



SUFY protects and defends the human rights of vulnerable people with disability through individual advocacy to address injustices and to make a positive and sustainable difference to their lives.

# ANNUAL REPORT 2017/2018

**Speaking Up For You Inc.**

The Precinct, Unit F2  
1st Floor, 12 Browning Street  
PO Box 5649, West End Qld 4101

**[www.sufy.org.au](http://www.sufy.org.au)**

P: 07 3255 1244  
F: 07 3255 1266  
E: [sufy@sufy.org.au](mailto:sufy@sufy.org.au)



## SUFY REMEMBERS

SUFY remembers many people who have been part of our journey during the last thirty years. We acknowledge and appreciate the contributions and insights individuals have made to our SUFY work.

Over the past year, two people have died and we remember them -

Judy Collins

Mike Duggan

# CONTENTS

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ABOUT US	04
OUR WORK	05
JOINT REPORT FROM MANAGER AND CHAIRPERSON	08
ADVOCACY MEETS THE NDIS	10
NDIS APPEALS	14
TREASURER'S REPORT	18
FINANCIAL REPORT	19



# ABOUT US

## OUR MISSION

“Speaking Up For You Inc. (SUFY) protects and defends the human rights of vulnerable people with disability through individual advocacy to address injustices and make a positive and sustainable difference to their lives.”

## OUR PRINCIPLES

**Human Rights:** SUFY will promote, protect and defend the lives and the human rights of each person with disability whom we support in the advocacy relationship.

**Social Justice:** SUFY will operate in ways that support the achievement of rights, equity, access, participation and equality in our advocacy work with each person.

**Inclusion in Community Life:** SUFY will operate in ways that value and support the inclusion of people with disability in the life of their diverse communities.



## OUR INDIVIDUAL ADVOCACY

SUFY provides a combination of individual advocacy and self-advocacy that is consultative and collaborative with each individual and with families / guardians where appropriate. Self-advocacy underpins the essence of our work, as we enable individuals to gain confidence, understand information and then act on their own behalf. We stand beside and with vulnerable people with disability so that they can feel confident that their voice is heard. Our advocacy work with them is often long term, creating positive, real and sustainable differences to each person’s well-being and lifestyle over time. This work is informed by the principles and elements of social advocacy.

## WHERE WE WORK

In the greater Brisbane and Moreton Bay areas including Redlands and parts of Ipswich.

## THE PEOPLE WE WORK WITH

Vulnerable people with disability who are at risk with;

- Fundamental needs not met (adequate food and clothing, housing, health and well-being, safety and freedom from harm, having someone who cares)
- Least able to represent or defend their own interests
- Diverse mix of people who differ in age, disability, culture, living arrangements, relationships and complexity of life situations.

## MANAGEMENT COMMITTEE AND STAFF

There were seven management committee members elected at the AGM in 2016/2017 to oversee the work of SUFY for the financial year 2017/2018.

### Management Committee

- President**  
Terry Fisher
- Vice President**  
Bianca Bailey\*
- Secretary**  
David Haxton
- Treasurer**  
Noel Pyle\*
- Committee**  
Madonna Nicoll  
Margaret Bailey\*  
Willie Prince  
Hugh Rose-Miller  
\* (resigned June 2018)

### SUFY Staff

- Manager**  
Dianne Toohey (full time)
- NDIS External Appeal/Advocacy worker**  
Benita Bierzynski (full time) (resigned April 2018)  
Anna Vega (part-time) (commenced 27th February 2018)  
Courtney Wolf (part-time) (commenced 30th April 2018)
- Advocacy worker**  
Neal Lakshman (full time)  
Kathy Kendell (full time)  
Geoff Trappett (locum)
- Advocacy resource worker/Bookkeeper**  
Mary Kenny (18.5/wk)  
Lucia Forman (15 hrs/wk)



# OUR WORK

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## NATIONAL DISABILITY ADVOCACY PROGRAM



“without your help we could well have finished up hospitalised or worse.”



SUFY is accredited under the National Disability Service Standards. Our focus:

- 1 To provide individual advocacy on behalf of vulnerable people with disability whose fundamental needs are not met and/or whose human rights are being denied.  
To assist some people to advocate on behalf of a vulnerable person with disability;  
Restrictive practices are repealed and the Convention on Rights of Persons with Disability is implemented.
- 2 Independent social advocacy is embedded in the local community and responsive to people with disability in their community.
- 3 Vulnerable people are supported with independent advocacy throughout the NDIS processes  
Includes people who will not be considered under the NDIS
- 4 SUFY is a principled, effective, accountable and sustainable social advocacy organisation.

## SOCIAL MEDIA

SUFY has developed and maintained expertise and coverage with a revamped website; [www.sufy.org.au](http://www.sufy.org.au) and this project is using Facebook, YouTube and Instagram to reach people with disability, families and allies more effectively.

## NDIS EXTERNAL APPEALS

The NDIS is due to rollout for Brisbane Metropolitan area as of 1st of July 2018. Leading up to this large scale roll out, NDIS Appeals Advocates have been providing information sessions at schools, hospitals, community centres, with providers and people across Brisbane, Redlands and Moreton Bay. NDIS Appeals Advocates have also been engaging one on one with people who were made 'access not met' and generally having difficulty accessing the scheme.

In the financial year, 2017-2018, SUFY has supported participants with internal reviews and external merit reviews through the Administrative Appeals Tribunal. The feedback towards the support the NDIS Appeals Advocates have been providing to individuals, families and the community alike has been consistently positive.

The NDIS External Appeal Workers have contacted more than 10,000 people which included distributing information to people with disability, families, community networks, hospitals and political representatives across the south east Queensland area.



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Speaking Up For You has been such an important resource for not just my daughter with a disability but for me as her mother. My daughter was giving up on the possibility of receiving any help and didn't know which way to turn. I, in turn, felt helpless as a mother. Irrespective of how my daughter's case for assistance turns out, the support from Speaking Up For You, and in particular from advocate Courtney Wolf, has been invaluable.

”

**156**  
PEOPLE RECEIVED  
ADVOCACY FROM SUFY

**255**  
ISSUES WERE  
ADVOCATED FOR BY SUFY

## INDIVIDUAL ADVOCACY

SUFY provided individual advocacy to 156 individuals during the financial year, 1st July 2017 over the past year.

Advocates completed advocacy for 34 individuals and their files were closed, 2 additional individuals are not actively receiving advocacy however SUFY maintains a watching brief to ensure ongoing safeguards are in place. The majority of the 156 individuals SUFY advocated for had multiple issues for which they required advocacy. The total number of issues that SUFY advocated for totalled 255.

