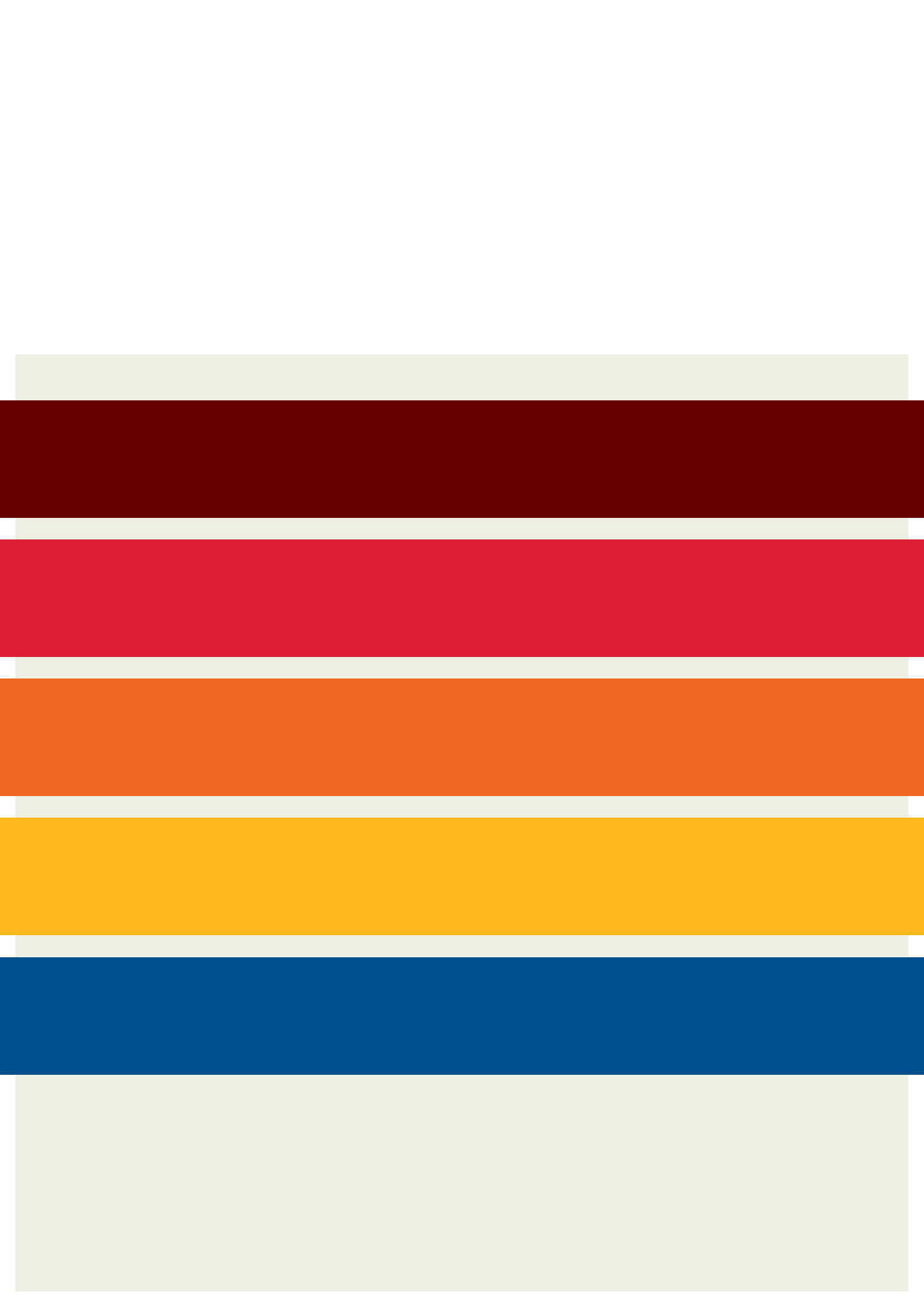




**ican**

**Annual Report 2008**

Indigenous Consumer Assistance Network Ltd



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# CHAIRMAN'S REPORT



In this time of moving forward,  
we must acknowledge the past.



The late Reverend Lloyd Fourmile

I hereby dedicate our first annual report to the late Reverend Lloyd Fourmile. Lloyd brought about the beginning of the Indigenous Consumer Assistance Network Ltd (ICAN) and all of our successes should be shared in his

memory. ICAN's incorporation on the first of October 2007 comes almost ten years after it began as a consumer affairs project housed at the Aboriginal Co-ordinating Council (ACC).

As Chairman of the ACC from 1994-1997, Lloyd lobbied the Government and worked tirelessly to make sure consumer issues in Queensland's Deed Of Grant In Trust (DOGIT) communities were addressed. The ACC, who sponsored the Consumer Affairs Project ceased operation on the 30th June 2004 due to legislation changes to the Community Services [Aborigines] Act 1984 by the Queensland Government.

The fifteen DOGIT communities considered the continuation of the project to be of great importance and the Consumer Affairs Unit was transferred to Kowanyama Aboriginal Shire Council's, Cairns Office and re-named

the Indigenous Consumer Assistance Network (ICAN).

ICAN flourished in its time under the Kowanyama Aboriginal Shire Council with the guidance and support of an active steering committee that included representatives from the Australian Securities and Investments Commission (ASIC), Australian Competition and Consumer Commission (ACCC), Queensland Office of Fair Trading (OFT), National Indigenous Consumer Strategy (NICS) and the Cairns Indigenous Coordination Centre (ICC).

In 2006 the steering committee made the recommendation that ICAN become a Not for Profit company to ensure the sustainability of this much needed service. ICAN followed the recommendation and through the assistance of Reconciliation Australia, sought pro-bono legal services from Blake Dawson.

ICAN's strength is our network of dedicated individuals, led by our shared vision of "Empowering Indigenous Consumers". A vision initiated by the late Lloyd Fourmile. Our organisation's highly skilled Staff and Board of Directors bring a diversity of skill and experience that will ensure ICAN achieves this vision.

This inaugural annual report signifies a new era for ICAN; one that will build on the hard work and successes of the past.

# ICAN DIRECTORS



**Ms Robynne Quiggin** is a solicitor and consultant. She is descended from the Wiradjuri people of central west NSW. Robynne works in the areas of Indigenous intellectual and cultural property, Indigenous consumer protection, Indigenous knowledge, native title, human rights and other social justice issues.

Ms Quiggin is a member of the National Indigenous Consumer Strategy Implementation Reference Group. She is on the Editorial Board of the Indigenous Law Bulletin, and The Journal of Indigenous Social Policy and Balayi, Culture Law and Colonialism.



