



# 24th Annual Report

2013 - 2014

Your life ~ Your voice ~ Your rights



## DAIS is certified under the National Disability Advocacy Program



DAIS Wangaratta Office

### Acknowledgement

To provide advocacy support to people with disabilities, their carers and family members, Disability Advocacy and Information Service Inc. gratefully acknowledges funding received from:

- Department of Social Services (Commonwealth)
- Department of Family and Community Services (NSW)
- Department of Human Services (Vic)
- Department of Health (Vic) for HACC
- Legal Services Board
- Border Trust



Family &  
Community Services



Legal Services **BOARD**  
Funded through the Legal Services Board Grants Program



## Vision

Assist people to achieve their rights so they can participate in the community.

*“Your life ~ Your voice ~ Your rights”*

## Mission

To work with people to provide quality advocacy and information that meets the needs and choice of the individual.

## Values

- Working towards the best outcome for the person
- Putting the interest of the person with a disability first
- Actively supporting self-reliance
- Working with and not for, our clients
- Working ethically with integrity
- Constantly re-evaluating our service
- All communication is clear, consistent and transparent
- Our actions reflect our leadership responsibility in the community.

## Purpose

- Provide advocacy support to people with disability and carers in North East Victoria and Southern Riverina New South Wales
- Promote positive change in the lives of people with a disability and their carers in the area
- Improve and identify services for people with a disability by influencing all levels of Government and service providers
- Empower individuals to advocate for themselves
- Support disability-related groups and committees
- Support people from disadvantaged and diverse groups to gain equal access to mainstream services.



## BOARD MEMBERS

<b>Executive</b>	<b>Chair</b>	Dianne King
	<b>Vice Chair</b>	Ruth Harris
	<b>Secretary</b>	Jennifer Tate
	<b>Treasurer</b>	Brian Fealy
<b>Members</b>		Margaret Goodman
		Charie Roberts
		Neil Robson
		Loretta Caunt (Resigned March 2014)
		Peter Dent (Appointed December 2013)

## STAFF

<b>Executive Officer</b>	Martin Butcher
<b>Senior Advocate</b>	Michelle Critchley
<b>Advocates</b>	Jim Holden (Retired 2014)
	Julie Driver
	Elissa de Waard
	Cathy Bucolo (Appointed March 2014)
<b>HACC Access and Support</b>	Narelle Drew
	Tania Magennis (Resigned February 2014)
	Monica Neulist (Appointed April 2014)
<b>Project Officer DAIS Justice Service</b>	Leigh Sanders
	Vicki Berry (April - May 2014)
<b>Office Manager</b>	Jeanette Bawden
<b>Assistant Administration Officer</b>	Jane McRoberts (Resigned May 2014)
	Nicole Butcher



## CHAIRPERSON'S REPORT 2013 – 2014

Disability Advocacy and Information Service (DAIS) – what a year it has been! Reflecting back, it was a year of positives and challenges that were met with confidence by the Board, Executive Officer and staff. Some of the highlights were:

### **Purchase of our own building.**

Moving to Melbourne Road was made possible due to the good financial position DAIS is in. This move would not have been possible without previous Boards/Committees of Management, and staff, making wise financial decisions over many years to build up reserves, and making good investment decisions. We have our predecessors to thank for what we have been able to achieve during the past few months.

The new office demonstrates that DAIS intends to be around for a long time and the organisation is ready to face the challenges of disability service reform that lie ahead.

### **Staff recognised at the Victorian Disability Industry Sector Awards.**

The DAIS staff, as a team, were selected as finalists in the statewide awards. The team travelled to Melbourne in June for the presentation. To be a finalist is acknowledgment of the hard working and dedicated team of staff, and the standing the organisation has in the community. The Board would like to congratulate the team of staff for what they have been able to achieve.

### **Relocation and challenges.**

The process of buying and relocating the DAIS office set a very high challenge for the board and staff to meet. The usual stresses of such a project was even more significant as the lease on the old office in Stanley Street was quickly coming to an end. The landlord graciously gave a four week extension but a further extension was not possible as new tenants were waiting to move in.

Builders, Integral Build and Design, were set the challenge of taking an old building with two steps in the middle, and converting it into an office, making it as accessible and confidential as possible, as well as bringing the project in within budget. Grant and the team did a fantastic job, working 24/7 for 3 weeks to get Stage 1 completed in time for staff to move in on the scheduled date. The paint may have still been drying as staff walked in the temporary door, but the challenge was met.

Once moved in, the staff faced the additional challenge of not having full internet, email and telephone services for a month while the national telco worked out how they were going to get the additional lines into the building.

I would like to acknowledge all the staff, in particular the Executive Officer and Office Manager, who worked over and beyond the call of duty to plan and organise the renovation and the move, to ensure that everything went smoothly as possible with minimum disruption to services to our clients. The board members also stepped up to the challenge by attending additional meetings and seeking professional advice regarding the best investment option for DAIS.



## CHAIRPERSON'S REPORT 2013 – 2014 (Cont.)

By going through the process of purchasing a building the Board gained valuable experience including:

- Creating a framework and process that will maximise good decision making
- Evolving and creating a culture that has the ability to adapt to a marketplace and economy that are constantly changing
- Under the most challenging conditions, the Board individually and collectively, consistently inspired, prepared and directed to perform at its high level
- Fulfilling objectives that are meaningful to the organisation as a whole due to the hard work.

Establishing and endorsing protocols and procedures to ensure that the business of governance is maintained at the highest levels, and that the strategic direction and overall performance of DAIS is developed and monitored in a diligent manner.

In September, after this major milestone in DAIS history was achieved, the Board turned its attention to the future and the development of a new Strategic Plan. The process began with a forum consisting of Board members, staff and stakeholders reviewing our Strategic Plan. When completed DAIS will have established a creative edge that will bring greater value and purpose to the organisation and stakeholders as we move forward into a period of unknown due to the introduction of the National Disability Insurance Scheme and other reforms.

During the strategic planning process we focused on the things that make DAIS unique and what makes this organisation different to the rest. DAIS is an organisation that is focusing on trust, human rights, intuition, innovation, freedom of speech, and providing a voice. Accepting people with disability for who they are and their choice, matters. As an organisation we choose to create a condition for cohesion, community spirit, and mutual accountability.

*Your Life – Your Voice – Your Rights*

The Strategic Plan document is still being developed. It will be made available to members and supporters once it has been approved by the Board.

As you can see, it has been quite a big year for DAIS and I would like to thank the Board for the tremendous contribution they have made to making decisions and following up on actions. The Board this year has been Brian Fealy (Treasurer), Jen Tait (Secretary), Ruth Harris (Vice Chair), Marg Goodman, Charie Roberts, Peter Dent and Neil Robson. Likewise, the staff, led by the Executive Officer Martin Butcher, have undertaken an outstanding job. On a sad note two of our long serving staff members, Jim Holden and Jane McRoberts, left us. Jim retired after 9½ years as an Advocate, and Jane took on new challenges in her career, after 5 years in administration. We wish them both well for the future.

NDIS is in full swing with new trial sites now set up in all states. After 12 months of operation, from where we sit, things seem to be moving slowly and issues are being raised for consideration. We foresee challenges for Advocacy organisations, and will prepare for the future changes once it is rolled out to this region.

## CHAIRPERSON'S REPORT 2013 – 2014 (Cont.)

We can only hope that the NDIS will be a change for the better for people with disability as we move away from the current broken system.