Some individuals require long-term advocacy and a commitment over a number of years.

SUFY has managed to fully or partially resolve many of these issues, however many individuals have ongoing issues which require advocacy.

SUFY provided advocacy support to many family members to assist with strategies and letter writing, negotiating with the Department and service providers on behalf of their family members.

- Restrictive Practices
- Abuse/neglect
- Accommodation
- Discrimination or rights
- Equipment
- Financial matters
- Health
- Independent living support
- Legal issues
- Recreational, social or family issues
- Service gaps, access, policy, reduction in service or complaints
- Vulnerability/isolation
- Forced co-tenancy
- Lack of recognition, fulfilment or protection of human rights
- Impact of block funding and institutionalised practices
- Impact for people who are involved with the Disability Services Forensic Unit
- Transition to the NDIS

## PRESENTATIONS AND TRAINING

SUFY staff have been involved in

- Meeting with DS Departmental staff
- Spoke to two community agencies in Nambour about SUFY and advocacy.
- Attended Brisbane North Mental Health and PHN inter-agency conference.
- Meeting with 2 workers who are doing the NDIS Participant Readiness.
- Presented at Synapse conference, resources provided to participants and PowerPoint presentation.
- Training in Advocacy Principles – Bob Lee
- Human Rights Forum – Griffith University
- Assertiveness – Paul Norton

## NETWORKING AND ALLIES

- Contacted 26 Brisbane and 12 Moreton Bay Councillors informing them of the NDIS Appeals work we are doing.
- Met with Hot Topics group to inform members of their rights through the NDIS Appeals process and to get feedback.
- Met with Redcliffe Hospital Social Work Dept, Moreton Bay Council, Mental Health Fellowship, Qld Health, Aftercare Redcliffe, Connections Inc and Caboolture Neighbourhood Centre.
- Contact also made with Caboolture Adult Mental Health Unit.
- Met with Tracy Davis, Sterling Hinchcliffe, Scott Emerson, Mark Ryan, Councillor Ward Morningside, Jackie Trad, Terri Butler Wynnum, Pete Matic councillor Paddington, Moreton Bay councillors.
- Sufy supported the Open Doors forum which is about the positive Media Reporting around people with a disability.
- Met with Mary Mallet DANA.
- Met with Hanna Taylor from 1800Respect about women subjected to domestic Violence accessing services.

## MEETING WITH DEPARTMENT REPRESENTATIVES

- Met with Minister Coralee O'Rourke as part of the Collective Action Group (CAGQ).
- Met with Department Representative Christine Ledger.
- Met with the Public Guardian to discuss a cost benefit analysis that is being undertaken by the Public Guardian.

## REPORTING TO FUNDING BODIES

SUFY completed the following:

1

### Department of Social Services - Families, Housing, Community Services

- Annual Australian Government Disability Services Census;
- Australian Government Disability Program Information Collection service outlet form in relation to our Funding Agreement Schedule;
- Six monthly performance reports
- Self-Assessment and accreditation under the NDAP standards

2

### Disability Services Queensland

- Quarterly CSTDA National Minimum Data Sets;
- Director's Certification Certificates
- Annual Service Performance Report;
- Annual Financial Report

“

Just wanting to up date you re Jan's shoes and a BIG THANK YOU for your help, once again thank you much appreciated

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# JOINT REPORT FROM MANAGER & CHAIRPERSON

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## INDIVIDUAL ADVOCACY WORK

In 2017/2018 SUFY advocated for 156 people with a disability whose fundamental needs were unmet. Our advocacy focused on;

- The practice of placing people with a disability in residential settings including group homes and nursing homes where their human rights have been overlooked and their situations ignored.
- The housing crisis which has resulted in increasing incidents of Homelessness and the continued practice of placing people in vacancies in group homes.
- The continued use of Restrictive practices.
- Providing information and support to individuals who require assistance accessing the NDIS.



Many thanks for the great presentation and the wealth of information you shared with the NDIS Peer to Peer advocacy team.



## NDIS FUNDING

SUFY received funding through the NDIS Appeals Program prior to the roll out of the NDIS in the Brisbane Region and this funding was used to provide information, education and training about the appeals process and what support SUFY's could provide. As part of this process SUFY met with Tracy Davis, Sterling Hinchcliffe, Scott Emerson, Mark Ryan, Councillor Ward (Morningside) and Minister O'Rourke. To ensure they had the information available to refer their constituents to SUFY.

SUFY held 42 NDIS information sessions and supported 21 people who were experiencing difficulty accessing the NDIS.

In February 2018 and April 2018 SUFY employed two new NDIS Review workers to assist individuals through the NDIA review process. Anna Vega and Courtney Wolf were employed for 3 days a week to undertake this work. Both Anna and Courtney are working with people who are appealing an internal review decision through the Administrative Appeals Tribunal.

SUFY acknowledges the valuable support of the Safeguards Coalition in sharing concerns relating to aspects of the NDIS that each agency is experiencing and ascertaining what action might be taken to address these collective concerns. Action taken over the year has included meeting with Minister O'Rourke and Ellie Mc Millen the Principal Policy Advisor for Qld Housing to ensure they are aware of the concerns that individuals, service providers and advocacy organisation have in relation to the roll out of the NDIS.

## ADVOCACY MATTERS CAMPAIGN

SUFY as a member of the Combined Advocacy Groups Queensland (CAGQ) would like to thank all members for their contribution to the Advocacy Matters campaign. The Advocacy Matters campaign was set up by the CAGQ to lobby for the continuation of State funded advocacy funding after June 2019. The campaign was successful in influencing the State government to continue to fund advocacy until 2021.

## FAREWELL BENITA

Benita Bierzynski a highly valued advocacy worker and NDIS Appeals worker resigned from SUFY in April 2018. Benita's commitment to the individuals she advocated for over a 10 year period has been outstanding. I would like to thank Benita for her insight and unwavering commitment to advancing the Human Rights of people with a disability and wish her every success in the future.





## SUFY THANKS

SUFY would like to thank Individual donors and supporters of SUFY for their commitment to the organisation. Our particular thanks go to Pauline Heaney at Lettuce Create, Grill'd Local Matters at West End and the Goodman Foundation.

