Melissa called it “horrendous” and “quite arduous” and said they had to deal with “poor communication, broken promises and inappropriate people”. David had a similar response describing it as “frustrating, inconsistent, unnecessarily lengthy and complex”. Melissa said, “I am very harsh on the NDIS but equally so I think they were extremely unwarrantedly harsh on our family... I think they need a lot more education. You know, a lot of [NDIA] people [haven't] been touched by disability before and they're... making decisions, life decisions about people who are compromised and those who don't have the support of a strong advocate like David* and myself, I wonder how much success they would have – it scares me to be honest”. Melissa also feels the NDIA wasted money throughout the process, recalling when they flew an independent Occupational Therapist up to Brisbane from Sydney instead of simply finding one locally.

Reflecting on QAI's assistance Melissa said “I don't think David and I could have done it without [the advocate] in all honesty because the information is really hard to find”. David said, “everyone we spoke to had a different understanding of what was required. [The advocate] understood the processes, so provided clarity. [They were] immediately able to advise when some correspondence or communication was manifestly wrong – which was a regular occurrence”.

Since getting his new plan, Ryan has moved into his own home and Melissa said he has “transitioned very well, surprisingly well. We're very fortunate to have a good

support team who followed him to continue their work with him”. Melissa said she has gone through a variety of emotions herself, “a bit of grief, a bit of loss, a bit of I don't know what to do with myself... a little freedom for the first time in 28 years, and a little bit of spontaneity. But also relief that I see Ryan is going forward and having that good life, he is very happy”.



*Names have been changed

NDIS Decision Support Pilot Program

Over the June 19 to June 20 period, the Decision Support Pilot (DSP) has assisted many clients in many ways. One aspect of DSP work that is not always brought to the fore, is the benefit of building a short term, ongoing relationship with someone who is extremely vulnerable, but either ineligible for DSP or there is not capacity to take them on at that time.

Referrals and warm referrals are part of QAI procedure at any time, as an effective tool to smooth a path to appropriate services when unable to assist. With the DSP program it is sometimes appropriate to take the referral process a step further. Some time spent getting to know the person can help reveal the situation and needs involved. By contacting networks, research, unidentified enquiries and following leads, it is hoped to find appropriate services to assist vulnerable people move forwards. When an organisation or program is identified that might be able to assist, the person will be consulted and if wished we can make contact on their behalf. The DSP program has assisted various people in this way.


A vulnerable person with high needs who did not meet DSP eligibility criteria was assisted by establishing an ongoing short term relationship, listening to day

to day experiences and history so that the person could be supported, validated and heard through the referral process to a more appropriate service.

A DSP eligible person who had made unsuccessful NDIS Access requests was scornful of engagement with various local services. With the person's consent, the advocate discussed the matter at some length with two previously engaged services, and it was possible to identify gaps and new pathways to explore for supporting evidence. A local referral was made, and a more complete and substantial Access Request submitted.

An NDIS participant requiring planning assistance was suitable for the DSP program, but wanted assistance delivered in a way that DSP was unable to provide. The person was insecure and extremely vulnerable. After a period of email and then phone engagement, a detailed and nuanced referral could be placed to a more appropriate service.

When limited capacity or ineligibility mean the Decision Support Pilot is not accessible to someone, by spending some time it is still possible to give very vulnerable people a respectful and empowering experience in the referral space.

 Jenny, I am always so inspired by your commitment to both your professional and personal ethics, values and principles and for your guiding hand in helping me address breaches of others' professionalism. I realise you go above and beyond your job description and your dedication to helping others shines through. I experience our interactions as educative and practical whilst at the same time being soothing.

The way you explain things in language I can understand and the lengths you go to are astonishing. I always feel so empowered by our conversations and am so grateful to QAI for the support they have allowed me to have. Thank you from the bottom of my heart for your sincerity, your reasonableness, your attention to detail and your ongoing dedication and devotion to those vulnerable Australians you seek to help. You are a credit to your organisation, your family and yourself." JT

How NDIS Decision Support Pilot Program Assisted

NDIS Decision Support Pilot Program - Services Provided

Discrete Non-Legal Advocacy services	13	Ongoing Non-Legal Advocacy Services	12
Referrals	10	Informations	9

Case Study

Kirra's story - Securing Access to the NDIS

Early this year, a young 17-year-old indigenous woman with intellectual disability who lives in a small town in regional Queensland was referred to QAI's Decision Support Pilot by a local psychologist.

Kirra* had disengaged from school nearly two years ago. She had been living with her father, however he passed away suddenly last year so she had to move back to her mother's house. She began getting into trouble with the 'wrong crowd' and engaging in criminal activity. She was drinking alcohol, using substances and was known to be sexually active. She was considered at high risk of pregnancy, offending, and suicide, particularly given her grief over the loss of her father with whom she had a close, supportive relationship.

Kirra suddenly left town and became very hard to track down. QAI's Indigenous Liaison and Referral Officer, Evelyn Carte, used her extensive networks to locate this vulnerable young woman and began to establish a relationship. Kirra had begun couch surfing with friends in a nearby city. Evelyn identified agencies that had a professional relationship with Kirra and was able to obtain relevant reports that would serve as supporting evidence for an NDIA Access Request. The Access Request and supporting documentation was compiled and submitted to the NDIS by the Decision Support Advocate.

Within a fortnight, a delegate from the National Access Team phoned the Advocate to discuss Kirra's situation in more detail as part of her decision-making role. When it became clear that there was no more formal supporting evidence that could be provided to support Kirra's Access Request, that delegate sought further information about Kirra directly from the Advocate during a detailed phone interview. Later that afternoon, Kirra was granted NDIS Access!

Since then, the Decision Support Advocate has been meeting weekly with Kirra to help her to prepare for her NDIS Plan Meeting, by mapping her current supports, helping her to envision a future, determine her goals and become clearer about what supports would be required to achieve those goals. Kirra is now ready to schedule her Plan Meeting and is about to embark upon a new life where she will have access to additional support to achieve her goals and where some of her incredible dreams may now become a reality.

*Name has been changed

Community Education and Engagement

Although COVID-19 restrictions in the later part of this financial year limited opportunities for face-to-face engagement, we nevertheless maintained key relationships, and developed new relationships as opportunities arose, including in response to issues of concern.

