



ican

**Annual Report
2013 - 2014**





Ican Annual Report 2013 - 2014

Indigenous Consumer Assistance Network Ltd

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ABOUT ICAN

ICAN's vision – Empowering Indigenous Consumers

The Indigenous Consumer Assistance Network Ltd (ICAN) achieves its vision of Empowering Indigenous Consumers by providing financial counselling assistance to alleviate consumer detriment, education to make informed consumer choices and research/advocacy to highlight consumer disadvantage.

ICAN's values

'Empowerment' – ICAN believes that to create positive change, financial and consumer capability needs to be built within the Indigenous community and that there needs to be an emphasis on respecting Individual's existing knowledge and culture in delivery.

'Innovative' – Striving to develop innovative long-term solutions built from the wants and needs of the communities we service.

'Accountability' – An organisation built on outcomes not rhetoric supported by a solid evidence base.

'Partnership' – A developed, integral understanding that collectively working with community, government and industry creates real change – positive relationships are key to moving forward.

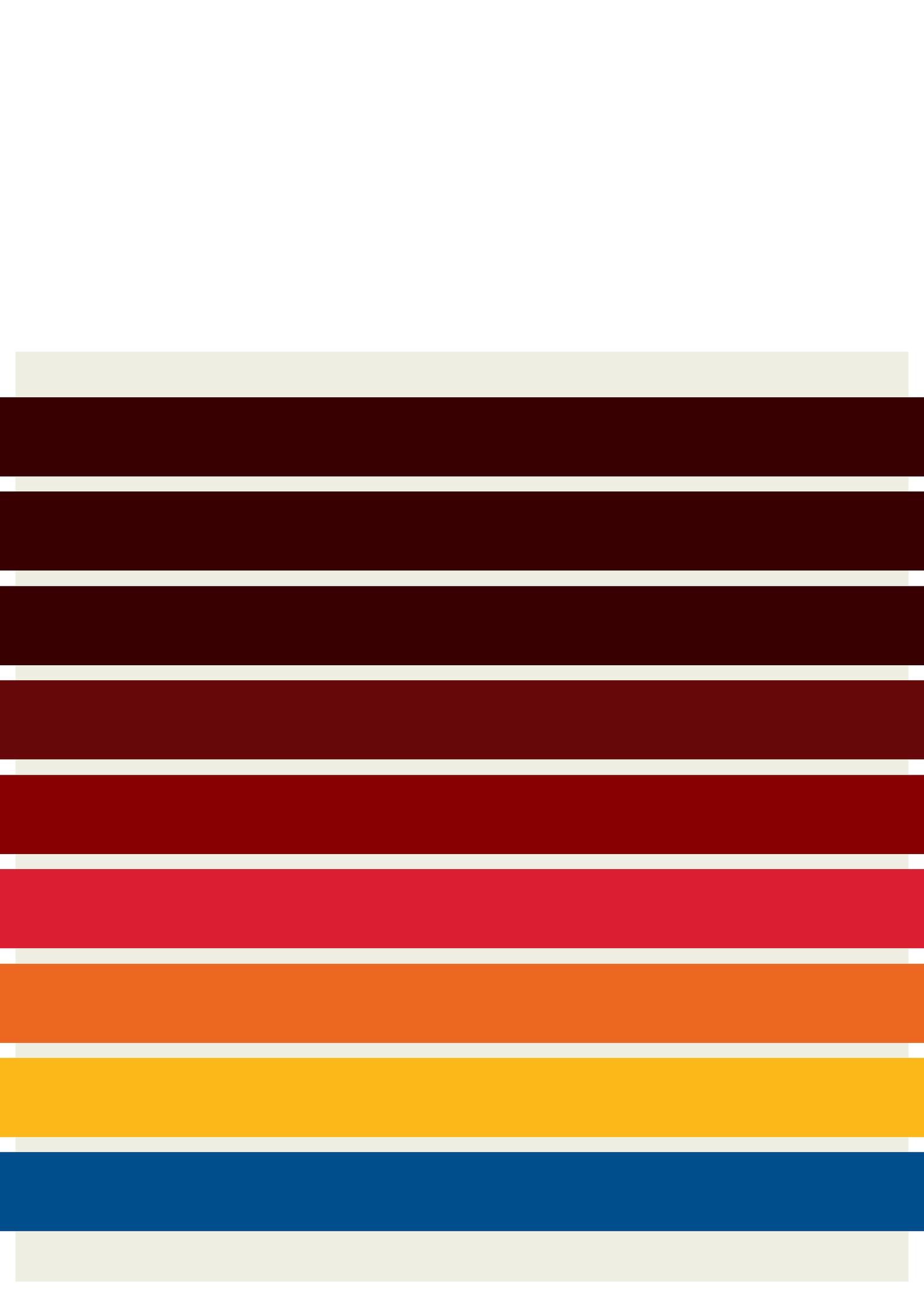
'Community' – responsibility to the communities we service, recognition of the importance of family and a respect for the work life balance of our staff.

Acknowledgement

First and foremost, ICAN would like to respectfully acknowledge the Traditional Owners of these Lands, Sea and Water, that we are privileged to walk, to engage, to work on and to work with.

We would also like to sincerely pay respect to our past Traditional Owners, Elders, family and loved ones that are not with us today, but are in spirit.

ICAN also acknowledges the history, the resilience and the continual contributions of Aboriginal and Torres Strait Islander peoples of their Country. Prepared by Edward Buli.



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CHAIRMAN'S REPORT



As ICAN completes its seventh year of exemplary service delivery, I wish to recognise the outstanding achievements of the organisation by reflecting on our journey thus far with a view to where we are heading, as an organisation committed to its vision of “Empowering Indigenous Consumers.”

ICAN's work over the last year has yielded significant outcomes for Indigenous consumers. A number of court matters and enforcement activities came to fruition, where ICAN had alerted consumer regulators of systemic consumer detriment being experienced by Aboriginal and Torres Strait Islander peoples living in remote Queensland communities. While ICAN's work in contributing to some of the matters began in previous years, we are pleased to see that enforcement action was taken by the Australian Securities and Investments Commission, and the Australian Competition Consumer Commission against many companies in this financial year, including: Excite Mobile, Titan Marketing, Mr Rental, Home Essentials Australia Pty Ltd, I Love My Water Pty Ltd, Triple Bay Group Pty Ltd and Triple Bay Pty Ltd. The enforcement activities by ASIC and the

ACCC are significant wins for the protection of Indigenous consumers.

ICAN's advocacy and financial literacy work was recognised this year by Professor Megan Davis, who delivered the 2014 Ruby Hutchison Memorial Lecture on “What it means to be an Indigenous consumer today”, exploring the role of regulators and consumer advocates in helping Indigenous consumers through engagement, enforcement and law reform measures*. Professor Davis, Professor and Director of the Indigenous Law Centre at the University of New South Wales, drew on ICAN commissioned research when she ‘spoke on the experiences and challenges faced by Indigenous consumers in remote communities’, highlighting ICAN's contribution to pioneering consumer protection advocacy for Aboriginal and Torres Strait Islander peoples and its valued role as a liaison between Indigenous consumers and regulators. ICAN's capacity to link consumers, communities, systemic issues and regulatory bodies was recognised as ‘cutting edge’ in the consumer advocacy landscape, contributing to legislative changes for increased Indigenous consumer protection.

In our first year of operating our *national* “Indigenous Financial Counselling Mentorship Program”, I extend my warmest congratulations to the ten Aboriginal and Torres Strait Islander students who graduated through the 2013-14 program with their Diploma of Community Services

(Financial Counselling). The success of ICAN's Mentorship Program rests in its innovative design and delivery, in partnership with the Commonwealth Bank Foundation and the Central Institute of Technology, with our Training Coordinator and in the students themselves, determined to make a difference in their home communities. Together with our partners, ICAN is in a unique position to be able to support the professional development of Indigenous people in some very remote locations across Australia, where organisations, financial counselling staff and their clients can directly benefit from the Mentorship Program, and we look forward to welcoming students from across the country in our next program roll out.

With a view to the future for ICAN's service delivery, I am pleased to present the organisation's Strategic Plan 2014-19, which outlines our strategic direction over the next five years. ICAN's strategic priorities will advance our vision of **Empowering Indigenous Consumers** in the following service delivery areas: Financial Capability [Money Management], Financial Counselling, consumer advocacy, training, research & governance. ICAN developed its strategic priorities in line with its successful service delivery to date with a view to sustaining and expanding our valued community services. An overview of ICAN's Strategic Plan is presented in this report, with the full version available on our website.

* Source: *Ruby Hutchison Memorial Lecture 2014*,
ACCC

CHIEF EXECUTIVE OFFICER'S REPORT

In 2013-14, ICAN has continued to expand its training, outreach and advocacy services to remote Aboriginal and Torres Strait Islander communities across North Queensland and the Torres Strait.

ICAN's Indigenous Consumer Outreach Project helped extend our reach into remote Queensland communities in 2014. The outreach program, funded through an enforceable undertaking that the Australian Securities and Investments Commission presented to Home Essentials Ltd. has provided the opportunity for consumer education and promotion activities in Wujal Wujal, Northern Peninsula Area, Lockhart River and Kowanyama. The project also resourced the administration of the Far North Queensland Consumer Taskforce that includes ASIC, ACCC, QLD Office of Fair Trading and new members from the Energy, Water Ombudsman Scheme, Shelter Housing Action Cairns (SHAC) and Cairns Community Legal Centre (CCLC).

To further our vision of 'Empowering Indigenous Consumers', ICAN has prioritised the professional development of Indigenous financial counselling/capability staff working in community organisations throughout Australia. 2014 saw the success of ICAN's first national Indigenous Financial Counselling Mentorship Program with

ten Aboriginal and Torres Strait Islander students from Alice Springs (NT), Derby (WA), Penrith Western Sydney, Port Augusta (SA), Cairns (QLD) and the Yarrabah Aboriginal community (QLD) graduating with their Diploma of Community Services (Financial Counselling).

A strategic priority for ICAN in 2014 was the further development of tailored financial literacy programs including: iHome, Accidental Financial Counsellor training for service providers and financial literacy training for job seekers. ICAN continued to develop and deliver iHome in Yarrabah and Palm Island as part of its overall money management services and is working with the Queensland Government's Home Ownership Team (HOT) to deliver similar services in other remote communities. ICAN partnered with national employment agency PVS Workfind to deliver Yufla Junga, a financial counselling and literacy education program for Aboriginal and Torres Strait Islander jobseekers and people entering employment in the Yarrabah/Cairns region. The training is designed for jobseekers to access information on consumer rights, personal finance management and direct pathways to financial counselling.

Addressing structural consumer disadvantage in remote Indigenous communities is an ongoing focus for ICAN. One growing area of concern for Indigenous consumers in remote communities is the affordability of electricity and service/concessional rebate inequalities.