I would like to thank the committee, Bianca Bailey, Margaret Bailey, Dave Haxton, Noel Pyle, Madonna Nicoll, Willie Prince, Hugh Rose-Miller and Michael Barwick for their commitment and support over the year. I would particularly like to thank Bianca Bailey and Noel Pyle for their wisdom and for the dedication they have shown over the years in their roles as Vice Chairperson and Treasurer. Both Bianca and Noel are stepping down from the committee and I would like to thank them for your years of dedication and enthusiasm.

Finally I would like to acknowledge and thank the staff, Dianne Toohey, Benita Bierzynski, Neal Lakshman, Kathy Kendall, Geoff Trappett, Mary Kenny, Lucia Forman, Anna Vega and Courtney Wolf for the work they have undertaken over the year and the commitment they have shown to the people they have worked with.

## ONGOING CHALLENGES FOR SUFY

SUFY has been eagerly waiting for the roll out of the NDIS in the Brisbane Region and for some people it will deliver on all of its promises. Individuals will have more choice and control in relation to choosing their service and when and where support is provided. Unfortunately this is not the case for people who are receiving support under the Supported Independent Living (SIL) as the pricing format encourages shared arrangement.

This is in direct contradiction with the intent of the NDIS and leaves, predominately people with cognitive disability, vulnerable to the violence, abuse and neglect that has been document in the 2015 senate inquiry into Violence, Abuse and Neglect of people with a disability in Residential Care settings. The NDIS Act and the Quality and Safeguarding Framework imposes no separation of housing and support. This is concerning, when the landlord is the service provider people with a disability do not have choice about where or who they live with, what service provider is engaged to provide support and in some cases individuals have no tenancy rights.

It is estimated that only 10% of people with a disability will receive support through the NDIS. People trying to access the scheme are required to submit evidence of their disability. This information needs to be provide by a health care provider in a field related to the persons disability to confirm; permanency, that the disability results in substantially reduced functional capacity in the areas of communication, social interaction, learning, mobility, self-care, self-management, capacity for social and economic participation and the need for support for the person's lifetime. Most people requiring access to the NDIS are on the Disability Support Pension and simply cannot afford to pay for the assessment.

Young people living in nursing homes who become an NDIS participant are still covered by the aged care legislation. Aged care providers continue to claim payments for residents through the Aged Care system. The NDIS will then reimburse the Department of Health for the relevant subsidies and supplements that it pays in respect of residents who are NDIS participants. NDIS participants will still be charged for accommodation charges and daily fees. Daily fees cover day to day living costs, meals, cleaning, laundry, heating, cooling, nursing care and personal care that equate to 85% of the person's pension. One has to question why young people living in nursing homes have to pay for cleaning, laundry and personal care which would come under core support funding if these people were living in the community.

Terry Fisher (Chairperson)

Dianne Toohey (Manager)



# ADVOCACY MEETS THE NDIS

## PEOPLE IN AGED CARE FACILITIES SEEKING TO ACCESS THE COMMUNITY UNDER THE NDIS

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In one residential age care facility that SUFY visits, NDIA advised that one third of all the residents were young people with a disability.

Observing that the number of young people with a disability in aged care was reaching a crisis point, SUFY was hopeful that the NDIS would result in individuals exiting aged care and returning to the community.

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In Queensland, The National Disability Insurance Agency has uncovered a large number of young people with a disability living in residential aged facilities. In one residential age care facility that SUFY visits, NDIA advised that one third of all the residents were young people with a disability. At this facility NDIA planners were provided with a dedicated room which they used for 5 days to interview all young residents there and write NDIA plans. This profusion of young people in nursing homes is a consequence of Disability Service Queensland policies over the last 5 years. As The Department has not been willing to adequately fund people with a disability to live in their own homes, putting young people in aged care became their default policy. Whilst aged care is unsuitable for persons under 65, SUFY has seen increasing numbers of young people with a disability placed there when The Department states that they have no money to fund supports for the individual. Observing that the number of young people with a disability in aged care was reaching a crisis point, SUFY was hopeful that the NDIS would result in individuals exiting aged care and returning to the community. Whilst it is too early to determine if this will be the case, we have noted barriers that make any transition to community living difficult.

## PRE-PLANNING

SUFY is aware of problems faced by young people living in nursing homes seeking evidence for their NDIA planning sessions. The NDIA prefers evidence provided by allied health professional especially in regard to functional abilities in everyday life. Whilst this reflects NDIA's reliance on the medical model it can be difficult for a young person in aged care to access such reports. Without such reports individuals are unable to make a strong case to NDIA about their support needs if they were to live in the community. This is especially the case for occupational therapy and physiotherapy reports. Whilst other citizens are able to access OT's and Physio's through Queensland Community Care Services and Hospitals, persons in aged care are ineligible for such services. This is because allied health care is seen as the responsibility of the aged care provider under its contractual obligations with the commonwealth. When contacted by SUFY, aged care providers stated that they do not offer allied health care for residents. One individual SUFY advocated for was required to pay \$300 from his own money for an OT report. This is a lot of money for a person on a pension. Many individual do not have the money to do this.

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## HOUSING



Thank you for the fantastic presentation to the parents.....many emails from those who attended who enjoyed it and got practical information to use.



Living in the community requires having adequate housing. Even the most comprehensive system of disability supports falls flat when an individual does not have decent, affordable housing. Having housing is a human right especially for young people in aged care. Living in a hospital setting with a single room makes individuals very aware of the privacy and security that their own home would provide. Young disabled persons living in aged care are assessed by NDIA. At these assessments advocates have been advised that individuals cannot access housing until they have their plan which might be months away. When they eventually get their plan it is an NDIA Young Person in Residential Aged Care (YPRAC) Plan. Individuals are informed that the only way to access accommodation is through support coordination which is in their plan. NDIA advises individuals that if they were allocated housing before they have a plan, it would not be possible to move from the aged care facility into it. SUFY is concerned that pressure is and will be applied to isolated young persons in nursing homes to live in congregated settings regardless of whether this is their choice. That they will not be presented with housing options on the same basis as other people. Such individuals may be sucked in to the soulless, disability group home system (now call supported independent living or SIL) where they only rent one room and have no control over who they live with or the supports they receive.