In an effort to facilitate appropriate referrals to our services and target our scarce resources to those in greatest need, advocates strengthened their relationships with others, including other specialist community legal centres, disability advocacy organisations, statutory bodies and community organisations. We will continue to work on developing our referral pathways with these organisations and agencies into the new financial year.

Education Advocacy Service

Funding for the Education Advocacy Service (EAS) commenced in January 2020. Funding is provided by the Disability and Inclusion Branch of the Department of Education for an independent advocacy service to support state school and home-schooled students with disability. The service operates on a part-time basis (three days a week) with one Education Advocate assisting clients.

The initial months involved setting up the service, drafting a guideline for the service, approval of the guideline by the Department development of resources. Advocacy service began being offered in April 2020 and, without much promotion, the service quickly became busy.

The EAS provides information to clients (who are mostly supported by their mothers) to understand the rights of students with disability, the Department of Education's complaints process and other methods to resolve issues with a school. Frequently families who approach QAI are very stressed, find it difficult to engage with the school or regional office, lack the confidence to know what action to take, and struggle to write complaints or other documents. The EAS assists clients by providing advice, communicating with schools and regional offices and drafting complaints and appeal letters. Advice provided generally relates to the Department's complaints framework and processes, the possible applicability of policies and procedures and other strategies to resolve issues with schools.

Case Study

Expulsion overturned

The EAS assisted a client who had been expelled from a Queensland school. The assistance provided by EAS included drafting an appeal letter challenging this exclusion. Happily, the appeal was successful, and decision was overturned and replaced with a long-term suspension.

How Education Advocacy Service Assisted

A number of EAS clients experience significant stress and anxiety about attending school because they feel that they are not valued, supported and welcomed. This frequently results in a pattern of ongoing suspensions which further harms the students' mental health and anxiety about attending school. The EAS assists these students by:

- » Attempting to change how the student is included at the school and ensure the appropriate supports are provided by making requests, engaging with meetings and/or submitting a complaint
- » Exploring other options for the student, including working with the regional office to find another school with a better culture which will properly include the student. The experience of EAS clients is generally that a student who changes school and is properly included, valued and welcomed in the new school can thrive and improve academically, socially and in their overall mental wellbeing. This highlights the impact that poor school culture has on students.

Education Advocacy Service - Services Provided

Discrete Non-Legal Advocacy services	15	Ongoing Non-Legal Advocacy Services	3
Referrals	16	Informations	4

Disability Royal Commission Advocacy Program

QAI's Disability Royal Commission Advocacy Program formally commenced on 18 November 2019. The service provides advocacy and advice to vulnerable people with disability, and family members acting on their behalf, who seek to engage with the Disability Royal Commission (DRC).

The DRC Advocacy service assists with non-legal matters pertaining to all DRC engagement and related processes including: the preparation of public submissions; assistance with private session and public hearing preparation; facilitation of communication supports; and referral to other agencies for legal advice, counselling, and other necessary services.

The provision of this important service is valued by the Department of Social Services (DSS), with funding for the Program guaranteed until June 2022.

Case Work

The service assisted clients with highly sensitive and complex matters, including severe trauma; privacy and confidentiality issues; whistle-blower reprisal concerns; domestic violence considerations; and coronial investigations and appeals, all of which required particular care and support to ensure the clients' safe and confidential engagement with the DRC.

COVID 19 restrictions affected the operations of the DRC, and by default the Advocacy Program, with the postponement of public hearings, community engagement and face-to-face private sessions. Despite this, since commencing the Program in November 2019, the DRC Advocate has provided 23 information and 10 referral services, 14 discrete advices, and has opened 23 ongoing advocacy service files.

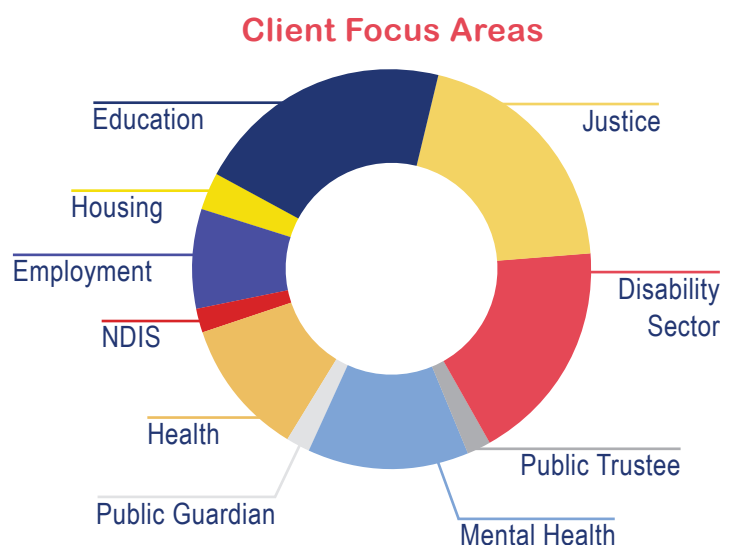
Eighty-five percent of the Program's ongoing clients are engaged in the Private Session process, involving the facilitation of: Private Session Intake interviews; assisting with Private Session preparation, including

the devising of chronological summaries, personal statements and the collation and submission of supportive materials; and the facilitation of legal advice, counselling and other supports and services as required. It is an intensive and highly involved engagement process.

The DRC Advocate developed bespoke systems of facilitated intakes with the DRC Private Session Team (PST), for clients wishing to register their interest to share their experiences with a Commissioner in a confidential setting. Typically, it takes up to twelve weeks between registering a client's interest to take part in a Private Session and scheduling an intake interview. Due to the development of referral pathways with the PST, QAI clients were able to bypass the Private Session registration process and proceed directly to an intake interview. This has assisted in accelerating and streamlining the clients' engagement process; and has negated the need for clients to reiterate their story, thereby reducing risks of re-traumatisation.

How DRC Advocacy Program Assisted

DRC Advocacy Program Services Provided	
Discrete Non-Legal Advocacy	14
Ongoing Non-Legal Advocacy	23
Referrals	10
Informations	23



Please note: clients can have more than one focus area

Case Studies

The service provided comprehensive Private Session engagement support with full advocate involvement and assured privacy-protection.