In 2013/2014 ICAN's research team was contracted by the Queensland Council of Social Service (QCOSS) to conduct community consultations into the use of pre-paid electricity metres and power cards in some of Queensland's remote Indigenous communities. One of the findings of the report was a very low awareness and uptake of government-funded electricity concessions. The research was instrumental in informing the Queensland Government's decision to offer government-funded Electricity Rebates to powercard customers in remote communities, as offered to other mainstream residents. ICAN is now working with QCOSS and the government in an advisory capacity towards the implementation of the new initiative. ICAN has been working with the Yarrabah Aboriginal Shire Council to develop the 'Get Back on Track' program, a pilot energy savings program for residents in Yarrabah struggling with the increasingly high cost of electricity and associated high bills.

ICAN continued its advocacy of consumer detriment being experienced by Aboriginal and Torres Strait Islander consumers living in remote communities. Earlier this year, the Yarrabah Aboriginal community made complaints to ICAN about the financial detriment caused by door-to-door selling practices undertaken by third party charity fundraisers. ICAN was instrumental in bringing the ABC 7:30 Report to the Yarrabah Aboriginal community (located 45 min south of Cairns) to witness these issues first hand. The news feature "Charity

door knockers preyed upon poor outback community" aired on the ABC 7:30 Report, on May 21, 2014.

I would like to thank our dedicated staff for continuing to excel in their service delivery and for their commitment and belief in ICAN's culture and vision to 'Empower Indigenous Consumers.' In reviewing the year that was, I believe we have achieved our goal of putting ICAN in the best possible position for ongoing success. Let's look forward to a rewarding new year.

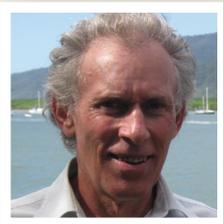
ICAN BOARD OF DIRECTORS



Ms. Janine Gertz is a member of the Aboriginal community of North Queensland, belonging to the Gugu-Badhun and Nadjon-ji traditional owners groups. Ms Gertz is a Senior Advisor with James Cook University's (JCU) Human Resource Management Directorate and has represented Gugu Badhun issues at the United Nations Permanent Forum on Indigenous issues.



Mr. Vincent Mundraby is a descendent of the Yindinji people and 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 Mundraby is a former Mayor of Yarrabah Shire Council.



Graeme Hooper owns and operates the award winning training business, Horizons Education and Development, and has done so for the past 9 years. The main training focus of the company is "Governance Essentials Training" for directors, which is written to the needs of indigenous and non-indigenous corporations. The training is delivered on site anywhere in Australia. Graeme's formal qualifications include: Diploma of Business: (Governance), Bachelor of Arts: Aboriginal Studies, and Master of Education Studies: Adult Education.



Ms Velma Gara is a member of the Townsville Aboriginal & Islander Media Association and has been working in both indigenous and mainstream media as a journalist and broadcaster for more than twenty years. She is a volunteer at Radio 4K1G and is an editor of the school newsletter for indigenous students. Her family is from the Eastern Islands of the Torres Strait.



Mr. Aaron Davis is the Managing Director and Chief Executive Officer of the Indigenous Consumer Assistance Network Ltd. Mr Davis is a member of the Australian Competition and Consumer Commission's (ACCC) Consumer Consultative Committee, Financial Counselling Association of Queensland (FCAQ) and the National Indigenous Consumer Strategy (NICS) reference group. Mr Davis is a co-founder of ICAN, leading the organisation from its inception to a staff of eighteen across four offices located in Cairns and the Yarrabah and Palm Island Aboriginal communities.

STRATEGIC PRIORITIES



ICAN's strategic priorities will advance our vision of Empowering Indigenous Consumers in the following service delivery areas:

Financial Capability (Money Management)

1. Expand and maintain the scope of the money management program to include access to banking and financial services through partnering with government, banking and financial institutions.
2. Increase partnership base with a focus on increasing financial capability within remote Indigenous communities.

Financial Counselling

3. Expand funded outreach services to communities throughout Queensland
4. Promote the Indigenous Financial Counselling Mentorship Program nationally

Governance

ICAN will develop and strengthen governance practices by:

- Implementation of the annual portfolio strategic planning process
- Annual review of organisation's risk management plan, operations and governance annually
- Providing professional development opportunities to directors in line with the new Australian Charities and Not For Profits Commission (ACNC) priorities
- Recruiting new directors with required skills e.g. financial management
- Developing and implementing updated governance policies and procedure.

Consumer Advocacy

1. Maintain and expand the Far North Queensland Consumer Taskforce and investigate administrative funding opportunities.
2. Create an Indigenous consumer compliance and enforcement strategy based on internal and external research.

Research

Build ICAN's research capabilities by:

- Utilising ICAN database to identify priority consumer/ financial issues
- Identifying funding opportunities for research, through partnerships with research institutions (advocacy)
- Providing an evidence base for the sustainability of ICAN programs a budgetary item (evaluative).

Training

1. Continue to develop staff capability in the delivery of financial literacy and external professional development training.
2. Indigenous Financial Counselling Mentorship Program:
 - Expand the CBA sponsored Indigenous Financial Counselling Mentorship Program both internally and nationally.
 - Develop an accredited training program for qualified financial counsellors in line with national standards of Financial Counselling supervision.
 - Build on the provision of support to agencies that provide financial counselling services to Indigenous communities across Australia, this would include mentoring and supervision support service.

RESEARCH



QCOSS/ICAN Pre-payment Electricity Meters Survey September-November 2013

During September to November (2013), the Queensland Council of Social Services (QCOSS) engaged ICAN undertake community consultations into community perceptions of pre-payment electricity meters and use of pre-paid power cards, through surveys conducted in Mapoon, Palm Island, Wujal Wujal Aboriginal communities and the Cairns region. QCOSS secured funds from the Consumer Advocacy Panel as part of its grants process for consumer advocacy and research for the benefit of consumers of electricity and natural gas. ICAN's research team interviewed a total of thirty-seven people for the project and provided the quantitative and qualitative data for QCOSS for the final QCOSS research report.

ICAN and QCOSS utilised the consultation findings to inform the Queensland Department of Energy and Water Supply on areas of success and inequality in the system. The consultation highlighted that above 90% community residents interviewed were happy with the system as it helped them manage their finances. The research overwhelmingly evidenced that Aboriginal community residents were not able to access concessional rebates (available to people on the account billing system) and were restricted in tariff settings



(ie. no choice to move to lower tariff rates similar to other Queenslanders).

QCOSS and ICAN look forward to working with the Queensland Government, Ergon Energy and Aboriginal and Torres Strait Islander communities to collaboratively address these issues in the future. The QCOSS Report: 'Empowering remote communities - Experiences of Aboriginal and Torres Strait Islander customers using electricity pre-payment meters in Queensland' is due for release in mid 2014.

ADVOCACY



ICAN – North Queensland Indigenous Consumer Taskforce

In 2013, ICAN and state and national consumer regulatory bodies, the: Australian Competition and Consumer Commission (ACCC), Australian Securities and Investments Commission (ASIC) and the Queensland Office of Fair Trading (OFT) formed the NQ Indigenous Consumer Taskforce. ICAN saw the need for a coordinated approach to tackling Indigenous consumer disadvantage in the region, due to the ongoing financial detriment caused by door-to-door traders and telemarketers targeting remote communities. The Taskforce has developed a regional action plan to coordinate joint consumer outreach/investigation activities, share educational resources and information about current consumer issues in Indigenous communities throughout North Queensland. The Taskforce provides an opportunity for ICAN and consumer regulators to pool resources across agencies to achieve better outcomes for Indigenous consumers. During 2013-2014, member agencies of the Taskforce visited regional and remote communities throughout North Queensland, Cape York and the Torres Strait Islands. The key objectives of the outreach visits were to promote agency services, provide consumer education and collect rogue trader intelligence. This Forum has the opportunity

of growing with interest from other local community sectors working in the consumer advocacy space expressing an interest in joining the forum.

Australian Banker's Association

In follow up to the screening of ICAN's "Remote Community Banking" video at the Australian Bankers Association's (ABA) "Indigenous Banking Workshop" in Sydney, 2013, ICAN and the ABA visited the five Aboriginal and Islander communities in the Northern Peninsula Area. ICAN and the ABA met with the Northern Peninsula Area Regional Council (NPARC) to discuss structural barriers to community banking in the area. In May & June 2014, ICAN carried out a subsequent survey with NPA residents to gather more information on these issues.

Consumers' Federation of Australia

ICAN is a member of the Consumers' Federation of Australia (CFA), the peak body for all of the major consumer organisations in Australia, representing a diverse range of consumer issues. The Consumers' Federation of Australia promotes the interests of consumers, in particular low income and disadvantaged consumers, by identifying areas in which the interests of consumers are being adversely affected; advocates for policy and law reform changes, conducts consumer awareness and information programs and liaises with other consumer and community groups to advance the interest of consumers.

Financial Ombudsman Service (FOS)

ICAN Senior Financial Counsellor Unaisit Buli has again been invited to represent Indigenous consumers on the Financial Ombudsman Service (FOS) Consumer Liaison Group. The group has been set up to promote a better understanding of key issues that affect the sector with regard to dispute resolution, collaborate on solutions and communicate updates between FOS and the financial counselling sector. ICAN commends FOS's overarching aim of improving access to dispute resolution for vulnerable and disadvantaged Australians.

National Indigenous Consumer Strategy (NICS) Reference Group

In 2010 the NICS Reference Group held a workshop in Sydney to review the first year of the new Action Plan. The new refined Action Plan identifies actions under three key priority areas: trading practices, housing & consumer literacy. The new Action Plan also makes provision for jurisdictions to:

- Evaluate communication initiatives and to identify and document best practice;
- Enhance complaint processes to encourage and accommodate Indigenous consumer needs;
- Focus on unfair contract terms and contract legislation relevant to Indigenous consumers;

- Continue and enhance referral protocols between consumer protection agencies and other organisations servicing Indigenous consumers.

ICAN attended the annual "National Indigenous Consumer Strategy" (NICS) Forum in Sydney, New South Wales where Federal and State consumer regulatory agencies presented on Indigenous consumer compliance and promotional activities. Investigations into trader and credit provider activities in Cairns and Yarrabah were highlighted as some of the successes arising from the ICAN/ Queensland Office of Fair Trading's partnership. This year, ICAN participated in the NICS' annual research project on data collection. Continuation of the NICS Reference Group as a forum for information sharing ensures best practice in education and compliance strategies for Indigenous consumers. Progress in implementing the Action Plan will continue to be monitored, evaluated and reported on an annual basis. ICAN is an independent member of the NICS Implementation Reference Group.

Australian Competition and Consumer Commission's - 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 continues to advocate on systemic consumer issues including telemarketing of mobile phones and door-to-door trading activity in remote Indigenous Queensland communities. ICAN will continue to utilise the CCC to bring Indigenous consumer issues to the fore and work strategically with other member organisations.