**Mr Mick Gooda** is the Chief Executive Officer of the Cooperative Research Centre for Aboriginal Health. Mr Gooda is a descendent of the Gangulu people of central Queensland. He is a senior executive with 25 years experience and a record of attaining high-level goals and leading multi-million dollar service programs and organisational reform.

Mr Gooda's extensive work history, in the public and community sectors, has involved the delivery of policy and program development and advocacy in Indigenous affairs throughout Australia. He possesses a comprehensive experience of working and delivering results in remote, rural and urban environments, based on an extensive knowledge of the diversity of circumstance and cultural nuances of Aboriginal and Torres Strait Islander peoples throughout Australia.



**Mr Vincent Mundraby** is a former Mayor of Yarrabah Shire Council and President of the Aboriginal Local Government Association of Queensland. Mr Mundraby is a descendant of the Yindinji people.

Mr Mundraby has led campaigns for the reparation of stolen wages in Queensland, Native Title Rights and Indigenous management of the Wet Tropics World Heritage area in Far North Queensland.



**Mr Aaron Davis** is the Chief Executive Officer and Interim Chairperson of the Indigenous Consumer Assistance Network LTD. Mr Davis is a member of the Australian Competition and Consumer Commission's (ACCC) Consumer Consultative Committee, the Indigenous Financial Services Network (IFSN) and an informal member of the National Indigenous Consumer Strategy (NICS) Implementation Reference Group.



# CHIEF EXECUTIVE OFFICER'S REPORT

The Indigenous Consumer Assistance Network's (ICAN) three tier approach to Empowering Indigenous Consumers through advocacy, education and assistance has proven to be a winning formula.

In July 2007, ICAN won the Minister's Award for Excellence and the Consumer Advocacy Award at the Queensland State Government's Consumer Protection Awards.

Our organisation worked with the media to highlight the ongoing disadvantage of Indigenous consumers. Utilising a national network of financial counselors and consumer advocates, the small team at ICAN prepared a number of highly effective media campaigns. Finance brokers, payday lenders, telemarketers and door to door salespeople all became the target of a concerted effort by ICAN to reduce Indigenous consumer exploitation.

ICAN has provided a necessary link between State and Federal Consumer regulatory bodies and remote Indigenous Australia, culminating in a number of joint investigations. The Australian Securities and Investments Commission (ASIC) recognised the importance of these services by negotiating a payment of \$98,000 to

ICAN from United Financial Services (Qld) Pty Ltd as part of a package of solutions to resolve concerns in relation to its finance broking business. The funds have given ICAN the ability to investigate systemic consumer issues in the remote Indigenous communities in which they occur.

ICAN presented to a closed session of the ASIC Remote Lending Forum held in March 2008. ICAN Staff presented some extreme case studies of Indigenous consumers in remote areas obtaining multiple credit products from various lenders; and spoke about the economic changes in communities and how they relate to the changes in government policy.

ICAN advocated for Indigenous consumers through working groups such as; Reconciliation Australia's, Indigenous Financial Services Network (IFSN), the Australian Competition and Consumer Commission's (ACCC), Consumer Consultative Committee and the National Indigenous Consumer Strategy (NICS) Implementation Reference Group. ICAN participated in the Commonwealth Bank of Australia's (CBA) Reconciliation Action Plan working group where we provided insight into education and creating opportunities for employment in remote Indigenous communities.

The CBA sponsored ICAN Personal Finance and Consumer Assistance Training Program traveled to a number of remote communities including Bidiyadanga, 200 kilometres south



of Broome and Saibai/Dauan Islands, 4 kilometres south of Papua New Guinea. The training program promotes ICAN's financial counselling/consumer advocacy services and has assisted ICAN to identify a number of consumer issues across northern Australia.

Like the wider community, ICAN's client service statistics reveal that personal debt is a major concern for Indigenous Australia. ICAN provided intensive financial counseling and consumer advocacy assistance to more than 538 clients in the 2007/2008 financial year. These figures are likely to grow in the new financial year with the opening of ICAN Money Management Offices in Yarrabah and Palm Island.

The future looks bright for ICAN after winning the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) tender to run the Yarrabah and Palm Island Money Management Programs. The Commonwealth Bank has committed to providing ongoing sponsorship of the ICAN Personal Finance and Consumer Assistance Training Program and the new Indigenous Financial Counseling Mentorship Program in the 2008 to 2010 financial years.

The new Indigenous Financial Counseling Mentorship Program aims to increase the number of accredited Indigenous financial counselors in Australia. Participants will complete a Diploma in Community Services (financial counseling) and be provided

The future looks bright for ICAN after winning the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) tender to run the Yarrabah and Palm Island Money Management Programs.



on the job mentoring from an accredited financial counselor.

Our network is what makes ICAN strong; I would therefore like to thank everyone who has helped us along the way. We will endeavor to make sure your efforts are rewarded by continuing to Empower Indigenous Consumers.



# ADVOCACY



## Indigenous Financial Services Network

In 2007/2008 ICAN continued as a member of the National Indigenous Money Management Agenda (NIMMA). In February 2008, The IFSN was launched as an outcome of the actions set out in the National Indigenous Money Management Agenda's "Banking for the Future" report. ICAN continued its membership under the new IFSN.

A project under Reconciliation Australia, the IFSN brings together major financial institutions, their peak bodies and regulators, government bodies and Indigenous organisations who share a common objective – to promote financial inclusion for Australia's Indigenous community. (Source V. Godinho)

As a member of the IFSN, ICAN provides a unique perspective on consumer detriment facing remote Indigenous Australia.

## Australian Competition and Consumer Commission Consumer Consultative Committee

The Australian Competition and Consumer Commission (ACCC) is an independent Commonwealth statutory authority that promotes competition and fair trade in the marketplace to benefit consumers, business and the community. The ACCC's

primary responsibility is to ensure that individuals and businesses comply with the Commonwealth competition, fair trading and consumer protection laws. The ACCC is the only national agency with responsibility for enforcing the Trade Practices Act 1974.

ICAN became a member of the ACCC's, Consumer Consultative Committee (CCC) in the 2007/2008 financial year. As a member of the CCC, ICAN provides comment on:

- issues and processes affecting Indigenous consumers that fall within the scope of the ACCC's administration of the Act;
- emerging issues or market developments that may be of concern to Indigenous consumers;
- information dissemination strategies and appropriate external networks available to enhance communication with Indigenous consumers; and
- issues as requested by the ACCC.

Through this forum ICAN has advocated on systemic consumer issues including the telemarketing of mobile phones and the use of Centrepay by questionable traders. ICAN will continue to use the CCC to bring Indigenous consumer issues to the fore and work strategically with other consumer organisations.