Daughter Died in State Hospital Care - Private Session

We assisted a gentleman whose nine-year-old daughter, with Rett's Syndrome and drug-resistant refractory seizures, died in state hospital care. The client wishes to share the story with the Commission of his daughter's mistreatment, neglect and negligence in both health care and justice systems. The client believes that his daughter was not only devalued in life, but also in death, primarily because she was a child with severe disability. The client ideally preferred to make his story public, however as the matter is currently the subject of a coronial appeal, a Private Session was determined the most appropriate forum to convey his story to the Commission.

Neglect in the Mental Health System after Childhood Abuse - Private Session

We assisted a young lady who resides in a remote area and has experienced ongoing sexual, physical, and psychological abuse since the age of fifteen. As a result of this trauma, the client experiences severe psychosocial disability and has been in the mental health system for over seventeen years. Over such time, the client has been diagnosed with various psychological disorders and has been subjected to a range of therapies and drug treatments which have largely failed. The client wishes to convey her story, with full transparency to the Commission, including: naming the names of her abusers; and speaking to episodes of neglect and exploitation at the hands of specific professionals and institutions within the mental health system. Mindful of the sensitive nature of this story and the resultant privacy and confidentiality issues involved, the client readily agreed with the Advocate's recommendations that a Private Session was the most appropriate setting to share her story with the Commission.

With the assistance of the DRC Advocacy service, these clients, and four other ongoing clients assisted this financial year, were awarded Private Sessions and will have the opportunity share their important stories to the Commission in early October.

All clients currently engaged in the DRC Advocacy Program have increased their understanding of what the purpose of the Royal Commission is; the supports available to them; and have been provided assistance with the structuring and preparation of their submissions; and/or engagement in the Private Session processes. Clients are aware that they will be fully supported throughout this process, resulting in their willing involvement and desire to convey their respective stories to the DRC.

Clients openly voice their relief and sincere gratitude for this support; and by and large are made to feel empowered via their involvement in the important work of the Royal Commission and their contributions to transformative change. QAI has received extremely positive feedback on the expert and sensitive nature of the advocacy support provided by the DRC Advocate, which has been instrumental in ensuring clients feel safe and supported to share their stories with the Commission.

Community Education and Engagement

The Advocate took part in a number of engagement and outreach opportunities, which further advanced the Advocacy Program and developed key networks and referral pathways:

- » Attendance at the inaugural DRC Public Hearing on Education in Townsville in November 2019 and DRC Community Forums held in Logan and Ipswich in February 2020
- » Meetings with Your Story Disability Legal Support (YSDLS), National Aboriginal and Torres Strait Islander Legal Service (NATSILS); and Queensland Indigenous Family Violence Legal Service (QIFVLS), aimed at developing referral pathways and strategic partnerships for the provision of 'wrap-around' legal and advocacy support for Aboriginal and Torres Strait Islander clients wanting to engage with the DRC
- » Consultation with First Peoples Disability Network Australia (FPDN) to facilitate virtual workshops and training for QAI staff to assist with outreach and connection with Aboriginal and Torres Strait Islander persons with disability
- » Meetings with Prison Legal Service; Basic Rights Queensland; and LawRight
- » Involvement in DRC-related workshops and forums (conducted by YSDLS, Disability Advocacy Network Australia [DANA], Australasian Society for Intellectual Disability, Children and Young People with Disability and Community Resources Unit)
- » Quarterly participation in Australian Disability Rights Network national teleconferences
- » Involvement in DANA discussion panel, regarding the DSS Data Exchange (DEX) outcomes reporting scheme
- » Consultation with YSDLS and the DRC Policy Team, to provide input and feedback re the development of resources for persons

with disability, seeking legal advice and engagement with the Commission

- » Involvement in discussions with representatives of government departments and disability advocacy organisations, re the formation of a Memorandum of Understanding for the strategic collaboration and development of referral pathways for clients requiring continuing support and services during and post engagement with the DRC

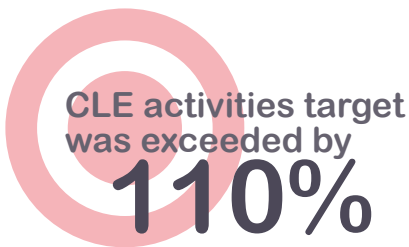
The Advocate also extended her knowledge and skill and professional development by attending various training sessions, including:

- » Engaging and working with interpreters, delivered by QCOSS
- » Prioritising the mental and physical health and well-being of people with disability during the COVID-19 pandemic, delivered by National Disability Services
- » Engaging with remote communities/ justice and disability/ cultural focus in the health sector, delivered by First People Disability Network
- » Legal issues involved with engaging with the DRC/ preparing a submission for the DRC, delivered by YSDLS
- » Legal aspects of sharing your story with the DRC, delivered by Family Advocacy and YSDLS
- » Intellectual disability and domestic and family violence counselling, delivered by WWILD
- » Data exchange outcomes, delivered by DSS



Tania, I need to thank you as effectively you have held my hand and helped me through this process. You have done your job really well as I think people need to do this to hopefully be able to move forward and not be stuck in that place of trauma.”

Community Legal Education



Activities

QAI provided the following presentations:

- A keynote presentation as part of a human rights panel at the National Association of Community Legal Centres conference
- A CLCQld webinar: "Using the Human Rights Act to advocate for clients with a disability"
- A guest lecture to Bond University students on disability discrimination and human rights
- Co-presented with the MHRT President at a morning tea hosted by Norton Rose Fulbright, in order to increase interest in volunteering in mental health law matters
- A paper at the Forensic Liaison Officer Symposium about forensic orders disability, NDIS and implementation of the Human Rights Act
- A CLE to social workers on the Human Rights Act and its implications
- Papers on human rights at the "Education, Health and Employment: How Qld's HRA will impact People with Disability", CCA, Rockhampton
- A conference presentation 'Using the Human Rights Act as an Advocacy Tool for Clients with Disability' at the Australian Lawyers Alliance Conference

We also:

- Co-facilitated a Human Rights Workshop in collaboration with the UQ Pro Bono Centre
- Worked with the Office of the Public Guardian to develop, test and refine a three-part training module for guardians on their role in the Mental Health Review Tribunal
- Facilitated the Human Rights Panel at the Australian Council of Human Rights Authorities Conference in Hobart
- Presented a (virtual) lecture to University of Queensland law students on the right to education in the Human Rights Act 2019 (Qld)