Australian Securities and Investments Commission (ASIC) - Consumer Advisory Panel

The Consumer Advisory Panel (CAP) was established in 1998. Its role is to advise ASIC on current consumer protection issues and give feedback on ASIC policies and activities. CAP also advises ASIC on key consumer research and education projects. CAP members from across Australia meet quarterly at ASIC's offices in either Sydney or Melbourne. Members of CAP are selected to reflect a diverse range of consumer interests in the financial services sector. They include both representatives from consumer and investor organisations and individual members. Membership is varied over time to make sure a broad range of stakeholders have the opportunity to participate.

Financial Counselling Association of Queensland (FCAQ – State) & Financial Counselling Australia (FCA – National)

- During the 2013/2014 financial year, ICAN Staff Unaisi Buli continued to serve on the Aboriginal and Torres Strait Islander Workers Forum Steering Committee, established to develop the annual Forum, share ideas and expertise and oversee outcomes arising from the Forum;
- ICAN Financial Counsellors and Money Management Workers attended the Financial Counselling Australia (FCA)

national conference and the Aboriginal and Torres Strait Islander Workers Forum held in Melbourne in May 2014;

- ICAN Financial Counsellors who are accredited and associate members of the Financial Counselling Association of Queensland, attended the annual FCAQ conference held at Surfers Paradise (QLD) in March 2014.

Indigenous Advisory Group (IAG) to the Indigenous Financial Services Network (IFSN)

ICAN continued as a member of the Indigenous Advisory Group (IAG), to the Indigenous Financial Services Network (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 IAG, ICAN provides a unique perspective on consumer detriment facing remote Indigenous Australia. ICAN advocates for consumer and financial issues affecting Indigenous communities and access to banking and consumer regulatory services. The IFSN is a joint initiative of Reconciliation Australia and the First Nations Foundation. ICAN has been a member of the IFSN since 2008, and it’s former “Indigenous Banking Reference Group” (IBRG) since 2006.



ICAN and SHAC Staff, Laura
Aboriginal Dance Festival, Cape York.

EDUCATION



Indigenous Financial Counselling Mentorship Program

The Indigenous Financial Counselling Mentorship Program began in 2008, with ICAN's vision to raise the number of qualified and accredited Indigenous financial counsellors in Australia. At the onset of ICAN's first 'Mentorship Program', there existed only four qualified Indigenous financial counsellors in Australia. Armed with its vision to Empower Indigenous Consumers, ICAN had set about the task of improving access to quality financial counselling services for Indigenous peoples living in remote communities – whom often experience high volumes of consumer and financial detriment, due to low financial literacy rates, English as a second language and geographical and cultural barriers to accessing support services. ICAN felt that the best way to tackle this detriment was to armour and empower Indigenous peoples themselves, with the tools to combat their own issues, in their own communities, by training Indigenous people in the Diploma of Community Services (Financial Counselling), to become qualified and accredited financial counsellors.

The Indigenous Financial Counselling Mentorship Program is a culturally specific Diploma training program modelled on student support and mentorship for Indigenous financial counsellors and financial capability workers located in some



of Australia's most remote locations. With a dedicated training coordinator, the program includes personal and academic mentorship in a supported learning environment, connecting students through virtual and face-to-face classroom oriented training. The program provides accredited training to Indigenous people in the Diploma of Community Services (Financial Counselling), developing the skill set of Indigenous people working in their local communities and raising the number of qualified Indigenous financial counsellors nationally.

ICAN's Mentorship Program is delivered in partnership with the Commonwealth Bank Foundation; it's industry sponsor and partner since 2006, and the Central Institute of Technology (Western Australia), ICAN's partner registered training organisation. The Commonwealth Bank also supports employment pathways under the Mentorship Program and provided ICAN with the funding to employ two trainee financial counsellors. Under the program, ICAN employed two Indigenous trainees to undertake the Diploma of Community Service (Financial Counselling)

and to assist the Cairns and Yarrabah financial counselling team in client case management.

Developments for 2 Trainee Financial Counsellors:

- Completion of the Diploma of Community Services (Financial Counselling) on June 19, 2014;
- Completion of Certificate IV in Training and Assessment;
- A leadership role in planning and delivery of community workshops and events targeted to Indigenous communities for the purpose of promoting ICAN's Financial Counselling and Money Management services, including financial literacy training initiatives under the ICAN/PVS Workfind agreement and ICAN's Indigenous consumer outreach project;

Under a casework supervision model, ICAN'S 2 Trainee Financial Counsellors continued to deliver financial counselling and advocacy services to financially disadvantaged Indigenous clients of the Cairns region and provide support in the following areas:

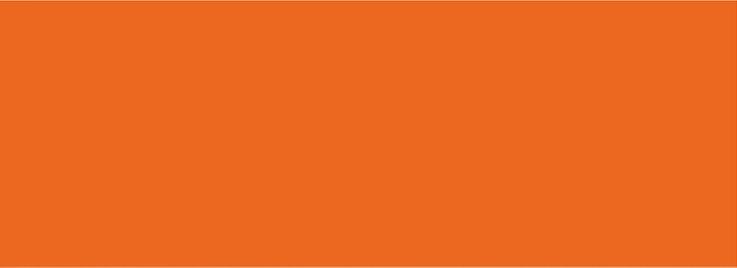
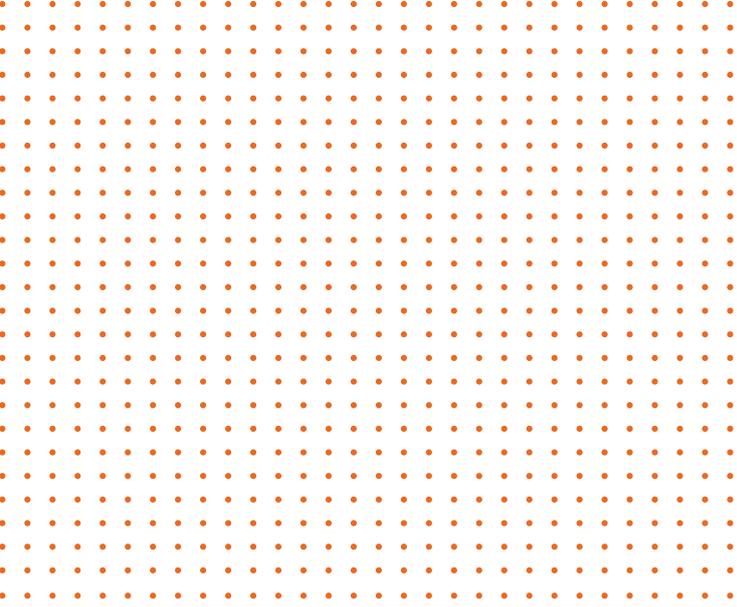
- Providing ongoing assistance and input into the planning and delivery of community workshops and events targeted to Indigenous communities for the purpose of promoting ICAN's Financial Counselling and Money

Management services.

- Undertaking Financial Counselling at the Cairns and Yarrabah offices – ongoing development of financial counseling skills;
- Attending wider community and Indigenous specific cultural events;
- Career pathways including management positions and ongoing supervision of ICAN's financial counselling delivery.

ICAN has run two successful Mentorship Programs since 2011, achieving a 95 percent graduation rate of nineteen (of twenty) Indigenous student participants. The first training delivery was held in 2011-2012 and was dedicated to the professional development of ICAN's internal staff across four locations: Cairns, Thursday Island (in the Torres Strait) and the Yarrabah and Palm Island Aboriginal communities in North Queensland. In 2013, ICAN scaled its program, extending its student placements to Aboriginal and Torres Strait Islander peoples working in the financial counselling and money management sector(s) from across Australia.

The first national Mentorship Program commenced in early 2013, with ten student participants undertaking the 18-month program, from Derby (WA), Penrith Western Sydney (NSW), Port Augusta (SA), Alice Springs (NT), Cairns and the Yarrabah Aboriginal community (QLD). ICAN's training program is a unique model,



ICAN has run two successful Mentorship Programs since 2011, achieving a 95 percent graduation rate of nineteen (of twenty) Indigenous student participants.

whereby through its training delivery and casework supervision and support, it seeks to support financial counselling and money management workers in their own casework through a supervision model, as well as their home organisations. Majella Anderson, ICAN's Training Coordinator oversees the program and provides personal and academic mentorship to the student participants. This mentorship has been of particular importance in ICAN's first national rollout, where intensive support was provided to external students who may have met challenges to participation, due to distance.

On June 19, 2014, the full student body completed the program and graduated with their Diploma of Community Services (Financial Counselling). ICAN held its graduation ceremony in Cairns, a special evening dedicated to the outstanding achievement of the new graduates of the first national Mentorship Program. Graduates attended with their families from across the country to receive their Diploma of Community Services (Financial Counselling), a culmination of their dedication and hard work over the eighteen-month training program. ICAN's Chair Janine Gertz and representatives from the Commonwealth Bank joined in the evening to welcome the program's new graduates.

Impact of the Program

The Indigenous Financial Counselling Mentorship Program is providing positive long-term social impacts for its participants, ICAN staff, external organisations (with staff participating in the program) and the wider community:

The Indigenous Financial Counselling Mentorship Program has become recognised within the financial counselling sector as a best practice training model for Indigenous people seeking to undertake the Diploma.

- Graduates of the 2012 & 2014 IFCMP continue to hold representative positions and lead the North Queensland Indigenous Consumer Taskforce & forum, comprising representatives from ICAN, ASIC, ACCC and OFT (Office of Fair Trading).
- In April 2014, Aaron Davis, CEO and Majella Anderson, Training Coordinator travelled to Penrith (Western Sydney) and Alice Springs to film a short video documenting the Mentorship Program's impacts on two student participants: Nioka Brown (Muru Mittigar) and Anne Lynch (Lutheran Community Care), as well as speak to their respective Managers to understand how the program is positively impacting their financial counselling service delivery.
- In mid-May 2014, Majella Anderson presented ICAN's short documentary



The Indigenous Financial
Counselling Mentorship Program
is providing positive long-term
social impacts for its participants

“Breaking Ground” to the plenary session at the annual Financial Counselling Australia (FCA), followed by a presentation for future students, on the 2nd national program rollout for 2015-2016.

- In its first national Mentorship Program, ICAN has been able to assist external organisations in the professional development of their Indigenous staff and raising the number of qualified and accredited Indigenous financial counsellors nationally (in line with the national standards for practice).

ICAN is in the process of developing its research study on the social impacts of the Indigenous Financial Counselling Mentorship Program. The study is due to be released in early 2015. ICAN and the Commonwealth Bank plan to move to a scholarship model for 24 student placements in the 2015-2016 program rollout. In a Commonwealth Bank-funded scholarship arrangement, ICAN is in a unique position to be able to support the professional development of Indigenous people in very remote locations across Australia, where organisations, financial counselling staff and their clients can directly benefit from the Mentorship Program.