## National Indigenous Consumer Strategy (NICS)

The Ministerial Council for Consumer Affairs (MCCA) released the National Indigenous Consumer Strategy (NICS) Action Plan 2005 – 2010; “Taking Action, Gaining Trust” on the 1st of September 2005. The Action Plan was prepared by the Standing Committee of Officials of Consumer Affairs (SCOCA) working party representing all Commonwealth, State and Territory Government consumer agencies.

### The action plan identified eight key priority areas:

- Employment of Indigenous staff in consumer agencies
- Advocacy of Indigenous consumer’s interests
- Housing
- Financial management and banking
- Motor vehicles and boats
- Trading practices
- Arts industry
- Managing Indigenous community organisations.

The Indigenous Consumer Assistance Network (ICAN) was highlighted as a best practice initiative in the key priority area, Advocacy of Indigenous

Consumer Interests. As a result, ICAN became an informal member of the NICS Implementation Reference Group and advocates on consumer issues in regional and remote Indigenous communities.

ICAN was noted in the mid term strategy report September 2005 – March 2008 as an organisation that has provided a crucial link to the Indigenous community and has participated in both cross agency investigations and communication strategies. ICAN will continue to participate as an informal member of the NICS Implementation Reference group into the 2008/2009 financial year.

## Saibai and Dauan Island Remote Community Banking Forum

In February 2007, ICAN CEO Aaron Davis was asked by the National Australia Bank (NAB) to organise a remote Indigenous community banking forum. NAB’s intention for the forum was to meet with a remote Indigenous community and learn about their banking issues and improve the current situation. As NAB is the only bank in the Torres Strait, ICAN suggested that the forum should be held on one of the Torres Strait’s remotest Islands.

ICAN recommended the organisation and facilitation services of Torres Strait Islander, Frank Cook to NAB for the event. Frank identified Saibai and Dauan Islands as potential locations to hold the forum due to their remoteness and close proximity to Papua New Guinea.



Papua New Guinea Traders on Saibai Island

NAB's intention for the forum was to meet with a remote Indigenous community and learn about their banking issues and improve the current situation.



The four day forum was held between the 16th and 20th of July and included meetings with both Saibai and Dauan Island's Council and Community. Time was also set aside for community residents requiring assistance from NAB, ICAN and the Australian Securities and Investments Commission (ASIC). The Council and Community forums revealed a number of consumer and banking issues including;

- Limited ATM services
- High ATM usage fees incurred through using non bank ATM's (all that is available)
- Limited ATM transaction amounts (\$100)
- Consumer credit insurance products that are not relevant for Island residents
- The need for important banking information (loan application check list and how to guides for Telephone and Internet banking) to be in Torres Strait Creole
- The cost of travel (\$600 return airfare) to sign for personal loans and open new accounts
- The turn around time for receiving new bank account ATM cards
- The closing of deceased peoples accounts (unaware of need for death certificate)
- The need for small business loans

- High cost of living (including food, fuel & freight costs)
- Boats and motor vehicles purchased sight unseen are often other than negotiated (Client thought she purchased a Toyota Prado and received a Mitsubishi Pajero)

Whilst some of the issues identified are specific to living in the Torres Strait, most are relevant to all remote Indigenous communities throughout Australia. As a direct result of the Torres Strait visit, NAB is currently working on the following initiatives:

1. The introduction of a 'travelling bank' to remote islands in the Torres Strait
2. Development of 4 brochures in Pidgin English
  - General information on Personal Loans brochure
  - How to avoid bank fees brochure
  - How to use Internet Banking wallet card
  - How to use Telephone Banking wallet card
3. The expansion of micro-enterprise banking services to small businesses
4. The continuation of the NAB management secondee programme to the region to support local businesses
5. The continuation of local sponsorship programmes e.g. Torres Strait Football Cup and small business awards



Time was also set aside for community residents requiring assistance from NAB, ICAN & the Australian Securities & Investments Commission (ASIC).

ASIC were instrumental in highlighting the need for education in this area and were valued members of the group that visited Saibai and Dauan Islands. ICAN commends ASIC's ongoing commitment to improving the regulation of financial services in Indigenous communities and values their continued support.

The cross cultural and organisational skills of Frank Cook made the forum a great success. The high level of community participation can be attributed to the event being organised by a local person at a grass roots level. ICAN would like to send out a big ESSO to the caterers, ferrymen, Frank, Saibai and Dauan community residents for making everyone's visit enjoyable.

### Financial Counsellors Association of Queensland (FCAQ) and the Australian Financial Counsellors & Credit Reform Association (AFCCRA)

ICAN became an organisational member of the FCAQ in 2005 and plans to have four accredited members in the 2008/2009 financial year. As a member of the FCAQ, ICAN participates in both FCAQ and AFCCRA annual conferences.

In July 2007 the Commonwealth Bank Foundation sponsored ICAN staff to attend the annual AFCCRA conference. ICAN Training Manager, Robert Barry presented at the financial literacy inclusion forum where he spoke about the Commonwealth

Bank sponsored ICAN Personal Finance and Consumer Assistance Training Program and its use as a tool to assist consumer advocacy initiatives.

ICAN Client Services Officer, Carmen Daniels assisted Carolyn Bond, Co-CEO Consumer Action Law Centre in a Consumer Advocacy Workshop by supplying a case study on working with the Australian Securities and Investments Commission (ASIC) to address remote lending issues.

## ASIC Remote Lending Forum

The Australian Securities and Investments Commission (ASIC) held a remote lending forum in Sydney on 13 March 2008. As ICAN has worked with ASIC on lending issues involving two major banks, ICAN was invited to present to a closed session involving representatives of the banking and finance industry.

ASIC brought together the banking industry as well as key community stakeholders to discuss parameters around lending in remote and regional Australia.

ICAN's presentation drew attention to the effects of government policy in remote and regional Australia. ICAN petitioned the industry to be mindful of how this policy creates a fluid landscape for remote Indigenous Australia and to determine what role the industry can play in this landscape.



# EDUCATION



## ICAN Personal Finance & Consumer Assistance Training Program

In 2006, the Commonwealth Bank of Australia sponsored the Kowanyama Shire Council to have ICAN provide training in personal money management to 20 remote Indigenous communities within the State of Queensland.

The sponsorship was for a period of two [2] years and involved the employment of a trainer and a coordinator with the principle responsibilities of creating and delivering a financial literacy program.