If I can Quote *Craig Wallace President of PWDA*;

*“There is nothing better than to kick away the culture of low expectations that sees so many people with a disability out of work. But moving from ‘leaning to lifting’ is almost impossible when you’re buried under ten feet of gravel with a teaspoon for company. Dedicated heavy lifting is needed to shift barriers and attitudes so people with a disability can get a fair go and deliver returns on investment we make through NDIS”.*

In Closing may the Advocacy Sector as a whole stabilise and grow with support of all, working together unitedly for our community.

The Advocacy Sector is quite often under estimated, not heard, not seen. If we as an Advocacy organisation, stop being The Voice, we are failing our community. Together this sector needs to work cohesively with other Advocacy organisations. We need to achieve outcomes for our community and show we will not Give Up.

“We live in a community, not an economy.” The celebration of successes and achievements go a long way, and remember: a blend of passion, pragmatism and a sense of humour always goes far.

*Dianne J King*

**Chairperson**



### EXECUTIVE OFFICER'S REPORT

2013/14 has been yet another exciting year of change for DAIS. The most significant development was the planning and eventual relocation of our 2 offices, Benalla and Wodonga. Moving offices was a strategic move to provide greater flexibility and opportunity to provide quality services to our clients and manage the significant reforms in the disability and aged services sectors.

The process of relocating offices started about this time last year when staff and board considered our options as the leases for both our offices were up for renewal in June 2014. An action in our strategic plan prompted us to ask the question; would our current office accommodation meet the organisation's needs for the next 3 to 4 years?

Moving the office from Benalla to Wangaratta followed active steps DAIS has taken to provide increased services to older people and those with disability living in the "Central Hume region" with HACC Access and Support Worker and an expanded Justice Support service.

The review identified Wangaratta would be a better location for DAIS to have an office as it would be more accessible to our clients, has a wide hinterland from which people come for shopping and other services, and has a significant population DAIS could provide a service to. In April this year DAIS set up an office at Wang Central which accommodates a number of likeminded organisations. Only time will tell if the move to Wangaratta sees an increased number of people accessing DAIS from this area, but the early signs are positive.

The review also looked at 20 Stanley Street Wodonga which has been the home of DAIS for over 20 years. The decision to move was not an easy one as it was in the central CBD and accessible to clients. However the office space was at capacity, we did not have room to take on new projects if the opportunity came up, and we could not have students or volunteers without sharing workstations. Client confidentiality was being compromised as the walls were not sound proof in the interview rooms, EO office or meeting room. When everyone was in it could get very noisy in the work area. It was felt that not to move would hamper growth.

Once the decision to move was made the question was do we rent or try and buy premises. The difficulty with renting commercial property is you pay a fixed cost per square metre. To rent a property 1/3rd bigger would cost 1/3rd more. Rents increase about 3 per cent per year. You would then need to spend money converting to meet DAIS specific requirements. After spending all this money there would be no return on the investment. The option was to borrow to buy and renovate our own property as repayments are similar to what we were paying as rent.

Having decided to purchase a property the search was on to find an office that would enable growth, be accessible to meet the needs of people with a range of disability, maintain client confidentiality, and be financially sustainable long term. 132 Melbourne Road seemed to be the most viable option. By the end of the financial year we had taken ownership of the building and were considering quotes to refurbish. We hope that the facility, which will be opened by Cathy McGowan at our AGM, will meet this challenge.

It can be seen from the statistics and the staff case studies the breadth and variety of the work DAIS has undertaken throughout the year. It seems we have been busier than ever.



## EXECUTIVE OFFICER'S REPORT (Cont.)

In August last year we took on two HACC Access and Support positions for East Hume Region. It is a bit of an understatement to say that these roles were a huge learning curve for all involved throughout the region. Each person, from departmental officers, agency managers and staff have a different perspective on the client group and how they are to be found. It seems that there were a lot of contradictions along the way which has taken its toll on staff. DAIS, as with most access and support services have lost staff along the way as the task of seeking out clients is not for everyone. A worker said that the greatest joy in the position is to find a person who would otherwise be missing out on support and be linked into services. The program has guaranteed funding until June 2018.

Last financial year saw a significant growth in the number of people receiving Police and Court Support. During the year 91 people received support on 131 separate occasions. This is an average of 2.5 supports per week. This is compared to 58 supports to 36 clients during the previous year or just over one per week. We greatly appreciate our pool of volunteers who give their time to support people with a disability to increase their understanding of the justice system. They are asked to assist some of our most vulnerable clients in the most difficult circumstances. The frustrating aspect of the Justice support service is that, despite demonstrated need to support people with disability through the justice system, there is no ongoing funding for the service. Our current funding from the Legal Services Board will last until June 2015. There is no prospect for ongoing funding beyond this time.

Individual advocacy continues to be the most significant service provided by the advocacy team who have continued to provide a voice for people with disability living in North East Victoria and Southern NSW. It continues to amaze me the diversity of issues that come into the office. It is always satisfying when the advocates achieve a positive outcome that not even the client expected such as: getting a full refund for a faulty air conditioner, or moving a bus stop to enable a child with a disability to attend after school care, or supporting a mother to get answers from mental health services for not providing appropriate support when it was evident that her son was having a melt down.

I would like to take this opportunity to thank our dedicated and committed staff and board members (who are named on page 3) and volunteers. Each one is committed to protecting the rights of people with disability and ensuring that people receive the services they need. We would not have been able to achieve all that we have, including moving offices and supporting clients, without the support and help from staff and the willingness of the board to make the hard decisions when it counts. Thank you for your hard work and dedication. During the year we have lost two of our long term employees after Jim Holden retired to have a more relaxed and meditative lifestyle, and Jane McRoberts took on more hours and challenges with another organisation.

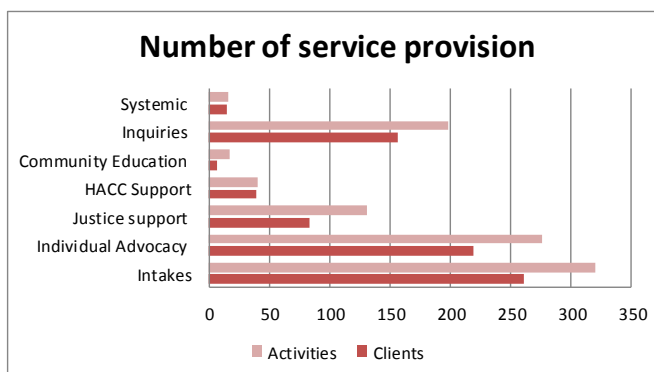
*Martin Butcher*

**Executive Officer**



## WHOLE OF ORGANISATION DATA

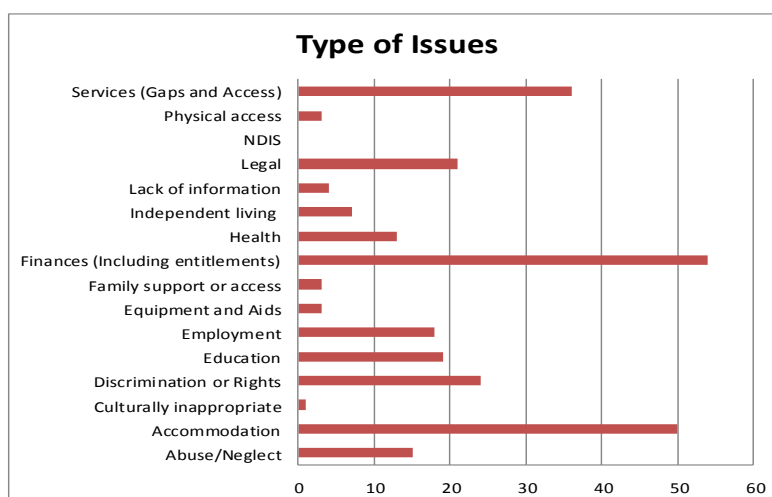
Number of Service provision		
	Clients	Activities
Intakes	261	321
Individual Advocacy	220	276
Justice Support	84	131
HACC Support	39	41
Community Education	7	17
Inquiries	157	199
Systemic	15	16