Resources

QAI developed and published the following resources:

- Know Your Human Rights: A Guide to the Human Rights Act 2019 (Qld) - an Easy English Guide to the Human Rights Act for people with intellectual disability, illustrated by cartoonist Simon Kneebone
- A set of plain English factsheets explaining each of the rights in the Human Rights Act 2019 (Qld) for people with disability
- “The grassroots campaign for a Human Rights Act for Queensland: A case study for modern Australian Law Reform” (co-authored with Aimee McVeigh, published in Alternative Law Journal in January 2020)
- Using the Human Rights Act as an Advocacy Tool for Clients with Disability (Australian Lawyers Alliance)
- Published a flowchart on processes under the Human Rights Act 2019 (Qld)
- Mental Health Act collaboration project, with ADAA
- Two flowcharts for NDIS processes have been published: NDIS Access Flowchart, and NDIS External Appeals Flowchart
- Worked with the Public Interest Advocacy Centre (PIAC) to develop a national register of cases settled at the Administrative Appeals Tribunal (AAT), in response to the Joint Standing Committee’s recommendation, to assist participants, families, carers and advocates with NDIS Appeals

CLE resources target was exceeded by

450%



Conferences Training & Events

QAI staff members participated in the following events, in addition to a range of Continuing Professional Development opportunities:

- Annual LAQ civil law conference
- ANZAPPL quarterly dinner and presentation
- National Association of Community Legal Centres conference
- Human Rights Evaluation Workshop and Forum dinner
- CLCQld Leadership Forum in Cairns
- QHRC International Human Rights Day Celebration, Parliament House
- A meeting with Public Trustee of Queensland

- A meeting of the Mental Health Service Planning Working Group
- CRU training on “Inclusive Education; Setting the Direction for Success”
- “Tips and Traps for Advocates in QHRC Conciliation Conferences” at the Queensland Human Rights Commission
- A meeting with Queensland Alliance and LawRight to discuss how the organisations could work together to help ensure Queensland Alliance members (mental health service providers) can ensure their compliance with the Human Rights Act 2019 (Qld)
- The ‘New Lawyering A2J University of Queensland’ workshop
- A meeting with Prof Karen Nankervis as the new acting Director of Forensic Disability
- The CLCQ Digital Strategy Kick off Workshop teleconference (19 August 2019) and later full day workshop
- The Queensland Human Rights Implementation Workshop to have input into development of a strategy for the community sector
- QAI Staff met with Senior Counsel assisting the Disability Royal Commission, to discuss how best QAI can support and assist the enquiry
- A meeting AT SILS to forge greater referral pathways between our organisations
- Webinar training “Queensland’s new Human Rights Act: What it means for your organisation and your clients”

Collaboration & Participation

Throughout the year, QAI contributed to:

- Australian Disability Rights Network Meetings
- Community Legal Centres Queensland workshops and meetings to develop a sector-wide digital strategy
- the Community Legal Education Legal Assistance Forum
- the Queensland Legal Assistance Forum (QLAF) Mental Health Service Planning Working Group
- Queensland Human Rights Commission Human Rights Advocates Group
- Queensland Law Society Human Rights and Public Law Committee
- Consultative Working Group on Domestic and Family Violence Against People with Disability
- Australian Lawyers for Human Rights (Human Rights Act Sub-Committee and Disability Rights Sub-Committee)

QAI staff also attended a range of Continuing Professional Development opportunities.

Human Resources

Supervision and Staff Support

Given the increase in the size and scope of our organisation, staff support and supervision is critical to maintaining equilibrium and ensuring a happy and productive workplace. QAI's new structure has now enhanced communication and collaboration among staff and services.

Staff Recruitment / Changes / Volunteers / Non-Legal Student Placements

Some staff members were with us for time-limited projects, some went to new ventures. We thank them all for their contributions to the ongoing work of our organisation. Other changes were possible due to new service opportunities.

In this past year we farewelled **Marissa Ker, Jo Sampford, Amanda Bosworth, Jasmine Drummond** as well as long-serving staffers **Rebekah Leong, Deborah Bryzak** and **Nick Collyer**.

We temporarily farewelled paralegal **Eva Thelander**, who commenced maternity leave earlier in the year. We look forward to welcoming her back to QAI in the future.

New staff who joined us over the past year include **Jo Walters** in NDIS Appeals, who joined us in October to replace **Tania Steinmuller**. Tania moved to establish our Disability Royal Commission Advocacy Program in November.

Emma Phillips was appointed as Deputy Director/Principal Solicitor, and **Carly Dennis** was appointed Principal Solicitor.

In January 2020 new staff joined us this year including solicitors, **Russell Marks, Saibal Kar, Thirushka Naidoo**, and Paralegals **Andrea McDowall** and **Sara Martins**.

Nikki Parker is the advocate for the new Education Advocacy service which commenced in April 2020.

We also welcomed **Ev Carte** to the NDIS Decision Support team as our Indigenous Liaison and Referral Officer on a fixed-term basis.

We were also pleased to offer QAI volunteers **Krystel Malcolm, Jordan McKenzie** and **Jock Young** short-term employment. We thank Krystel, Jordan and Jock for their support and assistance during this time and wish them well in their future ventures.

We welcomed **Bill Kyle** who is well known in this sector as Co-ordinator of Finance and Admin and **Helen Della-Ricca** as our bookkeeper.

Thank You

Friends & Supporters

This year, we thank the following legal colleagues who provide us with advice and support, staff our advice clinics, and represent our clients on a free or low-fee basis:

Firms

- Hall & Wilcox
- Minter Ellison

Barristers

- Ben McMillan
- David Cormack
- Nanette Noble
- Madonna Hayes

Both Ben McMillan of Counsel and David Cormack of Counsel have provided additional support to QAI clients over the year, in particular Mr McMillan has assisted QAI conduct a successful appeal in the Mental Health Court and Mr Cormack is currently assisting to advance a medical negligence and personal injury claim for a very vulnerable client.