The ICAN Personal Finance and Consumer Assistance training program was targeted at service providers and key members of the community. An important goal for ICAN was to create a network of people throughout Queensland's remote Indigenous communities who could identify consumer and financial issues and give direct assistance or refer to ICAN's call centre service. Service providers and key members of the community included;

- Council Workers – who deal with clients,
- Centrelink Officers,
- Justice Group Coordinator and Members,
- Postal/Banking Agents,
- Life Promotion Officers & Family Life Support Workers,

- Children & Family Support Workers,
- Men's and Women's Groups,
- Training Coordinators and Training Centre Workers,
- HACC Workers & QLD Health Workers,
- Police Liaison Officers and
- Sports & Recreation Officers.
- ICAN clients

The program was created around the learning outcomes required for the Nationally Accredited Training required for Certificate 1 in Financial Services and delivered to nominated communities within the State of Queensland;

- |                   |                 |
|-------------------|-----------------|
| ■ Pormpuraaw      | ■ Saibai Island |
| ■ Kowanyama       | ■ Dauan Island  |
| ■ Doomadgee       | ■ Yarrabah x 2  |
| ■ Wujal Wujal     | ■ Palm Island   |
| ■ Cherbourg       | ■ Napranum      |
| ■ Mareeba         | ■ Mapoon        |
| ■ Thursday Island | ■ Cairns x 2    |

At the request of our sponsors, delivery was also provided to the Bidjara Aboriginal Community in Northern Western Australia. Over 134 people participated in the 2006 – 2008 training program with more than 222 clients coming to ICAN as a direct result. The promotion of ICAN's financial counseling and consumer advocacy services have been invaluable to the



The Commonwealth Bank of Australia has committed to sponsoring the ICAN Personal Finance and Consumer Assistance training program for a further two years.

organisation's reach into Australia's most disadvantaged communities.

The Commonwealth Bank of Australia has committed to sponsoring the ICAN Personal Finance and Consumer Assistance training program for a further two years.

## ICAN - Money Management Program

### Background

ICAN submitted a tender to the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) to run money management programs in both Yarrabah and Palm Island on the 19th of February. ICAN was chosen as the preferred supplier and the contract was signed on the 12th of May 2008. ICAN was contracted to supply money management services as part of larger agreement Yarrabah and Palm Island to improve the current housing situation.

The program has been designed around the first stages of welfare reform with the long term objective of Indigenous home ownership. The agreement incorporates various agencies with expertise in the following areas:

- Tenancy
- Home Improvement
- Education

#### ■ Income Management

ICAN's role in the Yarrabah and Palm Island agreements is to achieve the following key objectives with residents in both communities:

- Increase access to money management information and training
- Increase assets and reduce debt
- Provide community members access to information and services so they can make informed choice on the benefits, risks and obligations of home ownership

In the 2007/2008 financial year, ICAN worked toward establishing the Yarrabah and Palm Island Money Management Programs. The establishment of the programs included the employment of a Program Coordinator, inception meetings with respective councils and the development of money management work procedures.

Under the contractual obligations set out by FaHCSIA, ICAN is required to engage:

- 50% of households into the ICAN Money Management Project by June 2009
- 70% of households into the ICAN Money Management Project by Dec. 2009

ICAN plans to have the Money Management Programs independently evaluated; utilizing baseline research and process evaluation. ICAN believes that the evidence base provided by the independent evaluation will hold the Money Management Program in good stead for the future.

# ASSISTANCE



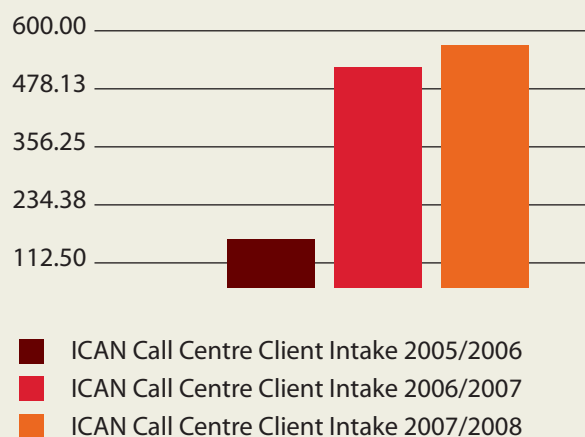
## ICAN Call Centre

ICAN provides financial counselling and consumer advocacy assistance to Indigenous Australians. ICAN specialises in consumer issues affecting regional and remote Indigenous communities and receives enquiries and complaints via its 1300 number, community visits and walk in clients. Common enquiries include debt management, telecommunications, motor vehicle purchases and repair issues.

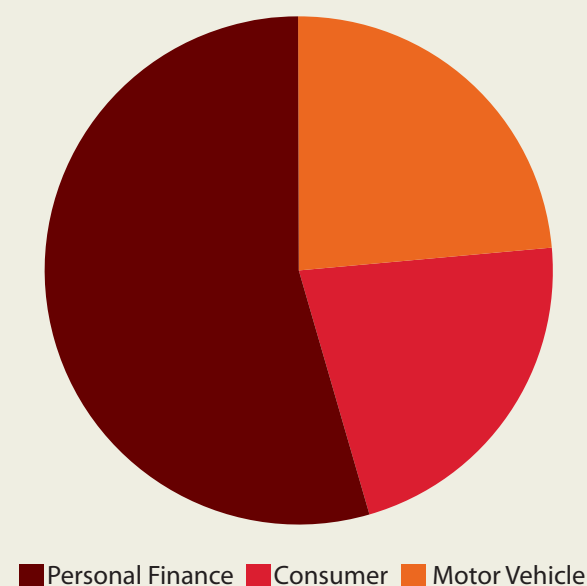
ICAN assisted 538 clients in 2007/2008, achieving a 5.5% client increase on the previous financial year (See graph.1). The 5.5 % increase indicates that ICAN is continuing to work at capacity with existing resources.

The results ICAN achieves for clients reflect the strength of its network of government consumer regulatory bodies, consumer advocacy groups, financial counselors and the Indigenous community.

**Graph.1** Client Intake Comparison  
ICAN 2005/2006, 2006/2007 & 2007/2008



**Graph.2** - Breakdown of ICAN Client Issues in the 2007/2008 financial year



Personal finance issues made up the nearly 60% of ICAN's client assistance in the 2007/2008 financial year. These figures show a reduction from the previous year [77.3%]. Whilst approximately 40%

of clients received in 2007/2008 had consumer/Motor Vehicle issues, there was generally debt associated with the complaints. This has led to ICAN improving its data collection methods.

In 2007, the ACCC brought EDirect Pty Limited (VIPTel Mobile) before the Federal Court (Darwin). The ACCC took action following complaints from remote Indigenous communities in the Northern Territory, regarding EDirect's telemarketing of mobile phone packages in areas with no network coverage. The company provided court enforceable undertakings to the ACCC regarding refunds to consumers.

ICAN assisted the ACCC in the remediation process for those customers affected in remote Queensland Indigenous communities. ICAN established contact with Indigenous customers affected, acted as the intermediary, and represented the individual complaints to the company.