## INDIVIDUAL ADVOCACY DATA

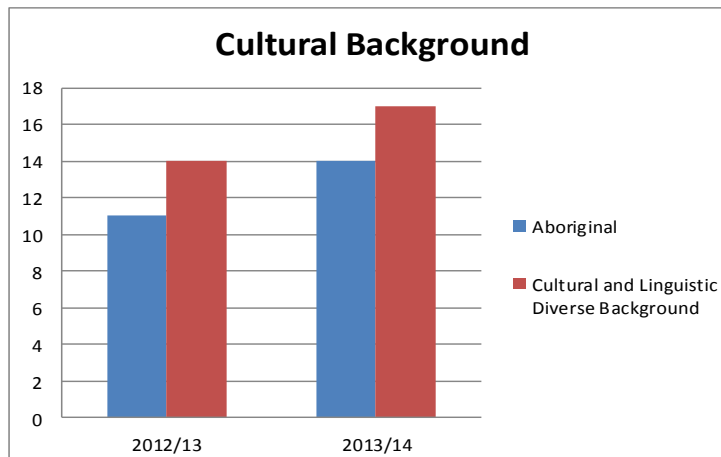
### Types of issue

Abuse/Neglect	15
Accommodation	50
Culturally inappropriate	1
Discrimination or Rights	28
Education	19
Employment	18
Equipment and Aids	3
Family support	3
Finances (inc entitlements)	54
Health	13
Independent living	7
Lack of information	4
Legal	21
Physical access	3
NDIS	0
Services (Gaps and Access)	36



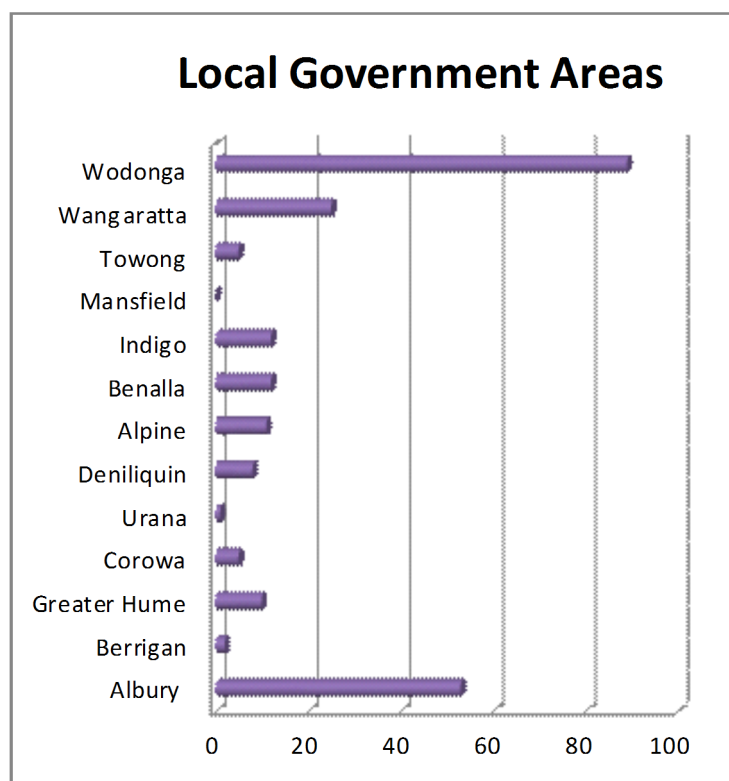
### Cultural Background

	2012/13	2013/14
Aboriginal	11	14
Cultural and Linguistic Diverse Background	14	17



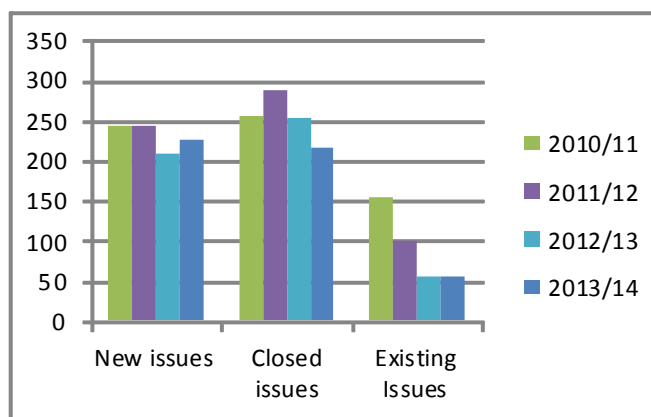
## DATA COLLECTION

Local Government Area	Clients
<b>NSW</b>	<b>79</b>
Albury	53
Berrigan	2
Greater Hume Shire	10
Corowa	5
Urana	1
Deniliquin	8
<b>VIC</b>	<b>154</b>
Alpine	11
Benalla	12
Indigo	12
Mansfield	0
Towong	5
Wangaratta	25
Wodonga	89



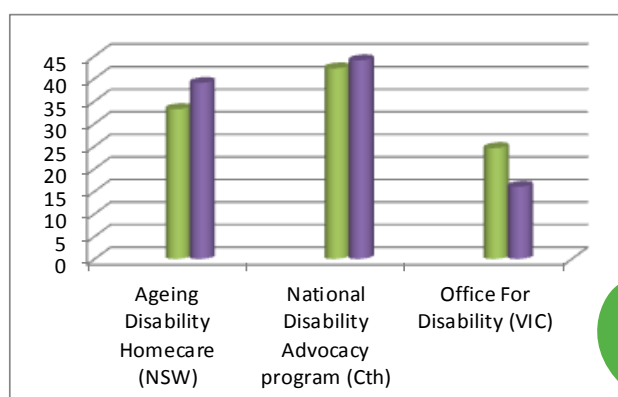
### Individual Advocacy Issues

Total Number of Issues	276
New issues	227
Closed issues	217
Existing issues	56



### Clients verses % of Funding

	No clients	% of
Ageing Disability Homecare (NSW)	77	39
National Disability Advocacy program (Cth)	98	44
Office For Disability (VIC)	57	16



### SYSTEMIC ADVOCACY

Systemic advocacy seeks to introduce and influence longer term changes to ensure the rights of people with disability are attained and upheld to positively affect the quality of their lives. Systemic advocates can influence positive changes to legislation, policy and service practices and work towards raising and promoting community awareness and education of disability issues.

During the year DAIS addressed about eight systemic advocacy issues. The major issue DAIS has worked on over the past 12 months involved people with disability accessing the justice system. After the 2013 AGM, DAIS hosted a forum to enable people with disability, their families and supporters to tell their experiences of involvement with police and court system to a panel of professionals including Disability Discrimination Commissioner, Graeme Innes, President of the Australian Law Reform Commission Prof Ros Croucher, and senior officers from local NSW and Victorian police. The stories were written up into a report and submitted to a number of national and state enquires, including:

- The Australian Human Rights Commission, Equal Before the Law
- Victorian Equal Opportunity and Human Rights Commission report, Beyond doubt: the experiences of people with disabilities reporting crime
- Australian Law Reform Commission, Equality, Capacity and Disability in Commonwealth Laws.

Reading these reports shows that DAIS' submission was considered and the views of people living in a regional area were heard.