Money Management Program – Yarrabah & Palm Island

Funded by the Department of Social Services, the Money Management Program has been operating in the Palm Island Aboriginal community for approximately six years and the Yarrabah Aboriginal community for seven years. The program offers the following services:

- Provide education and intensive support in money management, including conducting community education workshops;
- Provide support to individuals and families through the use of tools and resources to develop budgets, money plans and savings goal;
- Assist clients to access financial products and services;

- Assist and support clients with bill paying and purchasing;
- Referrals to other services such as financial counselling, home ownership, No Interest Loans Scheme (NILS) as well as other community services; and
- Delivery of the IHOME (Indigenous Home Ownership Education) program.

ICAN hosts two local money management offices located in the Yarrabah and Palm Island Aboriginal communities in North Queensland. ICAN provides employment opportunities for local community residents, staffing 2x Money Management Workers and 1 Financial Counsellor in each location.

MONEY MANAGEMENT TEAMS

YARRABAH	PALM ISLAND
1 x Financial Counsellor	2 x Money Management Workers
3 x Money Management	1 x Financial Counsellor

In the 2013-2014 financial year, ICAN assisted 448 clients through the Palm Island Money Management Program and 251 clients through the Yarrabah Money Management Program.

ICAN conducted 94 financial literacy workshops in the Palm Island community and 64 in the Yarrabah community on topics:

- Making money last until payday;
- Planning for the future;
- How can banks help;
- Internet and phone banking;
- Credit can be a hazard;
- Money loans: sharks and traps
- IHOME / home ownership;
- Tips on how to save electricity; and
- Managing your paperwork.

ICAN is in its fourth year of delivering the Australian Tax Office's "Tax Help" program at Palm Island through its Money Management Program. Tax Help yielded high results on Palm Island with ICAN staff assisting 242 residents resulting in refunds totalling \$322,735 (an average of \$1,333 per person). Through the Tax Help program, ICAN has assisted clients to manage their paperwork by issuing document box folders for keeping receipts and other relevant documentation in preparation for tax time. This process has greatly assisted staff in processing tax returns for clients.

The NILS program saw 32 NILS loans approved at Palm Island and 23 at Yarrabah. During this time, the Home Energy Saver Scheme (HESS) subsidies were available on all items and included subsidised delivery costs, saving residents on average \$500 to \$700 per whitegood purchased.

ICAN's database was deployed in 2012 to measure the effectiveness of the Money Management Program (MMP) and to develop further initiatives to assist in the delivery of service. The MMP has consistently provided positive and effective outcomes for participants and is recognised in both Yarrabah and Palm Island communities as the "go to centre" for financial management, consumer issues and miscellaneous matters. Both offices are identified in each community by other agencies and this has contributed to the exposure of the program resulting in increased engagement.

Money Management staff who hold their Diploma in Community Services (Financial Counselling) have received ongoing (required) professional development in their attendance of the Financial Counselling Australia (FCA) conference in Melbourne and the Financial Counselling Association of Queensland (FCAQ) conference in Queensland. Two Money Management Workers at Palm Island completed training with Matrix on Board covering the Money Management Worker's Guide and the Money Business Kit. Palm Island's financial counsellor undertook ASIC's Consumer Credit Legislation training. Evelyn Bulmer, Money Management Worker at the Yarrabah office completed her Diploma of Community Services (Financial Counselling) on June 19, 2014, under ICAN's "Indigenous Financial Counselling Mentorship Program.

Financial Counselling under Money Management Program – Yarrabah Clients Pressured by Door-to-Door Traders:

An ICAN financial counsellor received two consumer complaints from the ICAN Money Management office located in the Yarrabah Aboriginal community. The complaints were in relation to door-to-door selling of vacuum cleaner rent-try-buy contracts valued at \$2,000 each, which arose when clients presented to ICAN regarding unknown payments being withdrawn from their bank accounts on a regular basis. The clients were not fully aware they had entered into a contract and questioned unknown direct debit payments that were coming out of their bank accounts and attracting dishonour fees. The financial counsellor investigated the complaints by contacting the head office of the whitegoods franchise, questioning the method in which they obtained a sale through door-to-door selling. Upon investigation the Franchise Manager identified that the company had engaged in door-to-door sales where 36 Yarrabah residents were signed up to consumer contracts valued at \$2,000 each, for the purchase of vacuum cleaners. ICAN and the trader worked together to resolve the situation, with the following outcomes:

- All 36 contracts were waived and monies to be refunded to individual that had started paying;
- Dishonour fees to be refunded for individuals that incurred a dishonour fee from the direct debit payment;

- Over \$72,000 worth of contracts were cancelled;
- An estimate of \$2,000 in dishonour fees could be refunded to affected consumers;
- A confirmation letter to be sent to all 36 people confirming contract cancellation and refund options.

Case Study – Impacts of third party charity contractors and aggressive sales tactics

The Yarrabah Money Management office received complaints from community members that a charity had set up outside the local shop, who were approaching community members to sign paperwork to give donations. The clients informed the Yarrabah financial counsellors that the salespeople were approach them with aggressive sales tactics and were asked to provide their bank account details. Upon looking into the matter, the ICAN financial counsellors discovered that community residents had been signed up to provide donations on an ongoing basis through a direct debit payment method, rather than one-off donations. ICAN's CEO contacted the charity, which was not aware of the sales tactics of its third-party contractors and agreed to refund all donations provided by Yarrabah community residents. The issue sparked national interest when the ABC 7:30 Report broadcasted the story on the sales practices of third party contractors collecting donations for charities, and how

these practices were impacting Yarrabah community residents, aired on May 21, 2014.

Indigenous Home Ownership Education (IHOME)

Indigenous Home Ownership Education (IHOME) was designed by the Australian Government to assist Aboriginal and Torres Strait Islander people who are interested in purchasing or building their own home on indigenous land, and is delivered in coordination with the State Government Home Ownership Team (HOT). IHOME is integrated into ICAN's Money Management Program in both Yarrabah and Palm Island. Key stakeholders include the State Government Home Ownership Team (HOT) and the Indigenous Business Australia (IBA).

Under the IHOME program, ICAN offers six workshops to prospective homeowners in the Yarrabah and Palm Island Aboriginal communities, with topics designed to assist clients to make an informed decision about home ownership. In the 2013-2014 period, ICAN's IHOME program was delivered to five people at Palm Island, with nine individual workshops completed. One person received a Certificate of Completion. In Yarrabah, four people completed eleven workshops. Two people received a Certificate of Completion. By completing the IHOME program, clients become eligible for certain grants such as The Matched Savings Grant and the Purchase Cost Grant, with other grants available to eligible participants.

Training for Jobseekers - Yarrabah

ICAN is trialling a new training program for jobseekers in the Yarrabah Aboriginal community to access information on consumer rights, personal finance management training and direct pathways to financial counselling. The pilot program is an initiative of ICAN and PVS Workfind with assistance from the Financial and Consumer Rights Council Inc (FCRC). The program aims to improve the capacity of job seekers to undertake sustainable employment outcomes by addressing financial barriers facing Indigenous jobseekers as they commence entry into the workforce. ICAN hopes the program trial will lead to increased knowledge of consumer rights and provide pathways to financial counselling assistance for jobseekers needing to access ICAN's services.

The ICAN training is delivered in two half-day information sessions, with personal financial counselling also on offer for jobseekers. ICAN delivered the first of fortnightly training sessions in mid-May, 2014 to 13 jobseekers completing forklift warehouse training with PVS. The information sessions are delivered in two streams: consumer rights and personal finance management. The former session includes information on: rights around individual and joint debt issues, what happens when you cannot pay your debts, debt collection and client rights, with

the latter providing information around Centrelink issues, direct debts, the costs of payday lending and budgeting.

PVS Workfind is a leading employment services and training provider with 45 sites across Western Australia, South Australia, New South Wales, Queensland, Victoria and the Australian Capital Territory. We are conveniently located to provide a range of employment services to local and national businesses and people of all ages and backgrounds. Professional Vocational Services, known as PVS Workfind, assists unemployed Australians to enter or re-enter the workforce and/or to commence full-time education or vocational skills training. Providing employment services since 1984, PVS 'has established strong collaborative links with community services providers to deliver a holistic range of innovative and tailored services to job seekers' (Source: <http://www.pvs.com.au>).

ASSISTANCE



Indigenous Consumer Outreach Program

In April 2014, ICAN introduced the Indigenous Consumer Outreach Program, a new service initiative that incorporates consumer education and financial literacy training, financial counselling and a consumer advocacy arm for Aboriginal and Torres Strait Islander consumers, through ICAN's development of the "North Queensland Indigenous Consumer Taskforce." The outreach program was established to address ongoing financial and consumer disadvantage experienced in remote Indigenous communities in Far North Queensland. The program has been developed in response to outcomes from an enforceable undertaking by the Australian Securities and Investments Commission (ASIC) with Home Essentials Australia Pty Ltd, I Love My Water Pty Ltd, Triple Bay Group Pty Ltd and Triple Bay Pty Ltd, where funding has been directed to ICAN to deliver financial literacy and outreach activities.

The program provides consumer education and financial counselling activities in the following Aboriginal and Islander communities located in Far North Queensland: Wujal Wujal, Northern Peninsula Area, Lockhart River and Kowanyama. From April to June 30th, 2014, ICAN has delivered its "Accidental Financial Counsellor" training to the five communities in the Northern Peninsula Area, and has provided a community information session

and financial counselling to the Wujal Wujal Aboriginal community.

In mid-May 2014, ICAN conducted a community information session in the Wujal Wujal community, regarding the Indigenous Consumer Outreach Program and ICAN's financial literacy training. ICAN hosted a community barbeque information session and provided access to financial counselling services on-site. 150 consumer education kits were given out during the information session and ICAN provided on-site financial counselling to 10 clients experiencing financial difficulties.

ICAN conducted training with local community service providers in the Northern Peninsula Area in early June 2014. The training was delivered to fifteen participants from a range of local community organisations, including the Northern Peninsula Area Family and Community Services, the Northern Peninsula Area Women's Shelter, the Commission for Children and Young People and Child Guardian and 'My Pathway' services on Thursday Island. The range of service provision by the participating organisations include: mental health, family & community support, domestic violence services and child-placement and support services. All of the services see clients that have clients who present with some kind of financial stress, the most common one being not enough income to meet essential living needs.

The training introduces ICAN's financial counselling services to local service providers in remote communities and aims to increase the skill and knowledge of local workers to be able to provide initial face to face support to their clients when they present with financial difficulties. It covers further topics such as: identifying a client's financial or consumer problem, referring clients to financial counselling and how to support a client through financial difficulties or crises. The training endeavours to assist local workers in identifying any financial counselling matters and provides a referral pathway to ICAN's services, where local service providers are being skilled to assist in providing the support necessary to their clients, to be able to provide financial information and personal information, which can assist the financial counselling process.