## CASE STUDY 1: financial counselling

### Problem

An Indigenous family of husband and wife, with five (5) children were referred to the ICAN office by a local homelessness prevention organisation.

The family had overcommitted themselves to 15 liabilities, which were causing severe financial hardship. The husband worked full time and was paid weekly. The wife received a Centrelink Family Tax Benefit (FTB) for the care of their five (5) children.

Even though there was a regular income coming in, the family was finding it difficult to cover basic living expenses on top of their debts. The 15 liabilities included financial commitments to:

- A 24-month mobile phone contract at \$39.00/per month that was sold to the wife over the telephone using pressure sales techniques. The mobile phone company however, felt the wife was too much of a credit risk to issue her a mobile phone handset, so only issued her a SIM card and petitioned her to purchase her own mobile phone to use their company's SIM card (on a 24-month plan). Even though the company did not issue a mobile phone handset to the wife, they were still charging her \$39.00/per month for 24-months. (Normally, a mobile phone handset comes included in the price



of a standard 24-month mobile phone contract at \$39.00/per month).

- 4 life insurance policies from a finance company (2 sold to the husband, 2 sold to the wife).
- 3 life insurance policies from a bank for both husband and wife.
- A 24-month contract for Internet broadband services at: \$29.95/per month, for an Internet service that was never installed or activated on the family computer. The company was regularly direct debiting the payments from the wife's bank account.
- \$26,000.00 car loan from a finance company.
- \$10,000.00 personal loan from a bank.
- \$600.00 outstanding debt to the electrical/power company.
- \$550.00 debt for a disconnected home phone line.
- 2 credit card debts (one bank issued, one finance company issued).

### Barriers

Clients had limited to low financial literacy. Several of the products had been sold to the husband and wife over the telephone. There was little to no understanding of the contractual and financial commitments they had verbally entered into.

The finances were controlled by the wife and all ICAN contact with the family was

done through the wife, as the husband worked full time. Therefore, financial counseling was only being provided to one party, and not as a family.

### Assistance Provided

ICAN was able to work with the family's creditors and insurance companies to cancel a number of the contractual arrangements, with no further liability to the clients:

- All 7 life insurances cancelled with a total of \$5,000.00 refunded to the clients.
- 24-month mobile phone contract cancelled. ICAN highlighted unconscionable selling of this product to the client (see "problem" above), waive of cancellation fees.
- Internet broadband (24-month contract), waive of cancellation fees.
- Family put on reasonable payment plans to repay phone and power debts.
- Remainder of \$10,000.00 personal loan written off by bank.
- Clients assessed for a 'temporary hardship variation' to their \$26,000.00 car loan, variation granted.
- Credit card repayments manageable by clients, once other liabilities had been cleared.





### Outcome

In total, ICAN cleared 10 of the 15 original liabilities and negotiated payment arrangements for the remaining 5 debts.

Through ICAN's assistance over several months, the wife expressed gratitude that she had learned budgeting skills to help her with managing the family finances. She also stated that she was more aware of pressure selling via telemarketing and would be wary of it in the future.

The clients said they would be interested in undertaking the "ICAN Personal Finance & Consumer Assistance Training Program" when it is offered in the Cairns area.

## CASE STUDY 2: vehicle repair

### Problem

Indigenous woman from remote Aboriginal community in the Gulf of Carpentaria had a four wheel drive vehicle repaired in Cairns by a mechanic, referred by a family member. The mechanic operated his business from home.

The woman was charged \$13,000.00 for repairs done to her vehicle including the replacement of the engine. Repairs were paid for and the vehicle then sat in Cairns at her mother's place for 6 months, as the community is inaccessible for 6 to 7 months of the year (due to the 'wet season').

When the client was able to collect the vehicle, she had her uncle detail the vehicle in preparation for her to drive back to her community (9 hour drive with the majority of the trip on unsealed roads). The uncle told her that the vehicle was not running properly and that something was wrong with the engine.

ICAN found discrepancies in the mechanics' invoice as the engine price seemed excessive. The invoice stated that the mechanic had supplied and fitted a reconditioned engine but in actuality had supplied and fitted a second-hand engine (the difference being that the former has been dismantled and rebuilt with new parts where needed; a second hand engine has been removed from one vehicle and placed into another without any work being done to the engine).

#### **Barriers**

The distance of client, hampering ability to coordinate meetings and signing of documents. The trader's unwillingness to deal with ICAN slowed the process.

#### **Assistance Provided**

Mechanic was contacted by letter, requesting a copy of invoice and quote provided for the work that was done. ICAN was contacted by mechanic's lawyer requesting all matters go through him. ICAN referred the matter to Queensland Office of Fair Trading (OFT). Advised client to pursue matter through Small Claims Court and provided the required documents.



### Outcome

It was determined by the Office of Fair Trading that the trader had a case to answer, as he had invoiced her for a reconditioned engine but only supplied and fitted a second hand engine. Matter is being investigated by the Office of Fair Trading. The client was advised by OFT that mechanic's lawyer had contacted them and advised that his client was interested in a settlement.

## CASE STUDY 3: Telemarketing (mobile phones)

### Problem

An elderly Indigenous man visited the ICAN office with his sister. His sister explained the client had been sold 3 mobile phones on 24 month contracts and accumulated \$3,100.00 in debt (\$2,500.00 for mobiles and \$600.00 in landline debt).

All three of the mobile phones were from subsidiaries of the same company. The client did not understand the contracts he had verbally entered into or even how to operate a mobile phone. Relatives had then activated the phones and used them until they were disconnected (due to unpaid bills).

The client was upset to learn he had acquired this large debt, and expressed mental health issues as a result of the debt. When discussing why he had accepted the phone offers, the client stated he felt

pressured to say 'yes' and further noted he had a hard time understanding what the telemarketer was saying. When asked if he understood that he was entering into a contract in accepting the phones, he said "No, I didn't understand that".

### Barriers

Had difficulty getting client to understand the agreements he had verbally entered into, as well as the consequences e.g. large debt was accumulating. The client's age presented a further barrier to understanding the operations of mobile phones (new technology).

### Assistance Provided

ICAN contacted the phone company and explained the situation, with emphasis on the client's age and lack of understanding of both the contracts and the products he was sold. ICAN placed the client's landline number on the "Do Not Call" register. ICAN contacted the Telecommunications Industry Ombudsman (TIO) and Australian Competition and Consumer Commission (ACCC) and notified them of this matter.

### Outcome

The company wrote off the total debt on the condition of return of two of the handsets and SIM cards. The client was allowed to keep one handset as long as the SIM card was returned. The company also had the default listings removed from the client's credit file. The company advised that this case was referred to their dealer managers, to improve their sales processes.