During the year DAIS worked on a number of issues that came out of our individual advocacy work including:

- To have Centrelink review their assessment tools so as not to discriminate against carers of people with physical disability.
- V/line and Wodonga Council to reinstate a shuttle bus service from the new Wodonga station to the CBD.
- DAIS advocated for the rights of people with disability to access a main stream family crisis support service.
- Appropriate enforcement of accessible parking to ensure that people with disabilities and their carers are not disadvantaged when using parking spots .

Speaking to the media is a good way to promote DAIS and present issues from the perspective of people with disability. During the year we provided comment to the media on the taxi industry reform proposal to cut the government subsidised pick up fee, and on Welfare reform that would see changes to the disability support pension to encourage people to enter the workforce.

## SENIOR ADVOCATES' REPORT

### MICHELLE CRITCHLEY

This past year has again seen many changes at DAIS. Jim Holden has retired and is enjoying travelling and living his passion. Jim was a great source of knowledge and is missed. We also said goodbye to Jane McRoberts who has been another amazing asset to the DAIS team. I wish Jim and Jane all the best. We have a new Intake Advocate, Cathy Bucolo, who we have welcomed into our team. Cathy brings many skills to DAIS and it feels like she has been here a long time. Welcome Cathy!

The Benalla office has now moved to Wangaratta which is more central and more accessible for clients. We were fortunate to find an office space central to Wangaratta where clients can easily access our office. At this point we are endeavouring to have an Advocate at the Wangaratta office one day per week or as required.

We are getting ready to move to our new office at 132 Melbourne Rd Wodonga. At the time of writing this report we are getting excited thinking about the new office space and what it has to offer clients and staff. We will have easier parking for clients, easy access to an accessible toilet, and more office space for staff, with room for DAIS to grow as an organisation.

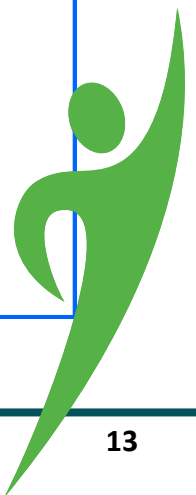
We continue to have many people come through our doors who require assistance with either already complex issues, or issues that potentially can become complex if not addressed. We endeavour to assist where we can and support those who have come through and are on our waitlist for assistance.

#### Case Study

Sara (not her real name), attended the DAIS office seeking assistance as she was about to become homeless and was not able to access any service to assist. Sara presented as a person who had the potential to be a high risk including speaking about harming others. This is the reason the other services declined to assist Sara. DAIS Advocates made the decision to find out if they could assist Sara and met with her to discuss her issues. Sara was up front about being willing to hurt others and spoke about her rights. Senior Advocate was very clear in explaining to Sara that she has rights and along with that comes responsibilities. Once this was explained to Sara she began to understand that, in order to receive a service from DAIS, she had a responsibility to treat others with the same respect as she expected from them. Sara also explained to Senior Advocate that when she becomes angry and frustrated, her body language changes. Senior Advocate acknowledged this and explained that there are times when we work with people that they may need to end an appointment and come back at another time when they are feeling ready to meet and discuss the issues they have.

We also worked with a legal service to make sure Sara had every opportunity to feel supported and listened to. After a period of time, Sara linked in to a Mental Health support service which assisted Sara to understand the issues she was facing and that she had Mental Health issues which created a barrier to her living successfully in the community. Sara stayed in supported accommodation until she was ready to go to rehabilitation to support her to move back into the community.

Once Sara had engaged with a service where she felt listened to, Sara moved towards resolving her own issues and engaging more appropriately with other services.





## ADVOCATES' REPORTS

### JULIE DRIVER

Once again I am asked to reflect on the most recent year with DAIS. There have been a few changes and some interesting developments. Jim Holden left DAIS last December to pursue other passions and he is sadly missed. Jim always had passion, dedication, commitment and expertise in his role. In May Jane McRoberts left to pursue another role. Jane was always willing to take on new challenges and to assist where possible. I miss her sense of humour and computer skills. As with any change of staff, it brings an opening for a new worker. Cathy Bucolo started in March 2014 as Intake Worker. Cathy brings her own unique expertise and perspective and this enhances our advocacy team.

Advocacy is about a working collaborative partnership with our clients. Some clients come to us with a clear direction of the outcome they desire. Other clients know their rights have been breached, but are unclear of options available for resolution. Together we explore options for outcomes that may not have been readily apparent. This relationship works best when an upfront, collaborative working relationship is established. These outcomes are achieved when both Advocate and client are working towards the same goals. Commitment from both parties are needed to take responsibility and roles to make this a shared task.

This year I completed training for "Accidental Counsellor". This course reinforced that 'listening' is the most powerful skill. Spending time listening to clients gives validation to their issues. Various clients have commented that DAIS listens to them. I would like to thank our Clients, Staff and the Board of Directors for their support and opportunities throughout the year.

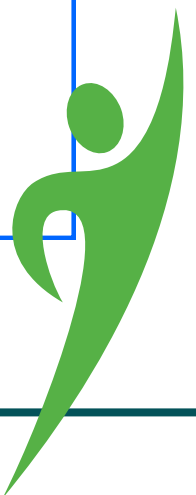
### Case Study

I met a family whose son has ADHD. The family was supported by the maternal grandmother who was assisting them with their educational issues. The family tried to resolve the issues at school by writing letters and attending meetings. However, the family wasn't satisfied with the outcome regarding their son. He was displaying challenging behaviour and refusing to go to school. The family decided to transfer him to a different school at the beginning of the new year so he could have a fresh start. When the family transferred to the new school they had sanctions placed on their son from the previous school and he was only allowed to attend two days a week.

DAIS then became involved. DAIS tried to seek advice from the AED Legal Centre. AED is a legal advocacy service for people with a disability in areas of education, employment and training. However the family and DAIS wasn't able to talk to a solicitor before the meeting with the school staff. DAIS supported the mother at the meeting. A number of issues were raised. The mother felt the school was listening to her concerns, however the school stated they were restrained by education department direction.

The sanctions remained when the son started at the new school. Advice was given by telephone from AED but they needed more details. So DAIS wrote a report with the mother's assistance. AED informed the mother of her son's right to education and options to address issues from the previous school. The current school worked with the family and the son. Over a short period of time he was attending full-time school. This resulted in a positive experience for the young person. The family did not want to pursue further matters with AED.

*Julie Driver* Advocate



## ADVOCATES' REPORTS (Cont.)

### ELISSA DE WAARD

It is hard to believe that another year has rolled in and it is that time again to put together a report for the AGM! What a year it has been! DAIS has had many changes but one particular change has been I went back into the Advocacy role after the wonderful Cathy Bucolo was appointed as Intake Advocate. Cathy is a breath of fresh air and brings so many wonderful qualities and skills to DAIS. With Cathy's fresh eyes, some changes have been made to the intake process and those changes are having a positive impact on the Advocates.

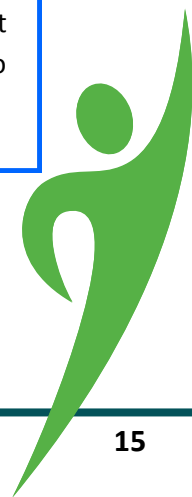
We all continue to work as hard as we can with the clients and the dull hum of conversation that can be heard from the office is a reflection of staff talking amongst each other, brainstorming ideas, asking for advice and supporting each other as we strive to meet the outcomes set by the clients. It is a privilege to be an Advocate where I can put my human rights theory into practice and make positive changes to this great community we live in.