Volunteers & Student Clinics

QAI hosts law students from the Queensland University of Technology and Bond University as part of a clinical legal education program. Students attend QAI, usually one to two day/s per week during the university semester, and their work while at QAI is credited towards their law degree.

QAI also receives applications from lawyers and other professionals seeking to volunteer their time, law students wanting to complete their practical legal training (generally 150 hours), and social work students wanting to complete their field placements (500 hours).

We greatly value the contribution of our clinic students and volunteers, and hope they enjoy their time with QAI and take with them a stronger understanding of disability and social justice issues.

In 2019-20 financial year, we were supported by:

Queensland University of Technology Capstone placement students:

- Jordan McKenzie
- Caitlin Strange
- Maddison Wecker
- Sophie Prince
- Christine Steinmann
- Hayley Feakes

Queensland University of Technology Social Work students:

- Evin Khalil

Bond University placement students:

- Iesha Elia
- Nicholas Patterson
- Gabriel Tirol
- Bridget Barford

Griffith University placement students:

- Kimberly Amu
- Lachlan Wilson

Practical Legal Training:

- Brooke Hannan
- Jessica Gorton

Thank You

Friends & Supporters

Other Volunteers

- Mark Stacey (legal volunteer, who provided significant input into the development of Human Rights Indicators for the use of Restrictive Practices)
- Caitlin Strange
- Sara Martins (NDIS volunteer)
- Jock Young
- Brooke Hannan
- Lachlan Wilson
- Ivy Lawrence
- Lauren Evans (NDIS volunteer)
- Abraham Sammut
- Ramisa Raya
- Hannah Woodfield
- Kathy Hardy (paralegal volunteer)
- Michael Spalding
- Kimberly Amu

We thank UQ Pro Bono Centre students:

- Rebecca Wallis
- Rosie Cavdarski
- Mark Kleine
- Jessica Nimmo
- Evangeline Woods

for their assistance with the development of the living Mental Health and Rights Case Law Database, which maps how human rights instruments have been used to support the rights of people with mental illness, particularly in relation to involuntary treatment.

We thank UQ Pro Bono Centre students:

- Georgia Campbell
- Rin Shimada
- Mitree Vongphakdi
- Shelby Larcombe

for their assistance with the development of the NDIS AAT Summaries Resource.

Treasurer's Report

Meriel Stanger

It is with great pleasure that I present QAI's Financial Report for the year ending 30th June 2020.

I would like to thank Hayward's Chartered Accountants, again, for the preparation of the Audited Financials and for their support throughout the year.

QAI's work continues to rely heavily on its Annual Funding Agreement with the Department of Social Services (DSS) and Queensland Department of Justice and Attorney-General which includes funding from the Commonwealth Attorney-General under the National Partnership Agreement on Legal Assistance Services. I would like to thank them for their continued support. In 2019/20 new funding was received from DSS to deliver individual advocacy support to people affected by the Disability Royal Commission and we entered into a contract with the Queensland Department of Education to trial professional advocacy services for families of students with disability in Queensland state schools or Home Education.

QAI also continues to receive payments from Legal Aid Queensland for the provision of legal representation services at the Mental Health Review Tribunal.

The People with Disabilities of Queensland have really appreciated having an NDIS section within QAI. It is a very overwhelming system but when in place and working well, it can change lives for the better.

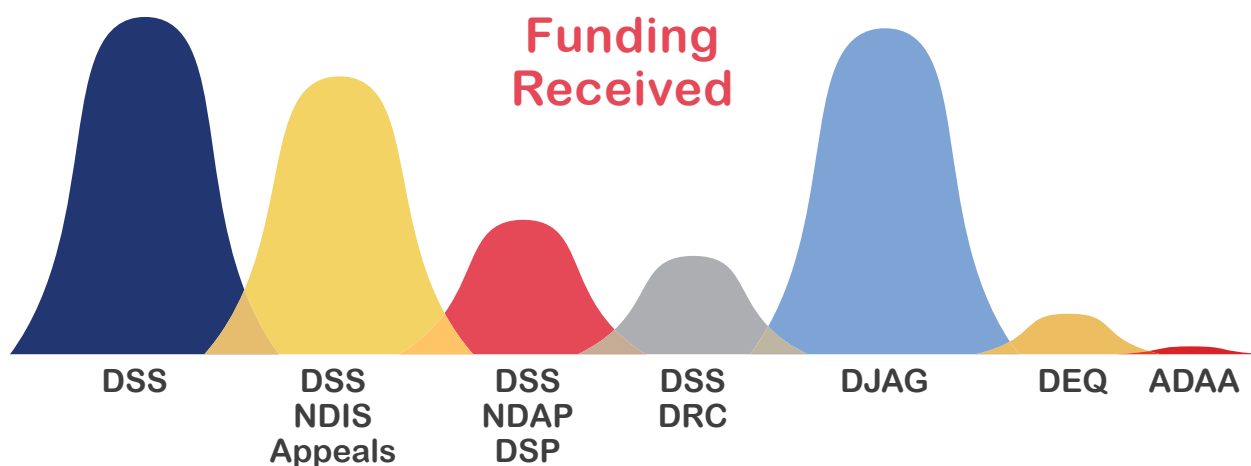
QAI has continued to review and update their financial policies and procedures and I am satisfied that QAI is well placed for the challenges ahead and in a financial position to meet its ongoing financial commitments.

In 2019/20 we said farewell to Deborah Bryzak and I'd like to thank her for her service to QAI. We recruited the services of William (Bill) Kyle, our new Finance and Administration Co-ordinator, who is doing an excellent job of administrating the day to day financial obligations of QAI with the help of Bookkeeper, Helen Della-Ricca who plays an integral role in helping QAI run smoothly. I would like to take this opportunity to thank both Helen and Bill for all their assistance and guidance in enabling me to perform the role of Treasurer and making me look good.

I enjoy working with the Management Committee and Staff of QAI and would like to thank them for making me feel welcome. I hope my work as Treasurer has assisted the organisation to continue its valuable work.