## No interest loans scheme - n i l s®

### Background

In 1981, Good Shepherd Youth and Family Services [GSYFS] in Victoria commenced a program to provide no interest loans to women in support of independent living. In 2006, the National Australian Bank committed funding to the capitalisation of a national NILS network.

The national No Interest Loans Scheme [NILS®] provides interest-free loans for individuals or families living on low incomes. It is a community based program that enables people to access fair, safe and equitable credit for the purchase of goods and services.

ICAN was approached in 2007 to nominate as a NILS® provider for remote communities within the Cape York and similar areas. A submission was prepared and in April 2008, ICAN was accepted as a provider and gained the required accreditation.

As a NILS provider, ICAN has been allocated funding to the value of \$100,000 that can be used to assist low income earners to obtain whitegoods, furniture, learning materials, etc for their families. The grants are tied to a maximum loan and re- payments are regulated to suitable and achievable amounts through direct debits.

The program of NILS® will commence initially within the communities of Palm

Island and Yarrabah as part of ICAN's Money Management Program. This will provide opportunities to expand the knowledge of participants in money management and more particularly to a responsibility for managing debts.

# FINANCE

## Financial statements For the period ended 30 June 2008

The directors of the company declare that:

1. The accompanying financial statements and notes are in accordance with the Corporations Act 2001:
  - (a) comply with the Accounting Standards and the Corporations Regulations; and
  - (b) give a true and fair view of the financial position of as at 30 June 2008 and the performance for the period ended on that date of the company.
2. In the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

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



Director



Director

Dated this *20th* day of *October* 2008



Your directors present this report on the company for the financial period ended 30 June 2008.

#### **Directors**

The names of the directors in office at any time during or since the end of the year are:

Name of Director	Qualification & experience	Special Responsibilities
<b>Aaron Davis</b>	Chief Executive Officer of ICAN	Director
<b>Vincent Mundraby</b>	President of the Aboriginal Local Government Association of Queensland	Director
<b>Robynne Quiggin</b>	Aboriginal Solicitor and consultant from NSW	Director
<b>Michael Gooda</b>	CEO of the Co-operative Research Centre for Aboriginal Health in Northern Territory	Director

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

#### **Operating and Financial Review**

The profit of the company for the financial year is \$ 21,540.

#### **Significant Changes in the State of Affairs**

No significant changes in the company's state of affairs occurred during the period.

#### **Principal Activities**

Principal activities undertaken during the period includes:-

- (a) providing support, services and information relating to consumer affairs, financial management advice and education to Indigenous people.
- (b) provide advice and information to consumer affairs advisors, government and public bodies on issues related to consumer affairs and management as they relate to indigenous communities.

#### **Incorporation**

The company was incorporated on 1 October 2007 and thus traded for the first time in this financial period.



**International Financial Reporting Standards (IFRS).**

As a result of the introduction of Australian equivalents to International Financial Reporting Standards (IFRS), the company's financial report has been prepared in accordance with those standards.

**After Balance Date Events**

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in subsequent financial years.

**Future Developments**

The company expects to maintain the present status and level of operations and hence there are no likely developments in the operations in future financial years.

**Environmental Issues**

The company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory.

**Dividends**

The company is a not-for-profit entity limited by guarantee with no provision in the constitution for distribution of profits by way of dividend. No dividends were declared or paid since the start of the financial year. No recommendation for payment of dividends has been made.

**Options**

No options over issued shares or interests in the company were granted during or since the end of the financial year and there were no options outstanding at the date of this report.

**Directors' Interests in Shares of the Company or Related Bodies Corporate**

The particulars of shares held by the directors of the company in the company or in related bodies corporate which are required to be declared in the register of directors' share holdings are nil.

**Directors' Benefits**

No director has received or has become entitled to receive, during or since the financial year, a benefit because of a contract made by the company or related body corporate with a director, a firm which a director is a member or an entity in which a director has a substantial financial interest.



## STATEMENT OF CHANGES IN EQUITY FOR THE PERIOD ENDED 30 JUNE 2008

	Note	2008
		\$
<b>Total Members Funds - beginning of the year</b>		0
Surplus/(deficit) for the year		21,540
<b>Total Members Funds - end of the financial period</b>		<u>21,540</u>

## INCOME STATEMENT FOR THE PERIOD ENDED 30 JUNE 2008

	Note	2008
		\$
Revenues from ordinary activities	2	721,738
Employee benefits expense		(77,205)
Depreciation and amortisation		(4,675)
Other expenses from ordinary activities	3	(618,318)
Profit attributable to the members		<u>21,540</u>

## BALANCE SHEET AS AT 30 JUNE 2008

	Note	2008
<b>ASSETS</b>		\$
<b>Current Assets</b>		
Cash assets	5	602,989
Receivables	6	1,973
Total Current Assets		604,963
<b>Non-Current Assets</b>		
Property, plant and Equipment	7	30,040
Total Non-Current Assets		30,040
Total Assets		<u>635,003</u>

## BALANCE SHEET AS AT 30 JUNE 2008

### LIABILITIES

Creditors and accruals	8	613,462
Total Liabilities		613,462

NET ASSETS		21,540
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### EQUITY

Retained surplus		21,540
TOTAL EQUITY		21,540

## STATEMENT OF CASH FLOWS FOR THE PERIOD ENDED 30 JUNE 2008

	Note	2008
		\$
<b>Cash flows From Operational Activities</b>		
Inflows from Operational Activities		680,694
Outflows from Operational Activities		(82,061)
Inflows from Interest		8,679
Cash flow From Operations	14(b)	607,312
<b>Cash flows From Investment Activities</b>		
Payment of Plant, Property and Equipment		(4,323)
Proceeds from sale of Equipment		0
		(4,323)
<b>Cash flows From Financing Activities</b>		
Inflows from transfers		0
Net cashflow from financing activities		0
Net Increase/(Decrease) in Cash Held		602,989
Cash On Hand – Beginning of Year		0
Cash On Hand – End of Year	14(a)	602,989

## Note 1: Statement of Significant Accounting Policies

The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards, Urgent Issues Group Interpretations, other authoritative pronouncements of the Australian Accounting Standards Board and the Corporations Act 2001.

The financial report is for the entity Indigenous Consumer Assistance Network Limited as an individual entity. Indigenous Consumer Assistance Network Limited is a company limited by guarantee, incorporated and domiciled in Australia.

The financial report of Indigenous Consumer Assistance Network Limited as an entity complies with all Australian equivalents to International Financial Reporting Standards (AIFRS) in their entirety.