#### Case study

Liz\* approached DAIS as her grandson John\* travels by bus to his specialist school. However, for Liz to remain working, John must go into Before and After School Care. John has a global developmental disorder and walking is incredibly difficult. For John to get to his bus before school and from his bus after school, he requires staff to walk him to and from the bus stop. However, the Before and After School Care staff refused to walk John to and from the bus stop. Liz witnesses on a daily basis children being walked from Before and After School Care by staff, however, on every request for John to be walked, Liz was told that staff do not walk children. Liz approached the staff of Before and After School Care to resolve this issue to no avail, being told it was due to staff not being permitted to leave the grounds. Liz discussed with the bus company if the bus driver would walk John, but again her request was denied. Therefore, John was not able to attend Before and After School Care. Liz paid for family day care so that John could catch the bus to school and from school directly from the family day care address. John's interaction with children was limited to the specialist school only.

I contacted the Australian Human Rights Commission, acknowledging the Before and After School Care staff were treating John less favourably and not making reasonable adjustments. The Australian Human Rights Commission investigated and decided that there needed to be a change made for John to attend the Before and After School Care. After discussions with the involved services and staff, it was decided and endorsed by the Australian Human Rights Commission that the bus stop would be moved to outside the Before and After School Care gate as of Term three, 2014. John is able to be walked to the gate before school by the staff to meet the bus, then walked from the gate back to the after school care by staff in the afternoon so no staff are required to leave the school grounds and John has access to the service.

*Elissa De Waard* Advocate



## INTAKE ADVOCATES' REPORT

### CATHY BUCOLO

I commenced the role as Intake Advocate in March 2014. The issues people with disability face and the barriers they encounter persist into our present day lives. These issues cross the many domains, sectors and organisations of our community. The work of DAIS is imperative in creating a positive, inclusive future for everyone and the role of Intake provides us with a 'snapshot' of where the current barriers remain. These include, but are not limited to, unfair rent increases, poor information regarding custody orders, unable to pay utility bills, accessing Centrelink payments, making complaints, accessing funding and accessing legal support. Given the breadth of these issues, I have learnt a great deal about organisations and what they provide, the process for appeal and complaint for various diverse agencies, and the definition of advocacy within the DAIS approach.

### Case Study

James (not his real name) was advised to call DAIS by his counsellor at a local medical centre. James attended his Intake appointment and explained his very complex medical history, including many undocumented/undiagnosed head injuries and also challenges with his mental health. He discussed many issues but his main one was 'for the truth to be told' about a situation that happened to him many years ago. James reported that he was assaulted by a group of people, who mistakenly believed he had physically assaulted a young boy. He believes that the situation was never dealt with properly due to poor police investigation and he wants 'justice'. James reported that counsellors, doctors and everyone have told him for years to 'just let it go', but he stated clearly to the Intake Advocate, 'I can't'. James wanted to make a complaint to the appropriate authorities. To do this, he was told he needed to 'write out his story' and James did not want to do this. The Intake Advocate listened empathetically to James and then wrote out a definition of advocacy for James in easy-English, and also a 'plan of action' for what the Intake Advocate would do next. During this session, the Intake Advocate also assessed that James was displaying potential symptoms of post-traumatic stress disorder and/or anxiety, which she gently discussed with James. He understood and gave consent for the Intake Advocate to contact his counsellor to check whether writing his story of the past event would actually be detrimental to James' health and wellbeing. The Intake Advocate then called the authority to which James needed to make his complaint, and gathered information regarding the process James would need to go through. Intake Advocate called his counsellor and discussed the whole situation and her thoughts that he needed to be fully supported when writing his story. James' counsellor agreed and offered to support James to write his story in her sessions, rather than DAIS doing this. Finally, the Intake Advocate called James and gave him a quick summary of the process for complaint and the information about his counsellor supporting him to write his story. James was pleased with this outcome. Intake Advocate also wrote out the process for complaint in easy-English to give to James and also made a copy to be given to his counsellor, so she could reinforce this information with him. When an Advocate was able to pick up James' issue for advocacy, they would support him through the complaint process.

*Cathy Bucolo* Intake Advocate

## DAIS JUSTICE SUPPORT REPORT

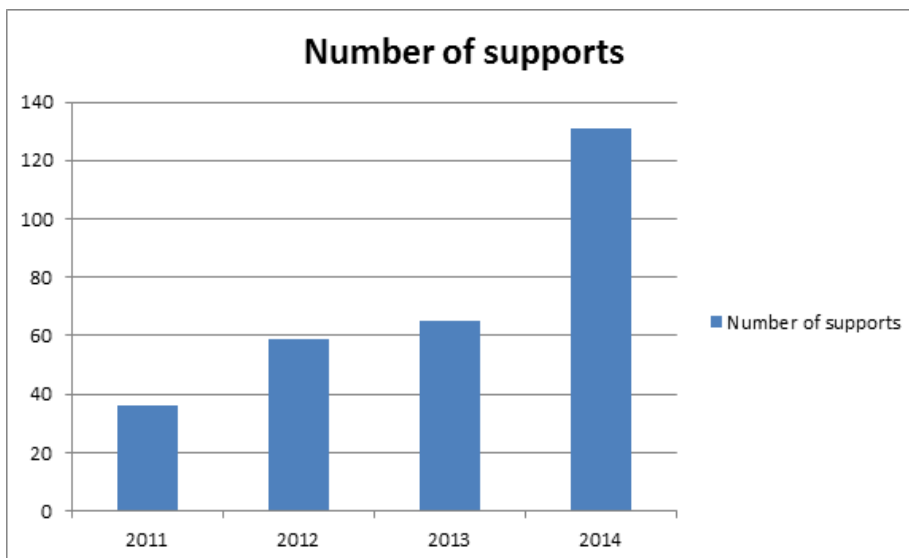
### LEIGH SANDERS

Over this reporting period I have continued to establish and run the expanded Justice Support service, now covering additional courts within our territory, including doing the rounds late last year to meet stakeholders in Benalla and Wangaratta, and promote the extended service. Preparation for advertising, recruiting and training a new group of volunteers to service the courts in Benalla and Wangaratta began in the New Year. Prior to me taking leave during April/June, six suitable volunteer candidates had completed their induction and were ready for training.

In early June the EO and I attended a long overdue meeting with the funding body, the Law Services Board, in Melbourne to finalise and confirm the second half of our funding. The program funding from the Law Services Board was both generous and very fuss free as far as reporting requirements. DAIS is very appreciative of their support.

On my return from leave the training content was generated and dates set for the training delivery at our very pleasant premises in Wangaratta. DAIS wish to thank Peter Dent (volunteer) and lawyer Dirk de Zwart for their time and effort at the training. Of the six attendees five completed the training, giving us two volunteers living locally in Wangaratta and one in Benalla. The other two volunteers will bolster our Wodonga numbers. All these new volunteers have completed at least one support and have all demonstrated the attributes required to execute this role. As for all our volunteers, both new and long standing, the clients they support are very grateful for this support.

Statistics for this last financial year show a dramatic increase in usage of the service with a total of 126 activities. There is a trend towards multiple supports for the same client. Very few court supports are one-offs with some clients being supported over months through four or more court appearances.



*Leigh Sanders* Project Worker



## HACC ACCESS AND SUPPORT REPORT

### NARELLE DREW

It has been just over one year since I commenced full time employment with DAIS in the role of Home and Community Care (HACC) Access and Support. This year has seen us move into the new premises on Melbourne Rd, which is fresh and spacious. Even though we now have more room and separate offices, the team at DAIS continues to be a big support to me with their wealth of knowledge in the disability sector and the community at large. Each staff member brings to DAIS their own unique skills and knowledge, and the answer to most questions can usually be easily sought.

The A&S position is funded by the Department of Health and is designed to assist people who are eligible for Home Care services but for reasons due to their diversity are not engaging in these services.