Much love

Meriel



Funding Received	
Department of Social Services	\$526,383
Department of Social Services - NDIS Appeals Support	\$438,540
Department of Social Services - NDAP Decision Support Pilot	\$200,000
Department of Social Services - DRC Advocacy	\$154,332
Department of Justice and Attorney-General	\$513,824
Department of Education Queensland	\$51,504
Aged and Disability Advocacy Australia – ADAA	\$7,500
Other Income	
Legal Aid Queensland - Mental Health Review Tribunal	\$574,491
University of Qld/Queensland University of Technology	\$2,000
Interest Received	\$5,594
Memberships	\$1,063
Australian Government Stimulus Payments	\$51,000
Donations (Acknowledged below)	\$27,368

We would like to acknowledge our donations:

Donations	
Legal Aid Queensland - Mental Health Review Tribunal	\$574,491
University of Qld / Queensland University of Technology	\$2,000

Funding



Australian Government

Department of Social Services
Department of Attorney-General



Queensland Government

Department of Justice and Attorney-General
Department of Education and Training

Financial Report

1.

QUEENSLAND ADVOCACY INCORPORATED **STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME** **FOR THE YEAR ENDED 30 JUNE 2020**

	<u>Note</u>	<u>2020</u>	<u>2019</u>
Revenue	2	2,572,025.23	2,077,824.65
Other Income	2	73,582.45	35,409.13
Employee benefits expense		(2,133,840.73)	(1,639,051.14)
Depreciation and amortisation expense		(32,484.00)	(13,897.00)
Insurance		(13,448.16)	(9,187.14)
Motor vehicle & Travel expenses		(33,346.73)	(63,305.05)
Property expenses		(143,729.08)	(103,493.62)
Staff training and development expenses		(7,747.63)	(41,049.09)
Audit, legal and consultancy fees		(110,460.71)	(72,777.57)
Other operating costs		(95,997.76)	(114,509.42)
Current year surplus before income tax		74,552.88	55,963.75
Income tax expense			
Net current year surplus		74,552.88	55,963.75
Other comprehensive income			
Total comprehensive income for the year		74,552.88	55,963.75
Total comprehensive income attributable to members of the entity		\$74,552.88	\$55,963.75

The accompanying notes form part of the financial statements.

QUEENSLAND ADVOCACY INCORPORATED
STATEMENT OF FINANCIAL PERFORMANCE
AS AT 30 JUNE 2020

	<u>NOTE</u>		
ASSETS			
Current Assets			
Cash and Cash Equivalents	3	903,106.07	772,838.68
Debtors & Prepayments		31,672.96	22,335.70
Deposits			500.00
Total Current Assets		934,779.03	795,674.38
Non-Current Assets			
Investment		53,944.23	62,358.53
Fixed Assets	4	43,765.90	62,847.90
Right of Use Assets	5	951,576.00	
Total Non-Current Assets		1,049,286.13	125,206.43
TOTAL ASSETS		\$1,984,065.16	\$920,880.81
LIABILITIES			
Current Liabilities			
Creditors & Accruals		142,351.02	56,213.94
Employee Provisions		218,939.20	169,858.21
Income Received and Unexpended			147,755.10
Contract Liabilities		49,900.00	
Lease Liability		175,500.00	
Total Current Liabilities		586,690.22	373,827.25
Non-Current Liabilities			
Employee Provisions		42,055.10	43,515.60
Lease Liability		777,229.00	
Total Non-Current Liabilities		819,284.10	43,515.60
TOTAL LIABILITIES		1,405,974.32	417,342.85
NET ASSETS		\$578,090.84	\$503,537.96
MEMBERS FUNDS			
Retained Surplus		578,090.84	503,537.96
TOTAL MEMBERS FUNDS		\$578,090.84	\$503,537.96

The accompanying notes form part of these financial statements.

3.

QUEENSLAND ADVOCACY INCORPORATED
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2020

	<u>Retained Surplus</u>	<u>Revaluation Surplus</u>	<u>Financial Assets Reserve</u>	
Balance at 1 July 2018	447,574.21	NIL	NIL	447,574.21
Comprehensive Income				
Surplus for the year attributable to members of the entity	55,963.75			55,963.75
Total comprehensive income attributable to members of the entity	55,963.75			55,963.75
Balance at 30 June 2019	503,537.96	NIL	NIL	503,537.96
Balance at 1 July 2019	503,537.96	NIL	NIL	503,537.96
Comprehensive Income				
Surplus for the year attributable to members of the entity	74,552.88			74,552.88
Total comprehensive income attributable to members of the entity	74,552.88			74,552.88
Balance at 30 June 2020	578,090.84	NIL	NIL	578,090.84

The accompanying notes form part of these financial statements.

QUEENSLAND ADVOCACY INCORPORATED
SCHEDULE OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2020

	<u>2020</u>	<u>2019</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts		
Investment Income	7,357.51	13,205.22
Other Income	733,571.01	606,607.80
Cash flows from Government Grants	1,811,936.58	1,563,665.91
Payments		
Payments to Employees and Administration	(2 7)	(1)
Net cash provided by (used in) operating activities	<u>\$146,427.87</u>	<u>\$185,418.88</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Investment Units Purchased	(1,535.48)	(1,587.30)
Payment for purchase of plant & equipment		(29,184.42)
Net cash provided by (used in) investing activities	<u>\$(1,535.48)</u>	<u>\$(30,771.72)</u>
CASH FLOWS FROM FINANCIAL ACTIVITIES		
Repayments of Lease Liabilities	(14,625.00)	
Net cash provided by (used in) financing activities	<u>\$(14,625.00)</u>	
Net increase (decrease) in cash held	130,267.39	154,647.16
Cash at beginning of the reporting period	772,838.68	618,191.52
Cash at end of the reporting period	<u>\$903,106.07</u>	<u>\$772,838.68</u>
Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities		
Operating Result	74,552.88	55,963.75
- Net Investment (Income)/ Expenses	9,949.78	(1172.49)
- Depreciation	32,484.00	13,897.00
- Interest on Right of Use Asset	2,376.00	
- (Increase)/Decrease in Receivables	(8,837.26)	13,465.54
- Increase/(Decrease) in Payables	86,137.08	(1,995.15)
- Increase/(Decrease) in Provisions	47,620.49	47,308.13
- Increase/(Decrease) in Contract Liabilities	(97,855.10)	57,952.10
Net cash provided by (used in) operating activities	<u>\$146,427.87</u>	<u>\$185,418.88</u>

The accompanying notes form part of these financial statements.