### NDIA YPRAC PLANS

After young people with a disability in nursing homes have been assessed by the NDIA, they are provided with an NDIA Young Person in Residential Aged Care (YPRAC) Plan. This plan pays the aged care fees and provides money for community access workers. There is also money to pay a support coordinator. The role of the NDIA then ceases for that individual while they remain in the aged care facility. The individual's support facilitator is meant to find that person housing however NDIA has been unable to enunciate exactly how this occurs. Public Housing is a State responsibility and there is no designated contact person at Department of Housing responsible for assisting the large number of individuals in aged care to access housing. Nor is SUFY aware of any extra funding to build housing for the large number of young people in residential aged care. The sole burden of finding housing rests on the shoulders of a support coordinator funded maybe 2 hours per week.

An individual in aged care that SUFY advocates for was offered community housing. When NDIA was notified (he had no NDIA plan) he could only be offered a YPRAC plan with limited hours for community access. NDIA could not offer him a plan for the hours of support that he required to live in his own home. Nor could they implement the home modifications that he required until after he had a new plan and he had moved in. This man is required to move into his home which is unsafe because it is not modified for his disability needs. Only after this will NDIA assess his support needs. This ridiculous scenario needs to be rectified.

After years of shameful neglect by the Queensland Government, The NDIS represents a good opportunity for young people with a disability in aged care to access a home and a life in the community. It would seem however the NDIA YPRAC model is at risk of becoming a pipeline whereby people with a disability are shipped into the service system where congregate care and housing are the only options available to them. There is also the need for the State and Commonwealth Governments to work together so that public housing is available for young individuals in nursing homes and they are assisted to access it.

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## AWAITING THE NDIS

It's always been difficult seeking an appropriate funding package from the Department of Child Safety, Communities and Disabilities to enable people to meet their true support needs, no matter how small the amount. Over the last year as the roll out of the NDIS progressed across Queensland, it became even more and more difficult.

It is almost impossible for those still waiting for the roll out of the NDIS in the Moreton Bay region, to receive any new funding no matter the circumstances. An increasingly common theme promoted by most regions of the Department over the last twelve to twenty-four months is the Department does not have a single dollar left to fund anyone and people must wait for the NDIS to provide their funding package. This is despite the fact that the bi-lateral agreements between the Commonwealth and Queensland governments require Queensland to maintain quality and safety standards and continue to be responsible and accountable for meeting the safety needs, until the person with the disability is funded under the NDIS.

**It is clear without strong advocacy from organizations like SUFY and others, there will continue to be a strong temptation by some in senior decision making roles within the NDIA to erode the efficacy and the hard won intended values held within the principles of the NDIS Act 2013.**

Since Tom's birth, Pat and Sue have been his sole carers, except for a very small number of community access hours. Tom is thirty-five years old and has severe autism and intellectual disability. In particular over the last twelve months Tom's behaviour severely deteriorated, making it no longer possible for his parents entering their eighties to continue caring for him. Tom doesn't sleep at night and cannot be left unsupervised. Pat and Sue were going without sleep with the increasing disturbance Tom is causing throughout the night. Pat and Sue also have their own significant health problems.

Pat and Sue's desperate repeated requests for 24/7 support funding from the Department of Child Safety, Communities and Disabilities went repeatedly ignored. At one stage, instead of funding, the Department urged Tom's parents to relinquish their son and put him into a group home. The Department made this offer without having done any assessment of Tom or his current living situation. Tom was currently living in his own rented unit next to his parent's home. The Department was resolute in stating to Pat and Sue that no one living alone could receive 24/7 funding.

Moving Tom to a group home was never going to work as Tom refused to even go to see the other house. There is also no doubt the other tenants would have never accepted Tom and ultimately more people than Tom would have experienced harm if Tom would have been forced to move into that arrangement offered by the Department.

Following strong advocacy from SUFY the Department of Disabilities ultimately adhered to its responsibilities under the bi-lateral State and Commonwealth agreement in this very serious situation. Tom is currently receiving 24/7 funding from the Department for support in his own home until he commences receiving funding under the NDIS.

Under the Principles of the NDIS Act 2013 Tom should be able to continue to receive the level of funding that meets his real life needs when he receives his NDIS package. In particular the general principles under the Act should protect Tom's right to live in a home of his own and to be cared for 24/7, rather than be forced to live with others whose complexities could impact upon his own vulnerabilities and chance of success.

The hard fought principles of the Act state that people should be able to have choice and to receive supports that are reasonable and necessary. But SUFY advocates have already been alarmed and concerned during numerous NDIA planning interviews. NDIA interviewers are expressing inconsistent understanding of the meaning of "choice" and what is actually "reasonable and necessary" in funding supports.

It seems for those people who cannot live with another disabled person and require 24/7 supports, it continues to be necessary to fight for the supports they so desperately require. In some cases, the NDIA have failed to make a decision on support packages for up to five months after attendance at a planning interview, while pressuring families to agree to give up the person's home if they lived alone, trying to force them to move to a group home if they lived alone. SUFY has had to file complaints to get the NDIA to make a decision on some plans requiring 24/7 funding.

In other cases the core supports have fallen short of the actual cost of providing 24/7 care, being called an "alternative host family" plan.

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## GROUP HOME ABUSE

In 2015 there was a Senate Inquiry into the abuse and neglect of people with a disability living in institutional and residential settings. Institutional Settings included boarding houses, group homes, workplaces, respite care services, hostels supported accommodation and special schools. The Inquiry found evidence of the failure of current systems to deliver safe services to people with a disability and also a failure to appropriately respond when incidents of violence, abuse and neglect occurred.

The Senate Committee after taking into account the closed nature of these residential settings and that the cases reported to the committee were not isolated instances recommended a Royal Commission to more thoroughly investigate the instances of violence, abuse and neglect of people with a disability.

In 2017 the federal government made a decision not to follow the committee's recommendations for a Royal Commission. Rather than proceed with a Royal Commission the Government is focused on establishing the NDIS Quality and Safeguards Commission and implementing a framework which they believe will address many of the issues raised in the Senate inquiry.

The NDIS Quality and Safeguards Commission will not address the full scale of violence and abuse against people with a disability as this safeguarding mechanism will only apply to NDIS participants. The NDIS will include about 10% of people with a disability leaving a significant gap for those people with disability who are not NDIS participants but who live in boarding houses, hostels and who experience violence, abuse and neglect.

**It is timely to phase out the practice of placing people with a disability together in group homes and the NDIS Scheme should have provided an opportunity to go a step beyond the practice of forced tenancy and the group home model. Unfortunately there had been no evidence of this and some disability service organisations that have well established models of service that involve the delivery of support to tenants in housing that the service provider owns are strongly opposing the separation of housing and support.**

Jack was placed into a house that was owned by his service provider. Although he was paying rent he had no tenancy agreement. When Jack's planning meeting with the NDIS came up Jack asked his mother and his advocate to attend the meeting. He didn't invite his service provider to the meeting.