A participant from Bamaga noted the value in receiving this kind of training. "It was good timing for the training, because it made us a lot more aware and what to look out for with our clients, such as reading bank statements and identifying payment deductions."

The training has also assisted the workers to identify some of the consumer issues currently affecting their communities. "I'm currently dealing with a client who had been sold a first aid kit where large ongoing payments are being taken out of their pay" said one participant.

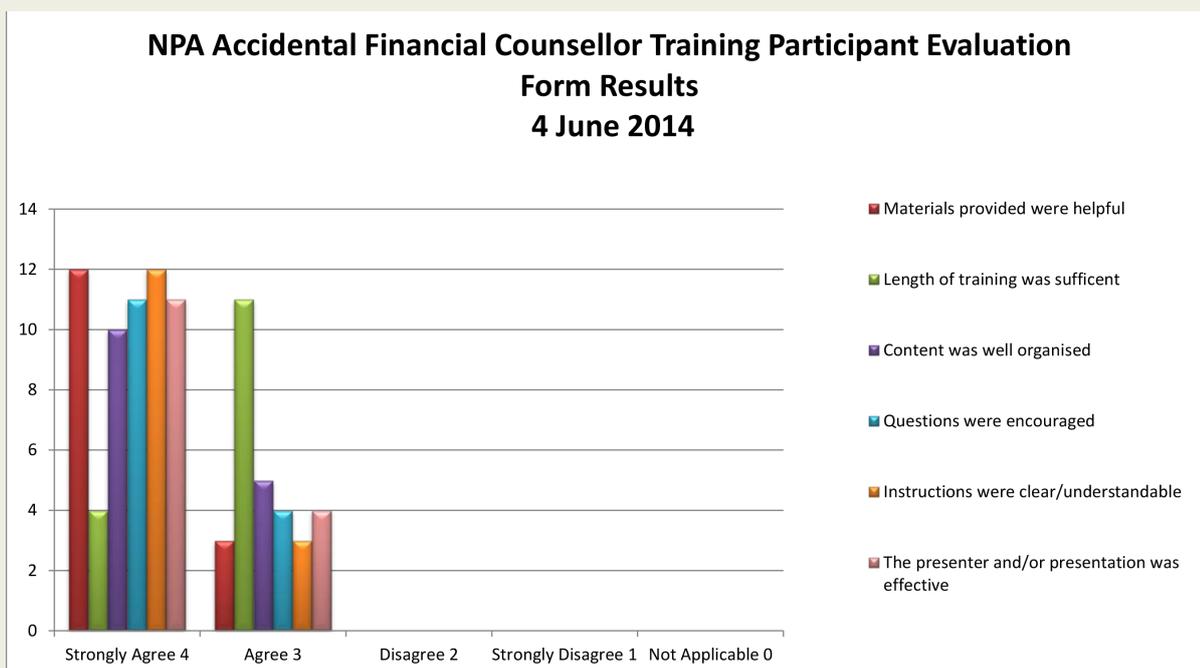


The training endeavours to assist local workers in identifying any financial counselling matters and provides a referral pathway to ICAN's services, where local service providers are being skilled to assist in providing the support necessary to their clients . . .

The Accidental Financial Counsellor training program is a new direction for ICAN, as the demand for telephone financial counselling for remote Indigenous communities continues to increase. ICAN hopes the training will provide pathways to financial counselling in locations where there is no financial counselling service on the ground, at the same time strengthening its network with local community service providers. ICAN has established referral points in the NPA and Wujal Wujal communities for ongoing financial counselling services. Through the workshops and community information session conducted, ICAN has assisted with 22 financial counselling cases under the Indigenous Consumer Outreach Program (April to June 2014).

North Queensland Indigenous Consumer Taskforce

In addition to the areas highlighted above, another key aspect of the program is ICAN’s development of the “North Queensland Indigenous Consumer Taskforce.” In 2013, ICAN and state and national consumer regulatory bodies, the: Australian Competition and Consumer Commission (ACCC), Australian Securities and Investments Commission (ASIC) and the Queensland Office of Fair Trading (OFT) formed the NQ Indigenous Consumer Taskforce. ICAN saw the need for a coordinated approach to tackling Indigenous consumer disadvantage in the region, due to the ongoing financial



Above: ICAN received a positive response to its “Accidental Financial Counsellor” training, from local community service providers in the Northern Peninsula Area.

detriment caused by door-to-door traders and telemarketers targeting remote communities. The Taskforce has developed a regional action plan to coordinate joint consumer outreach/investigation activities, share educational resources and information about current consumer issues in Indigenous communities throughout North Queensland.

The Taskforce provides an opportunity for ICAN and consumer regulators to pool resources across agencies to achieve better outcomes for Indigenous consumers. During 2013-2014, member agencies of the Taskforce visited regional and remote communities throughout North Queensland, Cape York and the Torres Strait Islands. The first taskforce forum was held on April 8th, 2014. The Forum is an integral part of Indigenous Consumer Outreach Project with a number of systemic sales activities by traders presented at the forum, resulting in three cases being investigated. The objectives of the outreach visits and the taskforce forums are to: promote agency services, provide consumer education and to collect and share information about trader activities where their sales practices may have negative impacts on Indigenous consumers.

Key stakeholders to the taskforce include: ICAN, the Australian Securities and Investments Commission (ASIC), the Australian Competition and Consumer Commission (ACCC), the Energy and Water Ombudsman of Queensland (EWOQ), the

Cairns Community Legal Centre (CCLC) and Shelter Housing Action Cairns (SHAC).

Financial Counselling

The Commonwealth Financial Counselling Service is funded by the Department of Social Services (formerly the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)). ICAN's financial counselling service is funded for 1.5 positions, and is delivered to people living in Cairns, Cape York and Torres Strait.

Financial Counselling is an essential service provided to people experiencing financial stress, at no cost to the client. Financial counselling can assist to alleviate immediate anxiety and stress, particularly when people experience harassment by debt collectors. Financial counsellors do not provide loans; instead they provide essential information regarding a person's financial situation and can assist by providing an array of options for people regarding their situation. Financial counsellors may act as liaison or mediator between a creditor and the clients, can provide solutions for both parties and identify if breaches have occurred when relating to credit contracts.

ICAN financial counsellors are qualified to practice and are accredited members under the Financial Counselling Association of Queensland (FCAQ). The service has two senior financial counsellors with over 20 years experience between them. The service is strictly confidential and

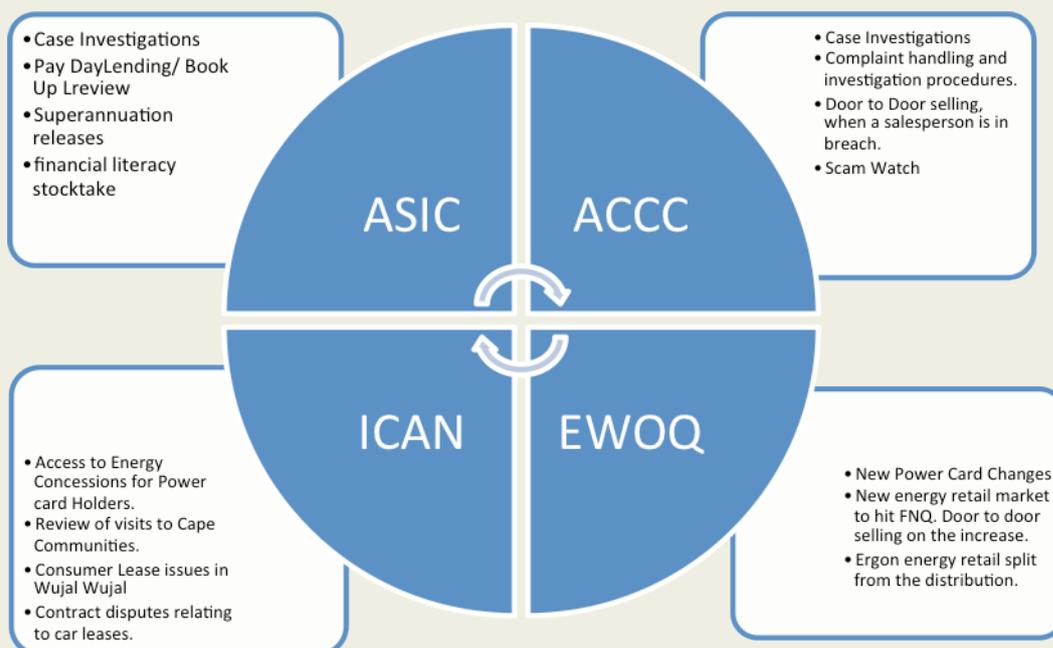
independent.

ICAN financial counselling services continues to assist Aboriginal and Torres Strait Islander peoples in the Cairns, Cape York and Torres Strait regions, who are experiencing financial hardship and stress. ICAN's financial counselling services work closely with community agencies and work across a community agency referral network. As well as supporting and educating the client in various forms, ICAN financial counsellors provide the following client assistance:

- A full assessment of one's financial situation, including regular income and expenditure, assets and liabilities;

- Information as to entitlements to government forms of assistance;
- Information and options for change and improvement;
- The ability to negotiate on behalf of the client with credit providers, government agencies and other business providers;
- Information on credit laws, the debt recovery process, bankruptcy and other areas of legislation such as superannuation, insurance and debt collection harassment;

During the year ICAN financial counselling services have assisted 508 clients in the Cairns and Cape York Region, with 348 new



Above: Key topics addressed by the NQ Indigenous Consumer Taskforce



Financial counselling can assist to alleviate immediate anxiety and stress, particularly when people experience harassment by debt collectors.

clients presenting. ICAN financial counselling services also assisted 161 clients from the Yarrabah and Palm Island Aboriginal communities, referred within ICAN's Money Management Program. The main presenting case was credit/debt issues with electricity and taxation issues also being prominent throughout the year

ICAN's community services database captures information to assist financial counsellors to evaluate a client's financial skills development and outcomes relating to a presenting case. Of the 508 clients assisted throughout the year, 60% gained a financial skill relating to their matter(s). A direct benefit to the client is the monetary value (direct and/or indirect) obtained by the client accessing the financial counselling service. In 2013-2014, over \$600,000 was achieved in which clients received a direct benefit. An indirect benefit to the client is the money a client may have had to pay if they did not get a resolution in relation to their financial situation. This could include extra charges and fees, potential lost income, higher interest payments and possible bankruptcy. A total of \$1.8 million dollars of indirect benefits to the clients was achieved in the reporting year.

ICAN financial counsellors work under a training and casework supervision model, where extra support is provided in: supervision of casework management, professional development and career pathways for ICAN's Money Management workers seeking to become qualified

financial counsellors. In 2014, the following ICAN staff achieved their Diploma in Community Services (Financial Counselling) and became members of the FCAQ: Bettina Addo, Marcella Ketchell, Ken Smithson, Leeanne Griffiths and Evelyn Bulmer.