I have five special needs groups that may experience particular difficulty in gaining access to HACC services. The groups are:

- People from Aboriginal and Torres Strait Islander backgrounds
- People from culturally and linguistically diverse (CALD) backgrounds
- People with dementia
- People living in rural and remote areas
- People experiencing financial disadvantage (including people who experience or are at risk of homelessness).

Some common barriers are, language or cultural barriers, unsure of how to communicate their need, little knowledge or experience of services, previous experience with services that they perceived to be negative, lack of confidence in accessing services, resilience to service usage etc.

The following are three examples of how an A&S worker may be able to improve access into services. (These examples have been taken from Diversity Planning and Practice in Home and Community Care services in Victoria: A practice guide for HACC Access and Support roles September 2013).

1. An elderly person with dementia was living with her lesbian partner in a rural area. The carer recognised that the person's support needs were increasing and beyond her ability to manage alone, however, was hesitant to access services due to previous negative experiences. The carer was fearful that their personal preferences and lifestyle would not be respected. This person was eligible for A&S assistance.

2. A person was living in insecure accommodation in a caravan park. He had been receiving delivered meals for some time, however, had refused other offers of assistance. He was notified that the caravan park would be closing and the park manager was worried about the man's situation. However, even with prompting by the park manager, the man had not engaged with services. He was a priority for assistance from the A&S worker. The A&S worker assisted the man to make contact with a housing program.



## HACC ACCESS AND SUPPORT REPORT (Cont.)

3. A HACC eligible Aboriginal person was seeking domestic assistance. She had a range of family issues, her independence was reducing, and she had limited understanding of the service system or how it might assist her situation. She was fearful that HACC services would be judgemental and not respect her lifestyle or preferences. She was eligible for assistance from the A&S worker.

My role requires me to source these individuals, this is done through assertive outreach and community engagement (getting into the community and finding relevant community minded people who are willing to assist me in reaching these individuals.) I am then able to spend 8 weeks getting to know the person, developing a trusting relationship, listening and understanding what is and isn't important to the individual and uncover underlying and presenting issues. I explain the service system and how to independently access and utilise HACC and other services in the future.

I encourage individuals to make their own informed decisions; if they then choose to access a HACC service I am able to support them through the assessment process.

### Case Study

Through consultation with a HACC service team that I regularly sit with I was advised of a small town, that many people came to for fishing holidays and eventually retired to, most of these homes are double storey, overlooking the lake. As people age and become frail, stairs can be a huge challenge. With this knowledge, I approached the owner of the general store and he was able to put me in contact with an elderly gentleman of cultural descent who had within the past year lost his wife and appeared to be isolated, lonely and possibly depressed.

When I met with this man, he told me he was waiting to die. He had lost interest in everything and did not want to engage in any services. "Someone else needed it more". He had also lost a considerable amount of weight. Over time I developed a rapport with him and he opened up to me more. We discussed social activities of Planned Activity Groups (PAG) and although initially reluctant, he eventually agreed to try it with my support.

Throughout this trial, he was often smiling and appeared to be enjoying others company.

A referral was made and an assessment completed and he now engages in PAG, domestic assistance and has meals on wheels delivered. This means that he has social connections, support, increased nutrition and physical activity and someone who regularly attends his home providing a wellbeing check.



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# Financial Statements for the Year Ended 30 June 2014

24th Annual Report

2013 - 2014

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**BOARD OF MANAGEMENT'S STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2014**

The Board of Management has determined that the association is a non reporting entity.

The Board of Management has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board of Management the financial report as set out on pages 2 to 10,

1. Presents fairly the financial position of the Disability Advocacy & Information Service Inc., as at 30 June 2014 and its performance for the year ended on that date in accordance with the accounting policies disclosed in the Notes to the Financial Statements.
2. At the date of this statement, there are reasonable grounds to believe that the Disability Advocacy & Information Service Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Management and is signed for and on behalf of the Board by:



Dianne King – Chairperson



Brian Fealy – Treasurer

Dated this 3rd day of November 2014





**STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2014**

<b>Revenue from Continuing Operations</b>	<b>2014</b>	<b>2013</b>
<b>Grants</b>		
Commonwealth Operating - Recurrent	185,096	177,498
Commonwealth Operating Non-recurrent	0	1,943
State (Vic) - Recurrent	65,142	62,235
State (Vic) - Non-recurrent	3,131	6,540
State (Vic) - Capital	0	1,726
State (NSW) - Recurrent	162,552	157,179
State (Vic) HACC - Recurrent	150,491	20,228
State (Vic) HACC - Non - recurrent	0	2,500
State (Vic) HACC - Capital	2,500	10,000
Disability Advocacy Victoria	<u>0</u>	<u>2,640</u>
Total Grants	568,911	442,489
<b>Grants - Other</b>		
Surplus C/wealth Grant C/Forward	0	15,000
Rural & Remote Justice Support C/Forward	54,380	33,620
Info Tree Portal Upgrade Funding	<u>0</u>	<u>2,115</u>
Total Grants - Other	54,380	50,735
<b>Other Income</b>		
Recoupments	6,015	3,791
Sundry Income	924	2,500
Gain on Sale of Non-Current Assets	<u>4,459</u>	<u>3,468</u>
Total Other Income	11,397	9,759
<b>Interest - Unrestricted</b>		
Cheque accounts	8	10
Online Saver Account	3,972	3,964
ANZ Term Deposit	6,805	9,527
Bendigo Bank Term Deposit	<u>3,367</u>	<u>4,963</u>
Total Interest - Unrestricted	14,152	18,463
<b>Reimbursements</b>		
Insurance	1,997	0
Photocopying	0	14
Other Reimbursements	<u>4288</u>	<u>5,498</u>
Total Reimbursements	6,285	5,512
<b>Total Revenue</b>	<b>655,126</b>	<b>526,959</b>
<b>Expenses from Continuing Operations</b>		
Advertising & Promotion	3,590	2,880
Assets Purchased Less Than \$1,000	1,811	3,135
Audit Fees	3,800	3,450
Board/Governance Expenses	1,335	2,793
Certification Costs	2,830	3,456
Cleaning & Pest Control	2,001	1,936
Program Support Services	1,659	0
Computer Expenses	11,238	13,860
<b>Depreciation</b>		
Leasehold Improvements	5,377	5,826
Motor Vehicles	18,661	15,157
Plant & Equipment	<u>9,627</u>	<u>9,774</u>
Total Depreciation	33,665	30,757

The accompanying notes form part of these financial statements.

**STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2014**

	2014	2013
Fees and Permits	751	341
Health and Safety	122	3,000
Insurance - General	1,005	536
Interest Paid – Foresters Community Finance	1,191	0
Loss on Sale of Assets	0	252
Meeting Expenses	200	498
Membership Fees Paid	2,880	1,209
Motor Vehicle Expenses		
Fuel and Oil	9,022	7,524
Repairs & Maintenance	1,170	3,162
Insurance	1,811	1,594
Registration	<u>1,742</u>	<u>2,582</u>
Total Motor Vehicle Expenses	13,745	14,862
Postage, Freight & Courier	1,192	1,759
Printing & Stationery	4,345	2,818
Security Expenses	615	7,567
Stationery (Office Supplies)	1,524	1,461
Publications & Information Resources	446	404
Recruitment Expense	2,411	0
Rates & Taxes	762	255
Rent	35,718	34,669
Repairs & Maintenance	4,913	506
Salaries & Wages	430,656	312,787
Annual Leave Expense	4,850	11,725
Long Service Leave Expense	(4,476)	2,459
Superannuation	38,794	28,064
Workers' Compensation	2,174	2,993
Staff Amenities	967	849
Sundry Expenses	475	3,454
Telephone, Fax & Internet	10,677	9,533
Training & Development (staff)	4,297	683
Travel & Accommodation	6,897	3,769
Utilities	5,844	4,143
Volunteer Costs	483	1,015
<b>Total Expenses</b>	<b>635,378</b>	<b>513,877</b>
 <b>Total Comprehensive Result for the Year</b>	 <b>19,748</b>	 <b>13,082</b>

The accompanying notes form part of these financial statements.



**STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2014**

	2014	2013
<b>Assets</b>		
<b>Current Assets</b>		
Cash at Bank - Unrestricted		
ANZ Cheque Account	(5,111)	7,925
ANZ Cash Management A/C	2,263	906
ANZ Online Saver A/C	195,581	103,053
Total Cash at Bank	192,733	111,884
Short Term Investments		
ANZ Term Deposit	0	205,808
Bendigo Bank Term Deposit	93,195	89,727
Accrued Interest	<u>814</u>	<u>2,167</u>
Total Short Term Deposits	94,009	297,702
Prepaid Computer Expenses	5,322	7,730
Prepaid Expenses	13,875	<u>0</u>
Accounts Receivable (Debtors)	<u>1,210</u>	<u>0</u>
<b>Total Current Assets</b>	<b>307,148</b>	<b>417,316</b>
<b>Non-Current Assets</b>		
Bond - Benalla Office	0	212
Property 132 Melbourne Rd, Wodonga	376,832	0
Plant and Equipment		
Leasehold Improvements at Cost	73,803	73,803
Less: Accum Depn Buildings	<u>(31,565)</u>	<u>(26,188)</u>
	42,239	47,616
Office Furniture & Equip. - at cost	84,368	92,546
Less: Accum Depn Plant/Equip	<u>(53,211)</u>	<u>(55,686)</u>
	31,157	36,860
Motor Vehicles - at cost	96,215	121,356
Less: Accum Depn Motor Vehs	<u>(23,747)</u>	<u>(52,451)</u>
	72,468	68,905
<b>Total Non-Current Assets</b>	<b>520,695</b>	<b>153,594</b>
<b>Total Assets</b>	<b>827,843</b>	<b>570,910</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Payables - Other	0	924
GST Payable	6,995	1,141
PAYG Withholding Payable	10,271	5,443
Superannuation Payable	0	751
Salary Packaging Clearing - L Sanders	(550)	550
Revenue Received in Advance	170,648	115,065
Accrued Wages Expense	11,955	10,669

The accompanying notes form part of these financial statements.

**STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2014**

	2014	2013
<b>Total Current Liabilities</b>	<b>199,319</b>	<b>134,543</b>
<b>Non-Current Liabilities</b>		
Employee Benefits/Provisions		
Provision Annual Leave	31,271	26,421
Provision Long Service Leave	11,718	16,195
Term Loan – Foresters Community Finance	<u>209,349</u>	<u>0</u>
<b>Total Non-Current Liabilities</b>	<b>252,339</b>	<b>42,616</b>
<b>Total Liabilities</b>	<b>451,658</b>	<b>177,159</b>
<b>Net Assets</b>	<b>376,184</b>	<b>393,751</b>
<b>Equity</b>		
Retained Surplus	<u>376,184</u>	<u>393,751</u>
<b>Total Equity</b>	<b>376,184</b>	<b>393,751</b>

The accompanying notes form part of these financial statements.

These notes should be read in conjunction with the attached audit report



STATEMENT OF CHANGES IN EQUITY FOR THE  
YEAR ENDED 30 JUNE 2014

	2014	2013
	\$	\$
Opening Balance	393,751	380,669
Profit / (Loss)	19,748	13,082
HACC Funding in Advance Adjustment	<u>(37,315)</u>	<u>0</u>
Closing Balance	376,184	393,751

The accompanying notes form part of these financial statements.



**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2014**

	Notes	2014 \$	2013 \$
<b>Cash flows from operating activities</b>			
Receipt of grants		591,316	590,790
Receipts from customers		0	987
Interest received		15,505	16,295
Reimbursements received		4,717	5,512
Sundry income & recoupments received		6,616	2,740
Payments to suppliers and employees		<u>(510,701)</u>	<u>(480,619)</u>
<b>Net cash inflow (outflow) from operating activities</b>	<b>2</b>	<b>107,453</b>	<b>135,705</b>
<b>Cash flow from investing activities</b>			
Payments for plant and equipment - including GST		(3,924)	(2,185)
Payments for real property		(374,832)	0
Payments for motor vehicles - including GST		(22,223)	(22,449)
Payments for leasehold improvements - including GST		<u>0</u>	<u>0</u>
<b>Net cash inflow (outflow) from investing activities</b>		<b>(400,979)</b>	<b>(24,634)</b>
<b>Cash flows from financing activities</b>			
Receipt of loan proceeds net of principle repaid		209,349	0
Adjustment to HACC funding surplus held from prior year		<u>(37,315)</u>	<u>0</u>
<b>Net cash inflow (outflow) from financing activities</b>		<b>172,034</b>	<b>0</b>
<b>Net changes in cash held</b>		<b>(121,492)</b>	<b>111,072</b>
Cash and cash equivalents at the beginning of the year		407,419	296,347
<b>Cash and cash equivalents at the end of the year</b>		<b>285,927</b>	<b>407,419</b>

The accompanying notes form part of these financial statements.

These notes should be read in conjunction with the attached audit report



## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 30 JUNE 2014

#### **1 Statement of Significant Accounting Policies**

The Board of Management has prepared the financial statements on the basis that the organisation is a non-reporting entity. The financial statements are therefore special purpose financial statements prepared in order to meet the needs of members, satisfy the requirements of the Associations Incorporated Act (VIC) and to satisfy government funding requirements.

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

The financial statements have been prepared in accordance with the significant accounting policies disclosed below which the board of management has determined are appropriate. Such accounting policies are consistent with the previous period unless otherwise stated.

The National Standard Chart of Accounts was adopted for the 2013 financial year and future years, and is in line with latest developments in the Not for Profit Sector financial reporting harmonisation.

#### **1(a) Income Tax**

The Disability Advocacy & Information Service Inc is a non-profit entity and is therefore exempt from income tax under S50-10 of the Income Tax Assessment Act 1997.

#### **1(b) Plant and Equipment**

Each class of plant and equipment is carried at cost or fair value less, where applicable, net of any accumulated depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by the committee to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets' employment and subsequent disposal.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the association and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the income statement during the financial period in which they are incurred.

#### **1(c) Depreciation**

The depreciable amount of Office Equipment and Leasehold Assets are depreciated on a straight line or diminishing value basis over their useful lives commencing from the time the asset is held ready for use. Depreciation of Motor Vehicles is calculated using the diminishing value method. The depreciation method more closely aligns the carrying amounts to that expected when the vehicles are disposed of.

All assets whose cost is greater than \$1,000 are capitalised in the financial statements.

#### **1(d) Employee Benefits**

Provision is made for the organisation's liability for employee benefits arising from services rendered by employees to the end of the reporting period.

A liability for annual leave has been recognised and measured as the amount unpaid as at the reporting date using current pay rates in respect of employees' services up to that date.

A liability for long service leave has been recognised and is based on expected future payments to be made in respect of services provided by employees as at the reporting date.

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2014**

**Revenue**

**(i) Grants**

Grant funds are recognised as revenue when the organisation obtains control over the asset. Control granted over assets usually occurs at the time they are received.