Jack's service provider took offence that they were not included in the meeting and contacted Disability Services and informed them that they were no longer providing support to Jack and that he was to leave his home within 2 weeks. Jack had no other housing options available to him and would have been left homeless. Without the intervention of some strong advocacy that persuaded the service provider to change his mind and reverse their decision to evict Jack the situation for Jack would have been appalling.

The question is will Jack's rights be protected under the NDIS. Jack has been told that because he receives 24/7 care he will be under the Supported Independent Living (SIL) model of care. Under this arrangement the Accommodation Provider and the Service Provider will continue to be the same Organisation. Jack would prefer that the Service Provider and Accommodation Provider were independent of each other. Separation of these functions makes it easier to change services without needing to move house, provide clarity of roles (e.g. the provider giving support is not the landlord taking rent and managing property damage) Jack's family would have chosen to Plan Manage Jack's NDIS funding however under SIL there is no choice all funding is agency managed. Jack would like to choose his service provider but it is not clear how this would occur under a shared model of support. Jack would like some say in who he lives with but under this model the service provider can fill vacancies in the house. It is very difficult to find any information about customer rights under the SIL model of support.

While Jack continues to be told that the NDIS supports people to achieve their goals and choose their support and services there are no other options other than the SIL model of support being offered to Jack. Jack has been told that there are no other housing options available to him. If Jack had been exited from his service and evicted from his home he most likely would have been placed in a vacancy in yet another group home

Jack like many other individuals living in segregated environment such as group homes, will remain highly vulnerable to abuse and neglect is extremely difficult to find out what really happens in group home settings due to the limitations of residents in reporting abuse and neglect and the limitations of the justice system in responding to these reports.

SUFY support the call for a Royal Commission into Residential facilities.

# NDIS APPEALS – SUFY'S FOCUS

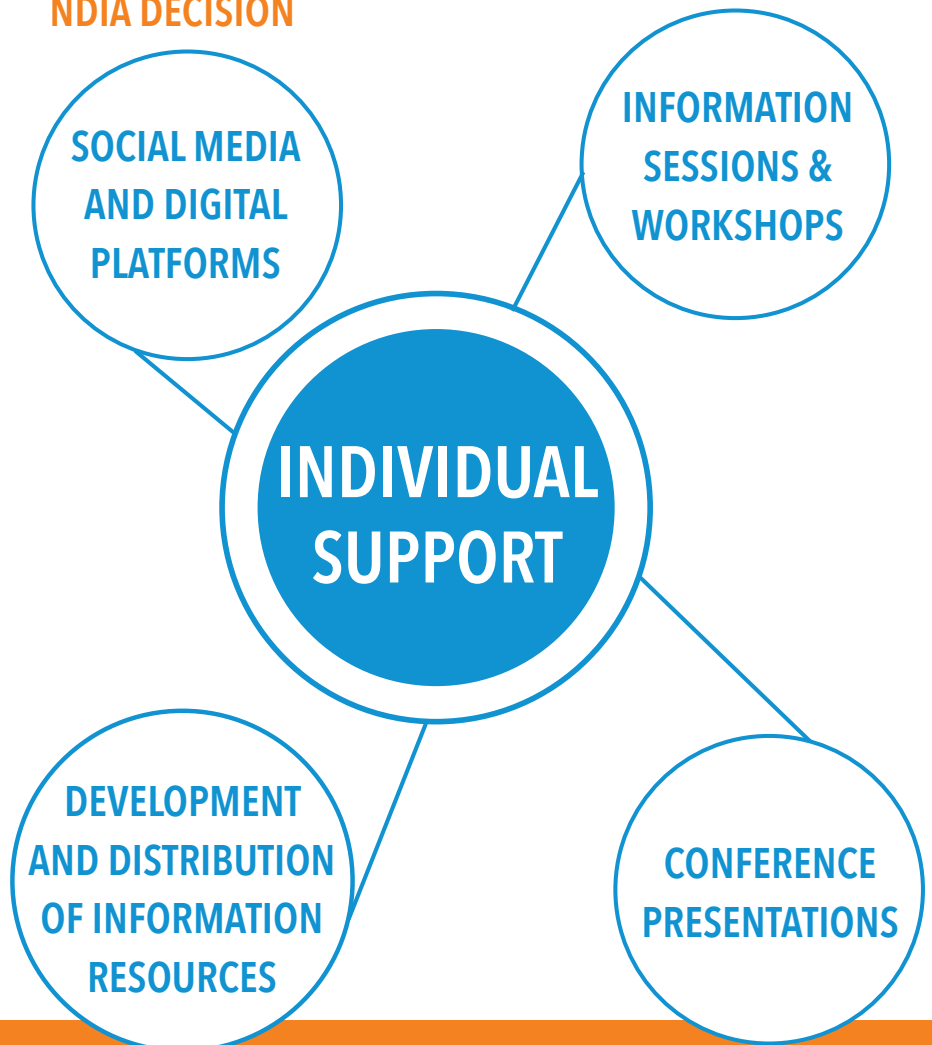
SUFY has and will continue to use different formats to ensure people are aware of their right to appeal a NDIA decision that directly impacts upon them which they feel is wrong and that there is support available to do this.

The NDIS Appeals process is an important process as it helps ensure NDIA decisions are fair and robust. Cases brought to the Administrative Appeals Tribunal (AAT) influence how the NDIS is implemented and operationalised. The review process ensures the NDIA decisions are correct and preferable.

With the NDIS not yet rolled out in the Brisbane and Moreton Bay Regions the primary focus of SUFY's work has been education and awareness.

SUFY has and will continue to use different formats to ensure people are aware of their right to appeal a NDIA decision that directly impacts upon them which they feel is wrong and that there is support available to do this.

## SUPPORT AVAILABLE FROM SUFY TO APPEAL A NDIA DECISION



Want to know more about the NDIS Appeals process and what your rights are? Would you like to access some of SUFY's resources or have the NDIS Appeals worker hold an information session or workshop? **Contact us.**

# NDIS & THE ROLE OF ADVOCACY

Independent individual advocacy has an important role in ensuring choice and control, the aims of the NDIA, is realised for all individuals with a disability.

People with disabilities throughout the NDIS consultation were very clear that there would be an ongoing need for independent advocacy to ensure people were well positioned to maximise the opportunities the NDIS presents.