Case Study 1

A client was approached to purchase a vehicle from a car dealership in Cairns. The client had initially made a \$2,000 deposit but found that she could no longer afford to purchase the vehicle. The client had not received any paper work at the time of paying the deposit amount. The client had requested a refund from the dealer and was willing to negotiate payment of any cancellation fees, but was met with obstacles from the car dealership. When ICAN referred the matter to the Queensland Office of Fair Trading, it was found that the dealership was in breach of contract by not issuing the contract of sale to the client, which resulted in the client receiving a full refund of her deposit.

Case Study 2

Bob was self-referred to ICAN financial counselling services. Bob is 28 years of age and recently separated from his partner and 2 children. Bob presented the financial counsellor a creditors petition for bankruptcy against him over a legal debt he owed in the amount of \$10,000. The legal firm had previously rejected any proposed payment plan options, demanding full payment. Bob was very distressed

as he was unsure what he could do to avoid bankruptcy. Bob's other financial commitments included regular payments to a motor vehicle loan and child maintenance payments. Bob was employed but feared bankruptcy would affect long-term employment goals.

ICAN provided Bob with information on bankruptcy and the debt recovery process through the Magistrates Court. The service provided Bob with several options relating to his financial situation. Bob wanted to avoid bankruptcy, as he knew he could afford to pay back the debt in payment instalments. ICAN negotiated on Bob's behalf and presented the creditor with a statement of financial statement the options it had presented to the client. After constructive conversation both parties agreed that the best solution was to enter Bob into a payment arrangement. The debtor withheld the Bankruptcy notice and the client was able to avoid going bankrupt. Savings to the creditor, the debtor and broader financial savings were substantial, including:

- The creditor receiving its payments;
- Bob avoids bankruptcy and now has the potential to achieve his employment goals with an expected rise in income of \$25,000 pa;
- Bob avoided entering into a debt agreement saving him a further \$7,000;
- Broader financial savings on

administration costs if Bob entered into voluntary bankruptcy;

- Bob can get back on his financial feet faster and still may have the prospect of owning his own home;
- The overall (indirect) financial savings and/or benefit to the client are valued at \$250,000.

Impact

Financial counselling is proven to be an effective intervention into the health and social and financial wellbeing of Australian people, in assisting individuals and families to move from positions of 'crisis' financial stress to empowerment in assisting people to gain control over their financial situation.

ICAN's financial counsellors are seeing more people developing and using money plans, paying bills as they fall due, accessing help when they are experiencing financial difficulty (particularly at the early stage and avoiding a crisis situation), improvement in personal financial literacy and increased knowledge of one's consumer rights. ICAN has seen a decrease in the number of people approaching the service to file for bankruptcy and working with financial counsellors to negotiate reasonable repayment arrangements.

No Interest Loans Scheme (NILS) Program

The No Interest Loans Scheme (NILS) is a national community based program offering applicants on a low incomes access to fair and safe credit via no interest loans. NILS loans are offered up to a value of \$1,200 for the purchase of essential household goods and services without any fees, charges or interest payments. Loan repayments are made in affordable fortnightly amounts for a period of between 12 to 18 months.

ICAN delivers its NILS program in the Yarrabah and Palm Island Aboriginal communities as an integrated component of its "Money Management Program." Money Management workers have an essential role in the delivery of ICAN' NILS program. Staff provide support to community residents seeking to take out a NILS loan by assessing a client's financial position and capacity and willingness to repay. Money Management workers provide ongoing support for NILS applicants including:

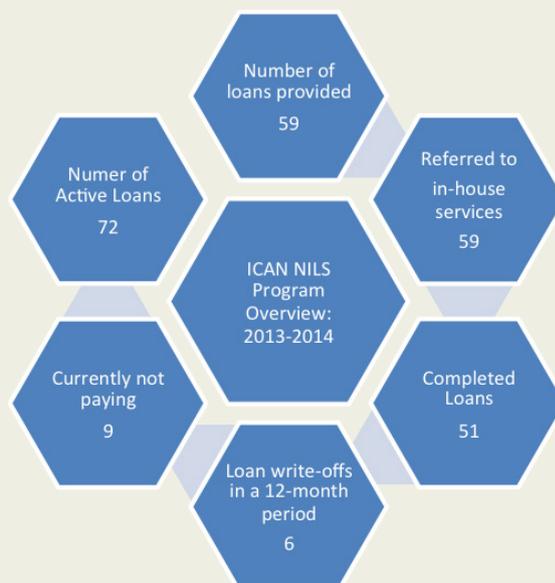
- Education in budgeting;
- Understanding Centrelink payments;
- Reading bank statements;
- Referrals to financial counselling and/or consumer regulatory agencies;
- Referrals to other community organisations where appropriate.

Since the onset of ICAN's NILES program, the most significant impact is the program's effectiveness to identify financial issues clients may be experiencing and provide holistic solutions to assist clients to manage their finances. Here, ICAN's NILES program is instrumental in providing access for its clients to the range of integrated services ICAN provides under its Money Management Program as well as advocacy pathways to address systemic consumer issues being experienced by Yarrabah and Palm Island community residents.

Saver Scheme (HESS) via Good Shepherd Microfinance, which provided a direct savings benefit to ICAN clients in the form of subsidies on white goods and delivery fee. For some NILES participants HESS subsidies included a discounted rate up to 40% - a calculated savings of \$31,000 to ICAN's NILES participants during the HESS program. The NILES program is providing ICAN clients with the opportunity to improve their asset base while providing pathways to access holistic response services to address personal financial difficulties.



Above: ICAN integrated its NILES program into its broader 'Money Management' framework.



Above: ICAN NILES program overview 2013-2014

ICAN has issued 59 new loans for this year totalling \$65,000, provided to individuals and families for the purchase of essential household items. In the 2013-2014 financial year ICAN accessed the Home Energy

Case Study 1

Joan is a single mother in her 30's with 6 dependent children. Joan visited ICAN requesting financial counselling help regarding her utility debts and consumer lease payments and contracts. After consultation, Jackie stated that her washing machine and fridge had broken down and was planning to take out further consumer leases to meet her immediate situation. Being on a Single Parent Pension, Joan stated she was experiencing financial difficulty in meeting her existing consumer lease payments. Joan had already made payments to her consumer leases totalling \$17,000 over a four-year period.

ICAN assisted Joan to negotiate a payout on her existing consumer lease contracts and assisted her to apply for a Home Energy Emergency Assistance Scheme (HEEAS) grant to reduce her power bill debt. Joan was now in a position to apply for a NILS loan through ICAN for a fridge and washing machine. Assistance from ICAN across a range of financial issues resulted in: a significant reduction in the amount of money the client was paying towards consumer leases, the items purchased through the NILS program met the needs of Joan's large family (as well as being energy efficient) and provided the client with the ultimate result of being able to own her own whitegoods over renting.

Case Study 2

A Palm Island client who experiences vision and hearing impairment was referred to ICAN's NILS program by a local organisation. The client was in a unique position of needing a special access washing machine to meet her disability needs. Through the NILS program, the client was able to purchase a model with a customised cycle option that enabled programming ability for ongoing customised cycles. Through HESS subsidies, the client saved over \$600, including the subsidised delivery fee to ship the item from the mainland to Palm Island (located 65 nautical kilometres from the coast of Townsville, QLD).

NILS Background

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 individuals to access fair, safe and equitable credit for the purchase of goods and services. Good Shepherd Microfinance maintains the national NILS Network in collaboration with the National Australia Bank (NAB), the Federal Government's Department of Social Services, the Victorian Government and more than 250 accredited providers at over 650 locations around Australia (Source: Good Shepherd Microfinance).

FINANCE

Indigenous Consumer Assistance Network Limited (ABN 62 127 786 092)

DIRECTOR'S REPORT

Your directors present their report on the company for the financial year ended 30 June 2014.

Directors

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

Vincent Mundraby

Aaron Davis

Velma Gara

Graeme Hooper

Janine Gertz

unless otherwise stated.

The following person held the position of entity secretary at the end of the financial year:

Aaron Davis

Review of Operations

The loss of the company for the financial year after providing for income tax amounted to \$475 (2013: profit of \$28,338).

A review of the operations of the company during the financial year and the results of those operations are as follows:

Short-term and Long-term Objectives

The company's short-term and long-term objectives are to:

- Provide consumer education, advocacy and financial counselling services to indigenous consumers across the nation.

Strategies

To achieve its stated objectives, the company has adopted the following strategies:

- Developed and maintained strong relationships with Aboriginal and Torres Strait Island Communities, Government, Industry and community sectors,
- Build the capacity of employees to deliver high quality financial counselling and financial literacy services.
- Advocate Indigenous Consumer Issues at national consumer regulatory forums and;
- Highlight organisational achievement through measured program outlines.

Key Performance Measures

The Directors measure the success of the entity by the number of clients it is able to assist and the level of satisfaction of those clients.

Significant Changes in the State of Affairs

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

Principal Activities

The principal activities of the company during the financial were:

- (a) Providing financial counselling support, associated services and information, as well as consumer affairs advice, money management advice and education to Indigenous People and;
- (b) Providing advice and information to consumer affairs advisors, government and public bodies, issues related to consumer affairs and management as they relate to indigenous communities.

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

Events Subsequent to the End of the Reporting Period

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 future financial years.

Likely Developments and Expected Results of Operations

Likely developments in the operations of the company and the expected results of those operations in future financial years have not been included in this report as the inclusion of such information is likely to result in unreasonable prejudice to the company.

Environmental Regulation

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

Information on Directors:

Vincent Mundraby

Qualification: Former Mayor of Yarrabah Shire Council

Experience: The Director of North Queensland Land Council.

Special responsibilities:

Campaign Leader for reparation of stolen wages in Qld, Native Title Rights, Indigenous management of Wet Tropics World Heritage area in FNQ.

Aaron Davis

Qualification: Accredited member of the Financial Counselling Association Queensland

Experience: ACC and NICS

Special responsibilities:

General Operation and Governance

Velma Gara

Qualification: News Editor

Experience: Velma is a freelance journalist, radio broadcaster and is apart of the Aboriginal and Islander Media Association, Board member of Torres Strait Home for Aged Association Inc, sits on Advisory Committee for Torres Strait Cultural Festival & NAIDOC Ball

Special responsibilities:

Media Management
Chairman

Graeme Hooper

Qualification: Teacher

Experience: The Director and teacher of Horizons Education and Development,
Secretary Barrine Rural Fire Brigade
Camphor Laurel Court committee member
Grant Coordinator Tablelands Country Rowing Club Chair Body Corporate.

Janine Gertz

Qualification: Equity and Student Engagement Directorate James Cook University,
Director Yumba Meta Housing Association Ltd. and,
Director Townsville Regional Indigenous Business Network

Experience: Represented Gugu Badhun issues at the United Nations Permanent Forum on Indigenous Issues.