**(ii) Interest**

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

**(iii) Gain/(Loss) on sale of Motor Vehicles, Plant & Equipment**

Net gain/(loss) on sale of motor vehicles, plant and equipment is recognised as income/(expense) when any item of plant & equipment is sold after deducting the carrying values of those assets at the date of disposal from the sale proceeds.

**Goods and Services Tax**

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

**Trade and Other Debtors**

Trade and other debtors are carried at their nominal amount. Collectability of debtors is reviewed on an ongoing basis. Debts, which are known to be uncollectible, are provided for through a provision for doubtful debts which is raised when doubt exists as to collection.

**Rounding of Amounts**

Amounts in the financial report have been rounded to the nearest dollar.



## 2 Reconciliation of operating result to net cash from operating activities

	2014	2013
Comprehensive result for the year	19,748	13,082
Add / (Deduct) Non-Cash Flows in Comprehensive Result		
Depreciation	33,665	30,757
Loss (gain) on Disposal	0	(3,448)
Loss (gain) on Recoupments	0	(3,551)
Provision for Annual Leave	4,850	11,725
Provision for Long Service Leave	(4,476)	2,459
Accrued Interest Income	1,353	(2,167)
Changes in assets and liabilities		
(increase) / decrease in Prepaid Computer Expenses	2,408	(7,730)
(increase) / decrease in Receivables	(1,210)	987
(increase) / decrease in Prepaid Expenses	(13,875)	0
(increase) / decrease in Rental Bonds Receivable	212	0
increase / (decrease) in Salary Packaging Payable	(1,100)	614
increase / (decrease) in Payables	10,293	(4,587)
increase / (decrease) in Revenue Received in Advance	55,583	97,565
Net Cash Flows from operating activities	107,453	135,706

## 3 Economic Dependency

The continued solvency of the organisation is dependent on continued funding from the Commonwealth, NSW and Victorian Governments. As can be seen from the Statement of Comprehensive Income approximately 95% (2013 94%) of the organisation's income is derived from government grants. A similar level of funding is expected for the 2014-2015 financial year.

## 4 Purchase of Office Building

An existing building at 132 Melbourne Road, Wodonga was purchased by DAIS, partially financed by a 15 year term loan from Foresters Community Finance at 6.5% fixed interest for the first 3 years then variable rate. The acquisition will provide DAIS with space for additional advocates enabling it to apply for future advocacy opportunities that occur while accruing equity in a tangible asset and eliminating the necessity to pay rent on the present building.

## 5 Events occurring after reporting date

Renovations to 132 Melbourne Road commenced in late July 2014 that will make the building functional for DAIS operations with soundproof interview rooms and disabled access and amenities provisions. Additional loan funds of \$130,000 are being sought from Foresters Community Finance to assist completion of these.

Leasehold Improvements for 20 Stanley Street, Wodonga will be expensed in the 2015 Financial Statements as Disability Advocacy & Information Services Inc. no longer has control over these assets.

**6 Contingent Liabilities**

None to report

**7 Revenue in Advance**

Rural & Remote Justice Support	\$52,000
State (Vic) HACC	\$17,965
State (Vic)	\$ 2,683
HACC Grant	\$19,563
Grant funding for cancelled project wages to be repaid	<u>\$78,437</u>
Total	<u>\$170,648</u>

**8 Related Party transactions**

The names of the persons who were officers on the Board of Management at any time during the financial year are as follows:

<b>Name</b>	<b>Date of Appointment</b>
Dianne King (Chair)	Reappointed for two years 22 <sup>nd</sup> November 2012
Ruth Harris (Vice President)	Reappointed for two years 24 <sup>th</sup> October 2013
Jennifer Tait (Secretary)	Reappointed for two years 24 <sup>th</sup> October 2013
Brian Fealy (Treasurer)	Reappointed for two years 22 <sup>nd</sup> November 2012
Margaret Goodman	Reappointed for two years 24 <sup>th</sup> October 2013
Neil Robson (Board Member)	Reappointed for two years 24 <sup>th</sup> October 2013
Charie Roberts (Board Member)	Reappointed for two years 22 <sup>nd</sup> November 2012
Peter Dent (Board Member)	Appointed 19 <sup>th</sup> December 2013
Loretta Caunt (Board Member)	Resigned 18 <sup>th</sup> March 2014

**( i ) Remuneration of Board Members**

All Board Members performed their duties in an honorary capacity and as such no remuneration was paid other than amounts, in accordance with DAIS policies, to cover any travel expenses incurred.

**( ii ) Remuneration of Key Management Personnel**

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the Board, directly or indirectly, including any Board Member (whether executive or otherwise) of that entity is considered key management personnel.

The totals of remuneration paid to key management personnel during the year are as follows:

Wages, Salaries and Superannuation \$133,115

**( iii ) Other Related Party Transactions**

None to report.



**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF  
DISABILITY ADVOCACY & INFORMATION SERVICE INC.**



Salisbury Audit Services Pty Ltd  
ABN 32 169 680 362

PO Box 912  
594 David Street  
Albury NSW 2640

**Report on the Financial Statements**

We have audited the accompanying financial report, being a special purpose financial report, of the DISABILITY ADVOCACY & INFORMATION SERVICE INC. (DAIS), which comprises the Statement of Financial Position as at 30 June 2014, Statement of Comprehensive Income, Statement of Changes in Equity and Cash Flow Statement together with a summary of significant accounting policies, other explanatory information and the Board of Management's declaration.

**Board of Management's Responsibility for the Financial Report**

The Board of Management is responsible for the preparation of the financial report, and has determined that the accounting policies described in Note 1 of the financial report are appropriate to meet the requirements of the organisation's constitution and are appropriate to meet the needs of the members. The Board's responsibility also includes such internal controls as the board determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

**Auditors' Responsibility**

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We have conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

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

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

**Independence**

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



Chartered  
Accountants

**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF DISABILITY ADVOCACY & INFORMATION SERVICE INC.  
ABN 66 662 360 806**

**Auditors' Opinion**

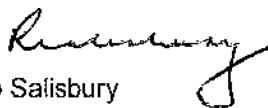
In our opinion, the financial report presents fairly, in all material aspects, the financial position of DISABILITY ADVOCACY & INFORMATION SERVICE INC. (DAIS) as of 30 June 2013 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

**Basis of Accounting**

Without modifying our opinion, we draw attention to Note 1 of the financial report, which describes the basis of accounting. The financial report has been prepared for distribution to members for the purpose of fulfilling the Boards' financial reporting responsibilities under the organisation's constitution. As a result, the financial report may not be suitable for another purpose.

Auditor:

Rob Salisbury



Chartered Accountant & Registered Company Auditor

Address:

David Street, ALBURY, NSW 2640

Dated this 31 day of October 2014



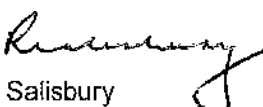


**DISABILITY ADVOCACY & INFORMATION SERVICE INC. ABN: 66 662 360 806  
AUDITORS' INDEPENDENCE DECLARATION UNDER SECTION 307C OF  
THE CORPORATIONS ACT 2001 TO THE MEMBERS OF  
DISABILITY ADVOCACY & INFORMATION SERVICE INC**

We declare that, to the best of our knowledge and belief, during the year ended 30 June 2014 there have been no contraventions of:

- (i) the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (ii) any applicable code of professional conduct in relation to the audit.

Salisbury Audit Services Pty Ltd  
Chartered Accountants

  
Rob Salisbury

Robert Henry Salisbury BEc FCA  
Salisbury Audit Services Pty Ltd  
Registered Company Auditor  
594 David Street, ALBURY NSW 2640

**Dated this 31 day of October 2014**

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