Advocates can assist people to navigate through the complex choices and decision making that would come through the NDIS system.

Strong independent advocacy is important to all people with disabilities who experience or are vulnerable to discrimination, neglect, abuse and exploitation and whose human rights are commonly ignored.



## PRINCIPLE OF NO DISADVANTAGE

The National Disability Insurance Agency has spent the past five years touting 'no one will be worse off under NDIS', however for the people that SUFY is supporting through the internal reviews process, this has been the opposite of what is occurring. Historically, people accessing Disability Services Queensland funding have been under-funded and not had their needs met. Families had no option but to self-direct their packages to try and stretch the funds. There were promises that this would be taken into account when funded support plans were approved. Instead, DSQ participants have seen either the same funding amount they were receiving previously to the dollar, or plans reduced by up to 50%.

The issue with replicating DSQ plans to the dollar as NDIS plans, is that under the NDIS price guide (NDIS resource that dictates maximum charges providers can charge), a provider can charge higher rates than what they were under the old system. Charging the NDIS price guide rate ends up leaving the participant short on funds and short on supports. Cutting plans by up to 50% means individuals who were not previously having their needs met, are now in crisis mode. Participants have been threatened with eviction, termination of services and put in danger due to the insufficient funding levels approved at their first plans.

For the people who have been able to have an internal review for their funded supports, they are sternly warned 'not to expect this level of funding next year'. This type of interaction with planners and decision makers of the NDIA means there has also been an increase in request for an advocate to attend planning conversations.

People who are new to disability funding, never having funded support before the introduction of the NDIS, have not been given enough support to implement their plan. This adds to the level of confusion people are experiencing with an already confusing and emotionally draining process. This confusion can also lead people to request internal reviews when they are not needed.

## NDIS ACCESS INTERNAL REVIEWS

Many people SUFY has been supporting to complete internal reviews for access to the NDIS are still awaiting outcomes. This delay is due to heavy backlog and no legislated timeframe other than 'reasonably practicable'. 'Reasonably practicable' has been established as a timeframe, however there is no number of days attached to that like other areas of the NDIS Act.

People appealing their access not met status have had to source allied health reports, progress notes through Freedom of Information requests, attend more doctors' appointments and prove that they need help. Just when you think you have jumped through all the hoops, another one appears. This process is emotionally draining for many of the people we are working with and many people are stressed beyond comprehension.

SUFY supports people in Brisbane, Redlands and Moreton Bay to navigate the internal reviews and Administrative Appeals space. It is anticipated that once Moreton Bay begin roll out on 1st of January 2019, NDIS Appeals Advocates workloads will increase as funding is reduced.

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The NDIS Appeals process is an important process as it helps ensure NDIA decisions are fair and robust. Cases brought to the Administrative Appeals Tribunal (AAT) influence how the NDIS is implemented and operationalised. The review process ensures the NDIA decisions are correct and preferable.

With the NDIS not yet rolled out in the Brisbane and Moreton Bay Regions the primary focus of SUFY's work has been education and awareness.

SUFY has and will continue to use different formats to ensure people are aware of their right to appeal a NDIA decision that directly impacts upon them which they feel is wrong and that there is support available to do this.

## ADMINISTRATION APPEALS TRIBUNAL

Stepping back to reflect for a moment is a rare occurrence in NDIS line of work. Staff have been immersed in all things NDIS from the get-go, but it feels more like having one's head buried in it rather than one ear close to the ground because the workings of the NDIS are in many ways shrouded in mystery. Which is a problem, especially when considering what the positive or negative outcomes of NDIS **implementation** have been so far.

In considering how the NDIS stacks up currently, I am comparing to a literature review and research I conducted just over a year ago. My review collated opinions on the capacity of the NDIS to improve support services and quality of life for people with disability.

The NDIS catch-phrase was and still is choice and control. In an ideal world, by putting the power to exert choice and control over supports in the hands of participants themselves, funds are subjected to free market principles whereby support services respond by becoming more uniquely tailored to participant specifications and needs. In theory. My review found that pre-NDIS, individualised funding existed in Western Australia for 25 years, but in the end services purchased with those funds were still indistinguishable from traditional block-funded services. So far in the Brisbane rollout (and Qld for that matter) there isn't a great deal of evidence yet of a marked difference in support services but it is early days.

My research also found concern that services would increase prices due to NDIS, as reported back in 2013. SUFY has undoubtedly witnessed services using NDIS transitioning to up their own charges. The problem is, where to draw the line? Between the obligation of the NDIS to provide sufficient funds to ensure participants are not worse off in their first year, as per COAG agreements, and services seizing this opportunity to effectively take hostage a participant's funds. By claiming funds are insufficient in securing the same level of services they used to get, distressed participants are effectively sent back to the NDIA to contest the size of their package at which point we often become involved.

The most obvious benefit from NDIS rollout as expressed by many is they will have access to various types of therapy and assistance for the first time. Also, the prospect for a person to control their own access to these services is highly regarded.

My research found NDIS packages were sometimes viewed as a 'dual opportunity' - to not just fund supports but also to compensate people for the social and economic costs of their disability. At the grass-roots level of denied access, this concept seems almost entirely lost on people and the processes involved but is worth remembering, especially when people deride the insurance-based model of the NDIS.

The 'inequity of access' risk was also highlighted in my research, and is evident in SUFY's work. Alarming, the appeals processes of the NDIA and AAT almost encourage it - given the secrecy surrounding deals and outcomes negotiated by lawyers for the NDIA behind closed doors, often at the 11th hour thereby narrowly avoiding a hearing and thus public disclosure of any valuable details.

Starting this job in February, I considered it good fortune to inherit an NDIS appeal which was slowly making its way through myriad AAT procedures. This was because it was before Brisbane rollout started, as the person was from a different location. Less fortunately, 11 months later and the appeal is still ongoing, demonstrating the



## HOW CAN SUFY HELP?

SUFY's NDIS Appeals Officer can provide a range of supports and help a person understand their rights. Supports can include assisting the applicant to understand their NDIA plan, navigate the appeals process, assist with preparation of required documents, attend AAT conferences and hearings with applicant or supporting applicant to put their own cases before the AAT. This support is free and independent.

difficulty in trying to access the NDIS via the psychosocial pathway, for which AAT appeals seems particularly unsuited to resolving efficiently, effectively or considerately.