Special responsibilities:
Community Engagement

Meetings of Directors:

During the financial year, 4 meetings of directors were held. Attendances by each director were as follows:

	Eligible to attend:	Number attended:
Vincent Mundraby	4	3
Aaron Davis	4	4
Velma Gara	4	3
Graeme Hooper	4	4
Janine Gertz	4	4

Dividends

No dividends have been paid or declared since the start of the financial Qualification:.

The company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of \$Nil each towards meeting any outstanding obligations of the entity

Indemnification of Officers

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of the company.

Proceedings on Behalf of Company

No person has applied for leave of court to bring proceedings on behalf of the company

or intervene in any proceedings to which the company is a party for the purpose of taking responsibility on behalf of the company for all or part of those proceedings.

The company was not a party to any such proceedings during the year.

Auditor's Independence Declaration

A copy of the auditor's independence declaration as required under Section 307C of the Corporations Act 2001 is attached to this financial report.

Signed in accordance with a resolution of the board of directors:

Director



Aaron Davis

Dated:

9/2/2015

Auditor's Independence Declaration Under Section 307C Of The Corporations Act 2001. To The Directors Of The Indigenous Consumers Assistance Network Ltd.

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

- i. No contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- ii. No contraventions of any applicable code of professional conduct in relation to the audit.



Moore Stephens
Chartered Accountant



Director: John Zabal FCA

Townsville

Dated:

9th February 2015

STATEMENT OF PROFIT AND LOSS FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014	2013
		\$	\$
Revenue	2	1,640,262	1,849,735
Other income	2	658	1,010
Employee benefits expense		(1,139,715)	(1,058,465)
Depreciation and amortisation expenses		(66,258)	(42,680)
Finance costs	3	(42,124)	(26,861)
Other expenses		(393,298)	(694,401)
Surplus (loss) before income tax	3	(475)	28,338
Tax expense	-	-	
Surplus (loss) for the year		(475)	28,338
Surplus (loss) attributable to member of the company		(475)	28,338

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014	2013
		\$	\$
Surplus (loss) for the year		(475)	28,338
Other comprehensive income:			
Total other comprehensive income for the year		-	-
Total comprehensive income (expense) for the year		(475)	28,338
Total comprehensive income (expense) attributable to member of the company		(475)	28,338

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2014

	Note	2014	2013
		\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	442,977	668,289
Trade and other receivables	7	12,543	-
TOTAL CURRENT ASSETS		455,520	668,289
NON-CURRENT ASSETS			
Property, plant and equipment	8	980,078	1,034,509
TOTAL NON-CURRENT ASSETS		980,078	1,034,509
TOTAL ASSETS		1,435,598	1,702,798
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	102,370	366,222
Borrowings	10	24,741	24,741
Provisions	11	58,514	79,614
TOTAL CURRENT LIABILITIES		185,625	470,577
NON-CURRENT LIABILITIES			
Borrowings	10	565,929	592,214
Provisions	11	44,512	-
TOTAL NON-CURRENT LIABILITIES		610,441	592,214
TOTAL LIABILITIES		796,066	1,062,791
NET ASSETS		639,532	640,007
EQUITY			
Retained surplus		639,532	640,007
TOTAL EQUITY		639,532	640,007

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

	Retained Surplus	Total
	\$	\$
Balance at 1 July 2012	611,669	611,669
Comprehensive income		
Surplus for the year	28,338	28,338
Total comprehensive income for the year attributable to the member of the company	28,338	28,338
Balance at 30 June 2013	640,007	640,007
Balance at 1 July 2013	640,007	640,007
Comprehensive income		
Surplus (loss) for the year	(475)	(475)
Total comprehensive income for the year attributable to the member of the company	(475)	(475)
Balance at 30 June 2014	639,532	639,532

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014	2013
		\$	\$
Cash flows from operating activities			
Receipts from finding providers		1,605,119	1,899,898
Payments to Suppliers and Employees		(1,786,176)	(1,674,587)
Interest Received		35,324	54,253
Interest Paid		(42,124)	(26,861)
Net cash provided by (used in) operating activities	18	(187,857)	252,703
Cash flows from investing activities			
Acquisition of property, plant and equipment		(12,516)	(990,850)
Proceeds on sale of asset		1,346	3,000
Net cash provided by (used in) investing activities		(11,170)	(987,850)
Cash flows from financing activities			
		-	630,000
Repayment of Borrowings		(26,285)	
Net cash provided by (used in) financing activities		(26,285)	616,955
Net increase (decrease) in cash held		(225,312)	(118,192)
Cash and cash equivalents at beginning of financial year		668,289	786,481
Cash and cash equivalents at end of financial year	18	442,977	668,289

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

The financial statements cover Indigenous Consumer Assistance Network Ltd. as an individual entity. Indigenous Consumer Assistance Network Ltd. is a company limited by guarantee, incorporated and domiciled in Australia.

The financial statements were authorised for issue on the date of signing the directors report of the company.

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of Preparation

Indigenous Consumer Assistance Networking Ltd. applies Australian Accounting Standards-Reduced Disclosure Requirements as set out in AASB 1053: Application of Tiers of Australian Accounting Standards and AASB 2010-2: Amendments to Australia Accounting Standards arising from Reduced Disclosure Requirements

These general purpose financial statements have been prepared in accordance with the Australian Accounting Standards Board (AASB) and the Corporations Act 2001. The company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has conducted would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

(a) Income Tax

No provision for income tax has been raised as the entity is exempt from income tax under Div 50 of the Income Tax Assessment Act 1997.

(b) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost less where applicable, any accumulated depreciation.

Property, plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of property, plant and equipment is greater than its estimated recoverable amount, the carrying amount is written down immediately to its estimated recoverable amount and impairment losses are recognised either in profit or loss or as a revaluation decrease if the impairment losses relate to a revalued asset. A formal assessment of recoverable amount is made when impairment indicators are present (refer to Note 1(e) for details of impairment).

Depreciation

The depreciable amount of all fixed assets, including buildings and capitalised lease assets but excluding freehold land, is depreciated on a straight-line basis over the asset's useful life 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.

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

Class of Fixed Asset:	Depreciation Rate
Buildings at cost	2.5%
	20%
Vehicles at cost	25%

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised in profit and loss in the period in which they arise. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

(c) Leases

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as expenses in the periods in which they are incurred.

(d) Financial Instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the company commits itself to either purchase or sell the (ie trade date accounting is adopted). Financial instruments are initially measured at fair value plus transactions costs except where the instrument is classified “at fair value through profit or loss” in which case transaction costs are recognised immediately as expenses in profit or loss.

Classification and subsequent measurement

Financial instruments are subsequently measured at fair value, amortised cost.

Amortised cost is calculated as the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the effective interest method.

(i) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

(ii) Financial liabilities

Non-derivative financial liabilities other than financial guarantees are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial liability is derecognised.

Impairment

At the end of each reporting period, the company assesses whether there is objective evidence that a financial asset has been impaired. A financial asset (or a group of financial assets) is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events (a “loss event”) having occurred, which has an impact on the estimated future cash flows of the financial asset(s).

For financial assets carried at amortised cost (including loans and receivables), a separate allowance account is used to reduce the carrying amount of financial assets impaired by credit losses. After having taken all possible measures of recovery, if management establishes that the carrying amount cannot be recovered by any means, at that point the written-off amounts are charged to the allowance account or the carrying amount of impaired financial assets is reduced directly if no impairment amount was previously recognised in the allowance account.

When the terms of financial assets that would otherwise have been past due or impaired have been renegotiated, the company recognises the impairment for such financial assets by taking into account the original terms as if the terms have not been renegotiated so that the loss events that have occurred are duly considered.

Derecognition

Financial assets are derecognised when the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised when the related obligations are discharged, cancelled or have expired. The difference between the carrying amount of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

(e) Impairment of assets

At the end of each reporting period, the company assesses whether there is any indication that an asset may be impaired. The assessment will include considering external sources of information and internal sources of information, including dividends received from subsidiaries, associates or jointly controlled entities deemed to be out of pre-acquisition profits. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss, unless the asset is carried at a revalued amount in accordance with another Standard (e.g. in accordance with the revaluation model in AASB 116: Property, Plant and Equipment). Any impairment loss of a revalued asset is treated as a revaluation decrease in accordance with that other Standard.

Where it is not possible to estimate the recoverable amount of an individual asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

(f) Trade and Other Receivables

Trade and other receivables include amounts due from customers for goods sold and services performed in the ordinary course of business. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

(g) Employee Benefits

Short-term employee benefits

Provision is made for the company's obligation for short-term employee benefits. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service, including wages, salaries and sick leave. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

The company's obligations for short-term employee benefits such as wages, salaries and sick leave are recognised as a part of current trade and other payables in the statement of financial position.

Other long-term employee benefits

The company classifies employees' long service leave and annual leave entitlements as other long-term employee benefits as they are not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Provision is made for the company's obligation for other long-term employee benefits, which are measured at the present value of the expected future payments to be made to employees. Expected future payments incorporate anticipated future wage and salary levels, durations of service and employee departures, and are discounted at rates determined by reference to market yields at the end of the reporting period on government bonds that have maturity dates that approximate the terms of the obligations. Upon the remeasurement of obligations for other long-term employee benefits, the net change in the obligation is recognised in profit or loss classified under employee benefits expense.

The company's obligations for long-term employee benefits are presented as non-current liabilities in its statement of financial position, except where the company does not have an unconditional right to defer settlement for at least 12 months after the end of the reporting period, in which case the obligations are presented as current liabilities.

(h) Cash and Cash Equivalents

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

(i) Revenue and Other Income

Non-reciprocal grant revenue is recognised in profit and loss when the entity obtains controls of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

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

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

Interest revenue is recognised using the effective interest rate method, which, for floating rate financial assets, is the rate inherent in the instrument.

Revenue from rental properties is recognised when the company has a right to receive the rent in accordance with the lease agreement.

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

(j) Trade and Other Payables

Trade and other payables represent the liabilities for goods and services received by the company that remain unpaid at the end of the reporting period. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(k) 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 (ATO)

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST component of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

(l) Comparative Figures

Where required by Accounting Standards, comparative figures have been adjusted to conform with changes in presentation for the current financial year.

(m) Critical Accounting Estimates and Judgements

The directors evaluate estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information.

Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

Key Judgements

(i) Property, Plant and Equipment

Judgements, estimates and assumptions which may have a potential significant effects are outlined in note 1(b).

(ii) Employee benefits

Judgements, estimates and assumptions which may have a potential significant effects are outlined in note 1(g).