### **Basis of Preparation**

Indigenous Consumer Assistance Network Limited as an individual entity has prepared financial statements in accordance with the Australian Equivalents to International Financial Reporting Standards (AIFRS) from 1 July 2005.

### **Reporting Basis and Conventions**

The financial report has been prepared on an accruals basis and is based on historical costs modified by the revaluation of selected non-current assets, financial assets and financial liabilities for which the fair value basis of accounting has been applied.

The following is a summary of the material accounting policies adopted by the company in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

#### **a. Income Tax**

This company is a not-for-profit entity and has no income tax liability accruing.

#### **b. Property, Plant and Equipment**

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

##### **Property**

Freehold land and buildings is measured on the fair value basis (being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length

transaction), based on periodic, but at least triennial, valuations by external independent valuers, less subsequent depreciation for buildings.

Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

### **Plant and Equipment**

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from those 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. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

The cost of fixed assets constructed within the economic entity includes the cost materials, direct labour, borrowing costs and an appropriate proportion of fixed and variable overheads.

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 group 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.

Increases in the carrying amount arising on revaluation of land and buildings are credited to a revaluation reserve in equity. Decreases that offset previous increase of the same assets are charged against fair value reserves directly in equity; all other decreases are charged to the income statement. Each year the difference between depreciation based on the revalued carrying amount of the asset charged to the income statement and depreciation based on the asset's original cost is transferred from the revaluation reserve to retained earnings.

### **Depreciation**

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land is depreciated on a straight line basis over their useful lives to the company commencing from the time the asset is held ready for use.



Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

### Note 1: Statement of Significant Accounting Policies (Continued)

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

Class of Fixed Asset	Depreciation Rate
Furniture & fittings	20%
Office equipment	20%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the income statement. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

#### c. Investments

Investments are initially recognised at cost. After initial recognition, the carrying amount of investments is reviewed annually by directors to ensure it is not in excess of the recoverable amount of these investments. The recoverable amount is assessed from the quoted market value for shares in listed companies or the underlying net assets for non-listed corporations. The expected net cash flows from investments have not been discounted to their present value in determining the recoverable amounts.

#### d. Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to balance date.

Employee benefits expected to be settled within one year have been measured at the amounts expected to be paid when liability is settled, plus related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the company to an employee superannuation fund and are charged as expenses when incurred.

**e. Cash**

For the purposes of the statement of cash flows, cash includes cash on hand and in at call deposits with banks or financial institutions, investments in money market instruments maturing within less than three months, net of bank overdrafts.

**f. Revenue**

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

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

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

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

**g. 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 Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset.

**NOTE 2- REVENUE 2008**

	\$
Revenues from grants	<b>658,679</b>
	658,679
Interest	8,679
Other Income	24,076
Assets received as donation- KASC	30,303
	63,059
<b>Total Revenue</b>	<b>721,738</b>

### NOTE 3: PROFIT FROM ORDINARY ACTIVITIES

Profit from ordinary activities before income tax expense has been determined after:

#### a. Expenses

Depreciation of property, plant and equipment	4,675	
Remuneration of auditor:		
Audit services	6,000	
Other	2,500	8,500

### NOTE 4: REMUNARATION AND RETIREMENT BENEFITS

#### a. Remuneration of Directors

Remuneration received or receivable by all directors of the company from the company or any related party in connection with the management of the company 0

The names of directors who have held office during the financial year:

Name	Appointed Date	Ceased Date
Aaron Davis	01/10/2007	Continuing
Vincent Mundraby	01/10/2007	Continuing
Robynne Quiggin	01/10/2007	Continuing
Michael Gooda	01/10/2007	Continuing

#### b. Retirement Benefits

Amounts paid to a superannuation plan for the provision of retirement benefits by:  
The company or any related party for directors of the company 0

### NOTE 5: CASH ASSETS

Cash at bank- General Cheque Account	7,789
Cash at bank- Cash Management Account	595,000
Petty cash Float	200
<b>Total Cash Assets</b>	<b>602,989</b>

## NOTE 6: RECEIVABLES

### CURRENT

Security Deposit	200
Trade debtors	1,773
<b>Total Debtors</b>	<b>1,973</b>

## NOTE 7: PROPERTY, PLANT AND EQUIPMENT

Furniture and Fittings at cost	4,201
Less accumulated depreciation	480
	3,721
Office equipment at cost	30,514
Less accumulated depreciation	4,196
	26,318
<b>Total Property, Plant and Equipment</b>	<b>30,040</b>

## NOTE 7: PROPERTY, PLANT AND EQUIPMENT (continued)

### a. Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year

	Office Equipment \$	Furniture & fittings \$	Total \$
Balance at the beginning of year	0	0	0
Revaluation	0	0	0
Additions	30,514	4,201	34,715
Disposals	0	0	0
Depreciation expense	4,196	480	4,676
<b>Carrying amount at the end of year</b>	<b>26,318</b>	<b>3,721</b>	<b>30,040</b>

## NOTE 8: CREDITORS AND ACCRUALS

Trade Creditors	17,847
GST payable	28,393
Unspent grants	567,222
	613,462

The unspent grant balance of \$ 567,222 relate to project funds which have not been spent as at 30 June 2008. This funds will be expended on appropriate projects in subsequent years.

## Note 9: Members Funds

The Company is limited by guarantee. If the company is wound up, the Constitution states that each member is required to contribute a maximum of \$ 10 each towards meeting any outstanding obligations of the Company. At 30 June 2008 there were 4 members.

## Note 10: Segment Reporting

The company operates in one business and geographical segment, being financial counselling and consumer advocacy assistance to regional and remote indigenous communities across Australia.

## NOTE 11: CASH FLOW INFORMATION

### a. Reconciliation of Cash

Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Balance Sheet as follows:

Cash on hand	602,789
Petty cash	200
<b>Total Cash</b>	<b>602,989</b>

## NOTE 11: CASH FLOW INFORMATION (continued)

### b. Reconciliation of Cash Flow from Operations with Profit from Ordinary Activities after Income Tax

#### \*\* See Statement of Cash flows

Profit from ordinary activities after income tax	21,540
Non-cash flows in profit from ordinary activities:	
Depreciation	4,675
Assets contributed by Kowanyam Aboriginal Shire Council	(30,392)
Changes in assets and liabilities, net of the effects of purchase and disposals of subsidiaries:	
Decrease/(Increase) in trade debtors	(1,973)
Decrease/(Increase) in inventories	0
Decrease/(Increase) in grants receivable	0
(Decrease)/Increase in creditors and accruals	17,847
(Decrease)/Increase in employee related liabilities	0
(Decrease)/Increase in Hire purchase Liability	0
(Decrease)/Increase in GST payable	28,393
(Decrease)/Increase in Leave provisions	0
(Decrease)/Increase in unexpended grants	567,222
<b>Cash flows from operations</b>	<b>607,312</b>

## Note 12: Company Details

The registered office of the company is:

**Indigenous Consumer Assistance Network Ltd**

ABN: 62 127 786 092

Unit 7, Lot 3B Anderson Street, Manunda

QLD 4870, Australia

The principal activities of the company include provide support, services an financial management advise to Indigenous people across Australia.