Examples of laborious procedures during this time: evidence is summonsed time and again by lawyers but never properly considered when it materialises. Eventually a massive pile of the person's medical records is amassed, yet seems to count for, not much. With a hearing in sight, one last-ditch attempt is made by the NDIA to get yet another Occupational Therapy (OT) report, (being report number 4). Is this really in aid of granting access? Cynically minded people might argue the NDIA is scrambling to establish the probability of losing the case at hearing. A hearing could set a precedent allowing more of this person's kind in, clearly a fate worse than simply allowing this one Applicant to slip into scheme, preferable unnoticed.

As a hearing date approaches, the person faces another challenge in deciding: To go or Not to go? Because past AAT cases, as published, indicate that in getting to hearing stage, the odds are now well and truly stacked against you. Yet paradoxically a hearing seems the only time and place where you are finally, possibly, really heard. It may be in the form of defending yourself during cross examination. It's still a form of being given proper consideration when compared to the previous 11 months of lawyer tactics.

One really has to question the legitimacy of a review process which encourages non-transparency of positive appeals outcomes, while documenting in great detail those that fail. Non-transparency very likely affects consistency and equity of access.

NDIA lawyers appear to have limited experience of the real issues facing people with disability, let alone in psychosocial domains. And while lawyers are supposedly acting as model litigants, the process has more of a 'distinctly adversarial' feel. People with psychosocial disability are often traumatized and especially sensitive to being prodded and scrutinized, yet this process does exactly that, slowly, over an extended period.

To spend significant sums on lawyers whose end-goal is ultimately keeping people out of the scheme, or worse, ends up benefiting mainly the NDIA by providing an opportunity to interpret legislation and create precedents of cases, after interrogating applicants and witnesses at no cost in trial-like hearings (as if they have committed a crime) while the statistics indicate that appeals cases at hearing are much more likely to end in failure than success for the person appealing. Surely this warrants a re-think. Maybe the NDIA's ability to employ lawyers should be limited to certain circumstances to level the playing field. Maybe details of good outcomes as well as the bad should be made publically available, for the sake of consistency and accountability.

At least there was some good news from a recent Internal Review by the NDIA. Not only did the person become an NDIS participant, but we avoided having to take things further to the AAT.

Want to know more about the NDIS Appeals process and what your rights are? Would you like to access some of SUFY's resources? **Contact us.**



# TREASURER'S REPORT

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## FINANCIAL YEAR 1ST JULY, 2017 TO 30TH JUNE, 2018

All aspects of the financial control of SUFY are conducted in accordance with legislation covering financial governance of incorporated associations and SUFY's policies.

I am able to report that all SUFY's monetary obligations are met as and when required. SUFY's financial obligations to staff for annual leave, sick leave, long service leave and redundancy are covered with sufficient secured funds available to meet these costs.

The Audited Financial Statements for 2017/2018 financial year show a small operating deficit.

SUFY's financial position remains viable and the organisation will be able to continue operations until the end of the current funding rounds of the Commonwealth and State Governments.

SUFY maintains a standard of excellence with limited funding. All of the staff of SUFY are to be commended for the advocacy support they provide to persons with disability in our community. My congratulations to all SUFY staff for a job well done.

I recommend that the Audited Financial Statements for the year 1st July, 2017 to 30th June, 2018 be accepted by the Annual General Meeting of Speaking Up For You Inc.

Noel Pyle  
TREASURER

# FINANCIAL REPORT

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INCOME STATEMENT	20
BALANCE SHEET	21
CASHFLOW STATEMENT	22
NOTES TO THE FINANCIAL STATEMENTS	23
STATEMENT BY MEMBERS OF COMMITTEE	25
INDEPENDENT AUDITORS REPORT	26

**This financial report covers Speaking Up For You Incorporated. as an individual entity. The financial report is presented in the Australian currency.**

**Principal place of business is:  
Speaking Up For You Inc (SUFY)  
The Precinct  
Unit F2 1st Floor  
12 Browning Street  
West End, QLD 4101**

## INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2018

	Note	2018 \$	2017 \$
<b>Income</b>			
Grant funding	2	606,833.31	504,397.29
Interest received		8,776.52	7,547.09
Donations		1,969.08	326.90
Membership fees		300.00	270.00
Other income		1,450.00	5,402.10
<b>Total income</b>		<b>619,328.91</b>	517,943.38
<b>Expenditure</b>			
Administration and overhead expenses		(120,916.98)	(75,501.01)
Depreciation		(12,374.30)	(11,467.47)
Employee expenses		(492,836.32)	(372,344.27)
Finance costs		(318.65)	(388.79)
Individual advocacy		(4,559.28)	(7,456.75)
Travel expenses		(8,869.59)	(8,009.27)
<b>Total expenditure</b>		<b>(639,875.13)</b>	(475,167.56)
<b>Surplus/(deficit) for the year</b>		<b>(20,546.22)</b>	42,775.82

# BALANCE SHEET

AS AT 30 JUNE 2018

	Note	2018 \$	2017 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	3	271,284.80	359,546.44
Trade and other receivables		11,283.32	3,855.54
<b>Total current assets</b>		<b>282,568.12</b>	<b>363,401.98</b>
<b>Non-current assets</b>			
Plant and equipment	4	33,086.75	38,320.20
<b>Total non-current assets</b>		<b>33,086.75</b>	<b>38,320.20</b>
<b>Total assets</b>		<b>315,654.87</b>	<b>401,722.18</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	5	18,857.26	58,936.98
Provisions	6	119,181.63	144,623.01
<b>Total current liabilities</b>		<b>138,038.89</b>	<b>203,559.99</b>
<b>Total liabilities</b>		<b>138,038.89</b>	<b>203,559.99</b>
<b>Net assets</b>		<b>177,615.97</b>	<b>198,162.19</b>
<b>Equity</b>			
Retained earnings		177,615.97	198,162.19
<b>Total equity</b>		<b>177,615.97</b>	<b>198,162.19</b>

## CASHFLOW STATEMENT

FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
<b>Cash flows from operating activities</b>		
Grants received	621,034.76	600,684.80
Other receipts	3,419.08	5,729.00
Payments to suppliers and employees	(714,032.49)	(509,689.65)
Interest received	8,776.52	7,547.09
Borrowing costs	(318.65)	(388.79)
<b>Net cash provided by operating activities</b>	<b>(81,120.78)</b>	103,882.45
<b>Cash flows from investing activities</b>		
Payments for property, plant and equipment	(7,140.85)	(15,363.63)
<b>Net cash used in investing activities</b>	<b>(7,140.85)</b>	(15,363.63)
<b>Cash flows from financing activities</b>		
<b>Net cash used in financing activities</b>	-	-
<b>Net increase/(decrease) in cash held</b>	<b>(88,261.64)</b>	88,518.82
Cash at the beginning of the financial year	359,546.44	271,027.62
<b>Cash at the end of the financial year</b>	<b>271,284.80</b>	359,546.44

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2018

## NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of Speaking Up For You Inc.

The Board of Management has determined that the association is not a reporting entity, except for the purpose of reporting to the grant funding bodies. The financial report has been prepared in accordance with the requirements of the following Australian Accounting Standards:

AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors

AASB 1048 Interpretation of Standards

No other Australian Accounting Standards or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report has been prepared on accrual basis and is based on historic costs. Amounts have been rounded to the nearest dollar.