QUEENSLAND ADVOCACY INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirement of the Associations Incorporated Act (Qld) and Australian Charities and Not-for-Profits Commission Act 2012. The committee has determined that the association is not a reporting entity.

The report is also prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

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

(a) Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

The entity has applied AASB 15: Revenue from Contracts with Customers (AASB 15) and AASB 1058: Income of Not-for-Profit Entities (AASB 1058) using the cumulative effective method of initially applying AASB 15 and AASB 1058 as an adjustment to the opening balance of equity at 1 July 2019. Therefore, the comparative information has not been restated.

Operating Grants, Donations and Bequests

When the entity receives operating grant revenue, donations or bequests, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance with AASB 15.

Capital Grant

When the entity receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the financial asset received over any related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer) recognised under other Australian Accounting Standards.

The entity recognises income in profit or loss when or as the entity satisfies its obligations under the terms of the grant.

Interest Income

Interest income is recognised using the effective interest method.

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

QUEENSLAND ADVOCACY INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(a) Revenue and Other Income (cont'd)

In the comparative period

Non-reciprocal grant revenue was recognised in profit or loss when the association obtained control of the grant and it was probable that the economic benefits gained from the grant would flow to the Entity and the amount of the grant could be measured reliably.

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

When grant revenue was received whereby the association incurred an obligation to deliver economic value directly back to the contributor, this was considered a reciprocal transaction and the grant revenue was recognised in the statement of financial position as a liability until the service had been delivered to the contributor; otherwise the grant was recognised as income on receipt.

(b) Property, Plant and Equipment

Plant and Equipment are carried at cost less, where applicable, any accumulated depreciation.

Depreciation is calculated on the prime cost basis and is brought to account over the estimated economic lives of all fixed assets commencing from the time the asset is held ready for use.

The depreciation rates used are as follows:

<u>Class of Fixed Assets</u>	<u>Depreciation Rate</u>
Plant and Equipment	20%

(c) Impairment of Assets

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

(d) Employee Provisions

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

(e) Cash and Cash Equivalents

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

QUEENSLAND ADVOCACY INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(f) Leases

The Entity as lessee

At inception of a contract, the entity assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and a corresponding lease liability is recognised by the Entity where the Entity is a lessee. However, all contracts that are classified as short-term leases (lease with remaining lease term of 12 months or less) and leases of low value assets are recognised as an operating expense on a straight-line basis over the term of the lease.

Initially the lease liability is measured at the present value of the lease payments still to be paid at commencement date. The lease payments are discounted at the interest rate implicit in the lease. If this rate cannot be readily determined, the Entity uses the incremental borrowing rate.

Lease payments included in the measurement of the lease liability are as follows:

- fixed lease payments less any lease incentives;
- variable lease payments that depend on an index or rate, initially measured using the index or rate at the commencement date;
- the amount expected to be payable by the lessee under residual value guarantees;
- the exercise price of purchase options, if the lessee is reasonably certain to exercise the options;
- lease payments under extension options if lessee is reasonably certain to exercise the options; and
- payments of penalties for terminating the lease, if the lease term reflects the exercise of an option to terminate the lease.

The right-of-use assets comprise the initial measurement of the corresponding lease liability as mentioned above, any lease payments made at or before the commencement date as well as any initial direct costs. The subsequent measurement of the right-of-use assets is at cost less accumulated depreciation and impairment losses.

Right-of-use assets are depreciated over the lease term or useful life of the underlying asset whichever is the shortest. Where a lease transfers ownership of the underlying asset or the cost of the right-of-use asset reflects that the Entity anticipates to exercise a purchase option, the specific asset is depreciated over the useful life of the underlying asset.

Concessionary Leases

For leases that have significantly below-market terms and conditions principally to enable the Entity to further its objectives (commonly known as peppercorn/concessionary leases), the Entity has adopted the temporary relief under AASB 2018-8.

QUEENSLAND ADVOCACY INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(g) Goods and Services Tax (GST)

Revenues, expenses and assets are recognized net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the assets and liabilities statement.

(h) Deferred Income

The liability for deferred income is the unutilised amounts of grants received on the condition that specified services are delivered or conditions are fulfilled. The services are usually provided or the conditions usually fulfilled within twelve (12) months of receipt of the grant.

(i) Comparative Figures

Comparative figures, where necessary, have been reclassified in order to comply with the presentation adopted in the figures reported for the current financial year.

(j) Economic Dependence

Queensland Advocacy Incorporated is dependent on government funding to operate. As at the date of the report the committee has no reason to believe the government will not continue to support the organisation.

(k) Significant Management Judgement in Applying Accounting Policies

The directors evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

(l) New and Amended Accounting Policies Adopted by the Entity

Initial application of AASB 16

The Entity has adopted *AASB 16 Leases* retrospectively with the cumulative effect of initially applying AASB 16 recognised at 1 July 2019. In accordance with AASB 16 the comparatives for the 2019 reporting period have not been restated.

The Entity has recognised a lease liability and right-of-use asset for all leases (with the exception of short term and low value leases) recognised as operating leases under AASB 117 Leases where the Entity is the lessee. The lease liabilities are measured at the present value of the remaining lease payments. The Entity's incremental borrowing rate as at 1 July 2019 was used to discount the lease payments.

The right of use assets for equipment was measured at its' carrying amount as if AASB 16: Leases had been applied since the commencement date, but discounted using the Entity's weighted average incremental borrowing rate on 1 July 2019.

QUEENSLAND ADVOCACY INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(I) New and Amended Accounting Policies Adopted by the Entity

Initial application of AASB 16 (cont'd)

The following practical expedients have been used by the Entity in applying AASB 16 for the first time:

- for a portfolio of leases that have reasonably similar characteristics, a single discount rate has been applied
- leases that have remaining lease term of less than 12 months as at 1 July 2019 have been accounted for in the same way as short-term leases
- the use of hindsight to determine lease terms on contracts that have options to extend or terminate.

Initial application of AASB 15 and AASB 1058

The Entity has applied AASB 15: Revenue from Contracts with Customers and AASB 1058: Income of Not-for-Profit Entities using the cumulative effective method of initially applying AASB 15 and AASB 1058 as an adjustment to the opening balance of equity at 1 July 2019. Therefore, the comparative information has not been restated and continues to be presented under AASB 118: Revenue and AASB 1004: Contributions.