2. REVENUE AND OTHER INCOME

	2014	2013
	\$	\$
Rental Revenue	8,175	50,683
Interest received	35,324	54,253
Other Income	89,550	14,630
Grant Income	1,457,213	1,730,169
ASIC Project	50,000	-
Total revenue	1,640,262	1,849,735
Other Income		
Gain on disposal of property, plant & equipment	658	1,010
Total other income	658	1,010

3. SURPLUS (LOSS) FOR THE YEAR

Surplus (loss) from continuing operations includes the following specific expenses:

Expenses:

Interest expense on financial liabilities not at fair value through profit or loss:

External	42,124	26,861
Total finance costs	42,124	26,861
Furniture & Equipment	1,273	19,024
Bad and doubtful debts	12,125	-
Employee benefits expense:		
Superannuation contributions - employees	103,976	92,028

4. KEY MANAGEMENT PERSONNEL COMPENSATION

Short-term benefits	129,740	109,846
Total compensation	129,740	109,846

5. AUDITOR'S REMUNERATION

Auditors' remuneration	10,242	1,533
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6. CASH AND CASH EQUIVALENTS

	2014	2013
	\$	\$
General Cheque Account	26,601	33,728
Term Deposit	307,885	534,361
Cash Management	107,377	100,000
Petty Cash	1,114	200
	442,977	668,289

7. TRADE AND OTHER RECEIVABLES CURRENT

Trade receivables	12,125	-
Less provision for impairment	(12,125)	-
	-	-
Goods and services tax	12,543	-
	12,543	-

8. PROPERTY, PLANT AND EQUIPMENT

Land	205,000	205,000
Buildings at cost		
	695,000	695,000
Accumulated Depreciation	(28,276)	(10,901)
	666,724	684,099
Total land and buildings	871,724	889,099
Vehicles at cost	200,271	207,238
Accumulated Depreciation	(111,855)	(73,961)
	88,416	133,277
Office Furniture & Equipment at cost	34,701	22,185
Accumulated Depreciation	(14,763)	(10,052)
19,938	12,133	
Total plant and equipment	108,354	145,410
Total property, plant and equipment	980,078	1,034,509

(a) Movements in carrying amounts. For disclosure on movement in carrying amounts please refer to note 19(a) at the end of this financial report.

9. TRADE AND OTHER PAYABLES CURRENT

	2014	2013
	\$	\$
Goods and services tax	-	86,885
Accrued Expenses	40,518	208,506
Revenue Received in Advance	-	16,110
Trade creditors	4,899	625
Grant in trust	-	19,350
Payroll Liabilities	34,411	27,776
Withholding taxes payable	22,542	6,970
	102,370	366,222

10. BORROWINGS

CURRENT

Mortgage -Buchan St	24,741	24,741
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NON-CURRENT

Mortgage -Buchan St	565,929	592,214
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(a) Borrowings are secured by the property at 209 Buchan Street, Cairns. The facility is fully drawn and has an expected term of 15 years. Interest on the facility is set at 7.10% under the mortgage agreement.

11. PROVISIONS

CURRENT		
Provision for Annual Leave	58,514	79,614
NON-CURRENT		
Long Service Leave	44,512	-
		2014
		\$
Provision for Annual Leave:		
Opening balance at 1 July 2013		79,614
Additional Provisions Raised		70,532
Amounts Used		(91,632)
Balance at 30 June 2014	58,514	
		2014
		\$
Long Service Leave :		
Opening balance at 1 July 2013	-	
Additional provisions raised		44,513
Balance at 30 June 2014	44,513	
		2014
Total Provisions		\$
Opening balance at 1 July 2013		79,614
Additional Provisions Raised		115,044
Amounts Used		(91,632)
Balance at 30 June 2014		103,026

12. LEASING COMMITMENTS

(a) Operating Lease Commitments

Non-cancellable operating leases contracted for but not recognised in the financial statements

Payable:

not later than 12 months	20,314	20,314
between 12 months and five years	20,314	40,628
	40,628	60,942

The property lease commitments are non-cancellable operating leases contracted for but not capitalised in the financial statements with an expiry date of 30 January 2015

13. EVENTS AFTER THE REPORTING PERIOD

The Directors are not aware of any significant events since the end of the reporting period.

14. RELATED PARTY TRANSACTIONS

Related Parties

The company's main related parties are as follows:

(a) Key management personnel

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

(b) Transactions with related parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

15. ECONOMIC DEPENDENCE

Indigenous Consumer Assistance Network Ltd. is dependant on the Department of Social Services for the majority of the revenue to operate the business. A new funding arrangement has been approved by the Department in early 2015.

16. FINANCIAL RISK MANAGEMENT

The company's financial instruments consist mainly of deposits with banks, local money market instruments, short-term investments, accounts receivable and payable, and leases.

The totals for each category of financial instruments, measured in accordance with AASB 139 Financial Instruments Recognition and Measurement as detailed in the accounting policies to these financial statements, are as follows:

Financial Assets

Cash and cash equivalents	5	442,977	668,289
Loans and receivables	6	24,668	-
Total Financial Assets		467,645	668,289

Financial Liabilities

Trade and other payables	8	102,370	366,222
Borrowings	9	590,670	616,955
Total Financial Liabilities		693,040	983,177

Financial assets pledged as collateral

Refer to note

20 for detailed disclosures regarding the fair value measurement of the company's financial assets and financial liabilities.

17. COMPANY DETAILS

The registered office and principal place of business of the company is: Indigenous Consumer Assistance Network Ltd.

18. CASH FLOW INFORMATION

(a) Reconciliation of Cash

Cash at the end of financial year as included in the statement of cash flows is reconciled to the related items in the statement of financial position as follows:

Cash	1,114	200
Cash at Bank	441,863	668,089
	442,977	668,289

(b) Reconciliation of cash flow from operations with profit after income tax

Profit after income tax	(476)	28,338
Non-cash flows in profit from Ordinary Activities: Depreciation	66,258	42,680
Net Gain on Disposal of Property Plant and Equipment	(658)	(1,010)
Changes in assets and liabilities:		
Decrease (Increase) in Trade and Other Receivables	(12,543)	-
(Decrease) Increase in Trade and Other Payables	(263,851)	182,695
Movement in Provisions	23,413	-
Net cash provided by (used in) operating activities	(187,857)	252,703

19. (a) MOVEMENT IN CARRYING AMOUNTS

	Land	Buildings	Vehicles	Office furniture & equipment	Total
	\$	\$	\$	\$	\$
Movements in carrying amounts for each class of property, plant & equipment					
Balance at 1 July 2012	-	-	80,752	7,576	88,328
Additions	205,000	695,000	82,944	7,906	990,850
Disposals	-	-	(1,990)	-	(1,990)
Depreciation expense	(10,901)	(28,429)	(3,350)	(42,680)	
Carrying amount at 30 June 2013	205,000	684,099	133,277	12,132	1,034,508
Additions	-	-	-	12,516	12,516
Disposals	-	-	(688)	-	(688)
Depreciation expense	(17,375)	(44,172)	(4,710)	(66,257)	
Carrying amount at 30 June 2014	205,000	666,724	88,417	19,939	980,080

DIRECTORS' DECLARATION

In accordance with a resolution of the directors of Indigenous Consumer Assistance Network Ltd., the directors of the company declare that:

1. The financial statements and notes, as set out on pages to are in accordance with the Corporations Act 2001: and
 - a. comply with accounting standards; and
 - b. give a true and fair view of the company's financial position as at 30 June 2014 and of its performance for the ended on that date in accordance with the accounting policies described in Note to the financial statements.
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.

Director



Aaron Davis

Dated:

9/2/2015

INDEPENDENT AUDITOR'S REPORT TO THE MEMBER OF INDIGENOUS CONSUMER ASSISTANCE NETWORK LTD.

Report on the Financial Report

We have audited the accompanying financial report of Indigenous Consumer Assistance Network Ltd, which comprises the statement of financial position as at 30 June 2014, the statement of profit and loss, the statement of comprehensive income statement of changes in equity and statement of cash flows for the period then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards — Reduced Disclosure Requirements (including Australian Accounting Interpretations) and the Corporations Act 2001 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

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

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 of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

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

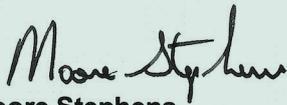
Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001. We confirm that the independence declaration required by the Corporations Act 2001, which has been given to the directors of Indigenous Consumer Assistance Network Ltd, would be in the same terms if given to the directors as at the time of this auditor's report.

Opinion

In our opinion, the financial report of Indigenous Consumer Assistance Network Ltd is in accordance with the Corporations Act 2001, including:

- a) giving a true and fair view of the company's financial position as at 30 June 2014 and of its performance for the period ended on that date; and
- b) complying with Australian Accounting Standards — Reduced Disclosure Requirements (including Australian Accounting Interpretations) and the Corporations Regulations 2001.



**Moore Stephens
Chartered Accountants**



**John Zabala FCA
Director**

Townsville

Dated this ^{9th} day of February 2015

The accompanying schedules do not form part of the audited financial statements

FOR THE YEAR ENDED 30 JUNE 2014 PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
	\$	\$
INCOME		
Rental Income:		
Other rental income:		
Property name(s)	8,175	50,683
Gross profit on rental activities	8,175	50,683
Loss (Gain) on Sale of Asset	658	1,010
Interest received	35,324	54,253
ASIC Project	50,000	-
Other Income	89,550	14,630
Grant Income	1,457,213	1,730,169
	1,640,920	1,850,745
LESS EXPENDITURE		
Auditors' remuneration	10,242	1,533
Bank charges	100	158
Depreciation	66,258	42,680
Directors' fees	11,600	11,200
Doubtful debts	12,125	-
Employees entitlement	-	16,334
Furniture & Equipment	1,273	19,024
Operational expenses	(66,022)	5,419
General expenses	42,893	41,310
Computer Expenses	53,491	65,560
Sundry Expenses	433	-

Education & Training	11,646	74,647
Project Support	-	160,000
FCAQ Conferences	390	45,097
Miscellaneous	29,673	2,719
Insurance	4,110	9,134
New Lease Expenses	3,141	-
Interest paid	42,124	26,861
Management/Administration	3,659	8,236
Magazines, journals and periodicals	371	309
Motor vehicle expenses	33,651	63,874
Meeting and Functions	972	3,178
Penalties,Permits, licences and fees	-	4,200
Office Expenses	12,781	28,092
Materials	13	-
Rent	37,426	56,468
Repairs and maintenance	8,111	9,145
Salaries and wages	1,024,139	938,903
Directors Expenses	8,598	1,644
Superannuation contributions - employees	103,976	92,028
Telephone and Internet	1,539	-
Travelling expenses	182,682	94,654
	1,641,395	1,822,407
NET OPERATING PROFIT (LOSS)	(475)	28,338
Retained Profits at the beginning of the financial year	640,007	611,669
TOTAL AVAILABLE FOR APPROPRIATION	639,532	640,007
RETAINED PROFITS AT THE END OF THE FINANCIAL YEAR	639,532	640,007