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

### (a) Income tax

The association is exempt from income tax in accordance with the provisions of Section 50 of the *Income Tax Assessment Act 1997* accordingly no liability is recognised.

### (b) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian 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.

### (c) Revenue

As is common for organisations of this size and type, it is not practicable for the Association to maintain an effective system of internal control over income until their initial entry into the accounting records. Accordingly, income recorded in the financial report, with the exception of grants, is limited to the amounts banked and recorded in the bank accounts of the association.

Donations are recognised as revenue when received unless they are designed for a specific purpose, where they are carried forward as a liability on the balance sheet until they satisfy the specific purpose.

Grants are recorded as a liability upon the receipt until the grant is expended in accordance with the grant agreement.

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

### (d) Plant and equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

#### *Depreciation*

Depreciation on plant and equipment is calculated on a straight-line basis to write off the net cost of each item of plant and equipment over their expected useful lives.

Depreciation on motor vehicles is calculated on a diminishing value basis to write off the net cost of each item of plant and equipment over their expected useful lives.

### (e) Employee entitlements

Provision is made for the organisation's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries and annual leave which will be settled after one year, have been measured at their nominal amount. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements.

### (f) Mortgages, charges and securities

There are no mortgages, charges or securities held over the assets of the Association.

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
<b>NOTE 2: GRANT FUNDING</b>		
Department of Social Services	358,813.69	324,556.96
Department of Communities, Child Safety and Disability Services	110,501.17	100,611.62
Job Access	4,960.00	3,430.00
NDIS	132,558.45	75,798.71
	<u>606,833.31</u>	<u>504,397.29</u>
<b>NOTE 3: CASH AND CASH EQUIVALENTS</b>		
Cash on hand	121.77	450.00
Cash at bank	219,577.08	308,608.60
Cash at bank - short term deposit	51,585.95	50,487.84
	<u>271,284.80</u>	<u>359,546.44</u>
<b>NOTE 4: PLANT AND EQUIPMENT</b>		
<b>Leasehold improvements</b>		
Office fitout	15,363.63	15,363.63
Office fitout accumulated depreciation	(1,725.77)	(189.41)
	<u>13,637.86</u>	<u>15,174.22</u>
<b>Motor vehicles</b>		
Motor vehicles at cost	39,049.46	39,049.46
Motor vehicles accumulated depreciation	(27,362.24)	(19,552.36)
	<u>11,687.22</u>	<u>19,497.10</u>
<b>Office equipment</b>		
Office equipment at cost	46,757.14	39,616.29
Office equipment accumulated depreciation	(38,995.47)	(35,967.41)
	<u>7,761.67</u>	<u>3,648.88</u>
<b>Total plant and equipment</b>	<u>33,086.75</u>	<u>38,320.20</u>
<b>NOTE 5: TRADE AND OTHER PAYABLES</b>		
Trade payables	7,888.06	8,222.31
Accruals	10,969.20	8,458.41
Unexpended grants	-	42,256.26
	<u>18,857.26</u>	<u>58,936.98</u>
<b>NOTE 6: PROVISIONS</b>		
<b>Current</b>		
Provision for employee entitlements	119,181.63	144,623.01
	<u>119,181.63</u>	<u>144,623.01</u>



## STATEMENT BY MEMBERS OF COMMITTEE

FOR THE YEAR ENDED 30 JUNE 2018

The Management 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.

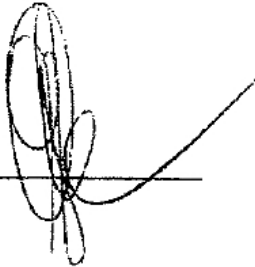
In the opinion of the Management Committee the Income Statement, Balance Sheet and Notes to the Financial Statements:

1. Presents fairly the financial position of Speaking Up For You Inc. as at 30 June 2018 and its performance for the year ended on that date; and
2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

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



\_\_\_\_\_  
President



\_\_\_\_\_  
Treasurer

Dated this 9<sup>th</sup> day of October 2018.

## INDEPENDENT AUDIT REPORT TO THE MEMBERS OF SPEAKING UP FOR YOU INC.

### Report on the Financial Report

#### Opinion

We have audited the accompanying financial report of the Speaking Up for You Inc., which comprises the balance sheet as at 30 June 2018, the income statement and cashflow statement for the period then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by the members of the committee.

In our opinion, the accompanying financial report of Speaking Up for You Inc. gives a true and fair view of the financial position of the Association as at 30 June 2018, 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 for Opinion

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

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

#### Emphasis of Matter – Basis of Accounting

Without modifying our opinion, we draw attention to the basis of accounting. The financial report has been prepared for the purpose of fulfilling the management committees' financial reporting responsibilities to their members. As a result, the financial report may not be suitable for another purpose.

#### Committee's Responsibility for the Financial Report

The Management Committee is responsible for the preparation and fair presentation of the financial report and for such internal control as the Committee determines is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Management Committee is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Association's financial reporting process.

#### Auditor's Responsibilities for the Audit of the Financial Report

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

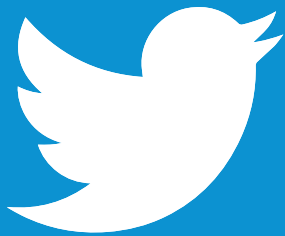
A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.



**Paul Smith CA**

Dated this 9<sup>th</sup> day of October 2018.





# #AdvocacyMatters

**Speaking Up For You Inc.**

The Precinct. Unit F2

1st Floor, 12 Browning Street

PO Box 5649, West End Qld 4101

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

P: 07 3255 1244

F: 07 3255 1266

E: [sufy@sufy.org.au](mailto:sufy@sufy.org.au)