The table below provides details of the significant changes and quantitative impact of these changes on initial date of application 1 July 2019.

	As previously presented on 30 June 2019	Application impact of AASB 15 and AASB 1058	As presented at 1 July 2019
	\$	\$	\$
Statement of financial position			
CURRENT LIABILITIES			
Grant Received and Unexpended	\$147,755.10	\$(147,755.10)	
Contract liability		\$147,755.10	\$147,755.10
EQUITY			
Retained surplus			

QUEENSLAND ADVOCACY INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	<u>2020</u>	<u>2019</u>
2. REVENUE AND OTHER INCOME		
Revenue		
Revenue from Government Grants		
Department of Social Services	526,383.58	515,112.91
Department of Social Services - DRC	114,332.00	
Department of Social Services - NDIS	438,540.20	414,000.00
Department of Social Services - Decision Support	218,328.00	101,162.00
Department of Social Services - CoSP		13,215.00
Department of Justice & Attorney-General	560,703.50	487,255.18
Legal Aid		20,000.00
Qld Department of Education & Training	51,504.40	
	<hr/> 1,909,791.68	<hr/> 1,550,745.09
Other Revenue		
Non-Recurrent Funding	7,500.00	7,500.00
MHRT Centre Generated	647,139.21	493,878.64
HRLS Centre Generated	2,000.00	14,000.00
Interest	5,594.34	11,700.92
	<hr/>	<hr/>
TOTAL REVENUE	2,572,025.23	2,077,824.65
Other Income		
Donations	27,368.00	26,998.06
Memberships	1,063.54	409.06
Sundry Income	45,150.91	8,002.01
	<hr/>	<hr/>
TOTAL OTHER INCOME	73,582.45	35,409.13
	<hr/>	<hr/>
TOTAL REVENUE AND OTHER INCOME	\$2,645,607.68	\$2,113,233.78
	<hr/>	<hr/>
3. CASH AND CASH EQUIVALENTS		
QAI Cheque Account	716,099.27	613,588.92
QAI Gift Fund	162,144.57	134,780.60
Petty Cash	17.93	300.00
Linkt Toll Account	65.79	
Go Cards	64.56	
Bendigo Term Deposit	24,713.95	24,169.16
	<hr/>	<hr/>
	\$903,106.07	\$772,838.68
	<hr/>	<hr/>

QUEENSLAND ADVOCACY INCORPORATED
SUPPLEMENTARY INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2020

DEPARTMENT OF SOCIAL SERVICES

	<u>2020</u>	<u>2019</u>
4. FIXED ASSETS		
Furniture & Equipment - Cost	166,530.81	166,530.81
Less Accumulated Depreciation	130,455.00	115,394.00
	36,075.81	51,136.81
Motor Vehicle - Cost	20,106.09	20,106.09
Less Accumulated Depreciation	12,416.00	8,395.00
	7,690.09	11,711.09
	<u>\$43,765.90</u>	<u>\$62,847.90</u>

5. CONTINGENT LIABILITIES

Queensland Advocacy Incorporated has in place facility backed bank guarantees in relation to rental premises.

Bank Guarantees	<u>\$48,262.50</u>	<u>\$19,305.00</u>
-----------------	--------------------	--------------------

6. RIGHT-OF-USE ASSET

The Organisation has a lease of an office in South Brisbane. The term of the lease is three years with an option to extend a further three years.

i) AASB 16 related amounts recognised in the Balance Sheet:

RIGHT-OF-USE ASSETS

Leased Buildings	964,978
Accumulated Depreciation	13,402
	<u>951,576</u>
TOTAL RIGHT-OF-USE ASSETS	<u>\$951,576</u>

ii) AASB 16 related amounts recognised in the Statement of Profit or Loss:

Depreciation Charge related to Right-Of-Use Assets	13,402
Interest Expense on Lease Liabilities	2,376

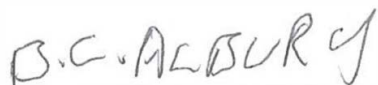
12.

QUEENSLAND ADVOCACY INCORPORATED
STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial Statements.

1. In the opinion of the committee the financial report as set out on pages 1 to 11 are in accordance with the Australian Charities and Not-for-Profits Commission Act 2012 and:
 - (i) Comply with the Australian Accounting Standards applicable to the entity; and
 - (ii) Give a true and fair view of the association's financial position as at 30 June 2020 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. At the date of this statement, there are reasonable grounds to believe that Queensland Advocacy Incorporated will be able to pay its debts as and when they fall due.

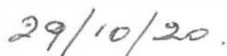
This Declaration is signed in accordance with Subs 60.15(2) of the Australian Charities and Not-for-Profits Commission Regulation 2013.



President



Treasurer



Date

13.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

QUEENSLAND ADVOCACY INCORPORATED

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Queensland Advocacy Incorporated, which comprises the statement of financial position as at 30 June 2020, the statement of profit & loss and other comprehensive income, statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report of Queensland Advocacy Incorporated has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012 and the Associations Incorporation Act (QLD).

- 1) Giving a true and fair view of the associations financial position as at 30 June 2020 and of its performance for the year then ended; and
- 2) Complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the Australian Charities and Not-for-Profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the Auditor Independence Requirements of the ACNC Act and ethical requirements of the Accounting Professional and Ethical Standards Board's APES110: code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and the Associations Incorporation Act (QLD). As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Committee for the Financial Report

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and the Associations Incorporation Act (QLD), and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

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

Auditor's Responsibilities for the Audit of the Financial Report

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

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Obtain an understanding of internal control relevant to the audit 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.

Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.

Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



PETER GESCH
HAYWARDS CHARTERED ACCOUNTANTS
Level 1 / 488 Lutwyche Road
LUTWYCHE QLD 4030

Dated this 23rd day of October 2020



Queensland Advocacy Incorporated

Level 2, South Central
43 Peel Street
South Brisbane Qld 4101

Phone: 07 3844 4200

Fax: 07 3844 4220

Email: qai@qai.org.au

Website: www.qai.org.au

Facebook: www.facebook.com/queenslandadvocacy

Twitter: www.twitter.com/QldAdvocacy