## DETAILED INCOME STATEMENT FOR THE PERIOD ENDED 30 JUNE 2008

<b>INCOME</b>	
	\$
Grant Received- Kowanyama Aboriginal Shire Council	289,573
Grant Received- DFACS	280,000
Grant Received- United Financial Services	89,106
Interest Received	8,679
Other Income	24,076
Kowanyama Aboriginal Shire Council- Assets received	30,303
	<u>721,738</u>
<b>EXPENSES</b>	
Electricity Charges	1,371
Functions	1,986
Insurance	4,275
Office administration	4,623
Printing & stationary	6,340
Office rent	5,227
Telephone & fax	5,161
Travelling expenses	9,136
Wages	67,541
Superannuation	9,664
Food & accomodation	1,580
Advertising	937
Bank fees & charges	109
Education & training	1,424
Meeting expense	216
Uniforms	212
Depreciation	4,675
Audit and accounting fees	<u>8,500</u>

## DETAILED INCOME STATEMENT FOR THE PERIOD ENDED 30 JUNE 2008

	132,976
Results from operating activities	588,762
Unspent grant balances as on 30 June	567,222
<b>Surplus/ (deficit) for the year</b>	<b>21,540</b>
Additional information not part of Financial Statements	

## C B A CONSUMER ACCOUNT

	\$
	Income
Training grant	121,923
Other Income	483
Reimbursements	865
<b>Total Income</b>	<b>123,271</b>
<b>EXPENSES</b>	
Capital expenditure	726
Electricity	686
Functions	1,369
Insurance	2,138
Office administration	3,407
Printing & Stationary	2,783
Office rent	2,613
Telephone/facsimile	2,765
Travel	1,058
Wages	35,354
Superannuation	3,889
Total Expenses	56,787
<b>Unexpended balance as on 30 June 2008</b>	<b>66,484</b>
Additional information not part of Financial Statements.	

## CONSUMER PROTECTION PROJECT

	\$
Income	
Grants received	34,957
<b>Total Income</b>	<b>34,957</b>
<b>EXPENSES</b>	
Accommodation- Directors	98
Travel- Directors	790
Meals -Directors	174
Trav Allowances - Directors	137
Total Expenses	1,199
<b>Unexpended balance as on 30 June 2008</b>	<b>33,758</b>
<b>Additional information not part of Financial Statements.</b>	

## ICAN CONSUMER PROJECT

	\$
Income	
Grants received	221,800
Interest received	8,679
Other Income	4,236
Rent received	2,376
Legal Website	12,525
Reimbursements	3,591
<b>Total Income</b>	<b>253,207</b>
<b>EXPENSES</b>	
Accommodation	1,052
Advertising	243
Bank fees & charges	109
Capital	1,395

## ICAN CONSUMER PROJECT

Education & training	1,424
Electricity	685
Functions	617
Meetings	216
Office expenses	3,094
Printing & stationary	280
Rent	2,614
Superannuation	5,566
Telephone & Facsimile	1,946
Travel	4,233
Wages	29,869
Insurances	2,138
Media contracts	3,276
Total Expenses	58,757
<b>Unexpended balance as on 30 June 2008</b>	<b>194,450</b>
Additional information not part of Financial Statements.	

## FaHCSIA PROJECT

	\$
Income	
Grant received	280,000
Total Income	280,000
<b>EXPENSES</b>	
Advertising	694
Administration	53
Accommodation	257
Phone systems	450
Transport other than vehicles	1,656

## FaHCSIA PROJECT

Uniforms	102
Vehicle hire	675
Vehicle running costs	586
Wages-Co-ordinator	2,319
Superannuation	209
Computer/Printers - Palm Island office	235
Computers/Printers- Yarrabah office	235
Total Expenses	7,470
<b>Unexpended balance as on 30 June 2008</b>	<b>272,530</b>
Additional information not part of Financial Statements.	

## Indigenous Consumer Assistance Network Limited Independent Audit Report

### Scope

The Financial Report comprising the Income Statement, Balance Sheet, Statement of Cash flows, Statement of Changes in Equity, accompanying notes to the Financial Statements, and the Directors' Declaration of Indigenous Consumer

Assistance Network Limited for the year ended 30 June 2008.

The directors are responsible for the preparation and true and fair presentation of the financial report in accordance with the Corporations Act 2001.

I have conducted an Independent Audit of the Financial Report in order to express an opinion on it to the members of the company. My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the Financial Report is free of material misstatement. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the Financial Report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia so as to present a view which is consistent with my understanding of the Company's financial position, the results of its operations, and its cash

flows. The audit opinion expressed in this report has been formed on the above basis.

### **Independence**

In conducting my audit, I followed applicable independence requirements of Australian professional ethical pronouncements and the Corporations Act 2001.

### **Audit Opinion**

In our opinion, the financial report presents fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, the financial position of Indigenous Consumer Assistance Network Limited as at 30 June 2008 for the year then ended.

Dated this day the October 2008 \_\_\_\_\_

488 Mulgrave Road I.D. Jessup,  
EARLVILLE QLD 4870 (Registered Company Auditor)

### **Auditor's Independence Declaration**

As auditor for the audit of Indigenous Consumer Assistance Network Limited for the year ended 30 June 2008,

I declare that, to the best of my knowledge and belief, there have been:

- i. No contraventions of the independence requirements of the Corporations Act in relation to the audit; and
- ii. No contraventions of any applicable code of professional conduct in relation to the audit.

Dated this day of October 2008 \_\_\_\_\_

488 Mulgrave Road I.D. Jessup  
CAIRNS, QLD 4870 (Registered Company Auditor)



The Indigenous Consumer Assistance Network Ltd would like to thank and acknowledge the support of the following organisations.

- Australian Competition & Consumer Commission
- Australian Financial Counsellors & Credit Reform Association
- Australian Securities & Investments Commission
- Commonwealth Bank Foundation
- Commonwealth Department of Families, Housing, Community Services & Indigenous Affairs
- Good Sheppard, Family & Youth Services – No Interest Loans Scheme
- Indigenous Coordination Centre – Cairns
- National Indigenous Consumer Strategy
- Queensland Office of Fair Trading
- Reconciliation Australia's - Indigenous Financial Services Network

