

INNOVATION, GROWTH & OPPORTUNITY



Annual Report 2015



Ican Annual Report 2014 - 2015

Indigenous Consumer Assistance Network Ltd

ABN: 62 127 786 092



PO Box 1108, North Cairns, QLD, 4870
Phone: 07 4031 1073 | Fax: 07 4031 5883

Email: info@ican.org.au
Web: www.ican.org.au

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.

Report design by www.bj2design.com

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.



'Innovation' – Striving to develop innovative long-term solutions built upon the needs of the communities we service.



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



'Community' – ICAN strives to unite and advance our community, through building strong relationships, founded upon shared values.



'Accountability' – An organisation built on outcomes supported by a solid evidence base.



CONTENTS

Chair Report..... 2

CEO Report 3

Board of Directors..... 4

Strategic Priorities..... 5

EMPOWERMENT 8

INNOVATION 10

PARTNERSHIP 12

COMMUNITY 14

ACCOUNTABILITY 16

Financials 20

CHAIR REPORT

As an Indigenous consumer organisation servicing North Queensland and the Torres Strait, we strive towards Innovation, Growth and Opportunity in our delivery of financial counselling to alleviate consumer detriment, financial literacy education to make informed consumer choices and advocacy services to highlight and tackle systemic Indigenous consumer disadvantage.

This year, we focused on innovating our service delivery model to achieve greater impact.

ICAN was successful in receiving Department of Social Services funding to maintain and expand our financial counseling and capability services to the Townsville Region. New funding from Financial Literacy Australia (FLA) has assisted ICAN to develop and deliver our Yarnin' Money program, a new financial literacy outreach program designed to maximise our reach to remote Aboriginal and Torres Strait Islander communities across throughout Cape York and the Torres Strait. With new geographic regions to service under our Department of Social Services funding, Yarnin' Money innovatively integrates our financial capability service delivery with our financial counselling and consumer advocacy work.

ICAN's "Indigenous Financial Counselling Mentorship Program" continues to highlight the commitment of our long-term partnership with the Commonwealth Bank of Australia. I am pleased to announce the Commonwealth Bank's continued investment into future Aboriginal and Torres Strait Islander financial counsellors, with seventeen scholarship placements being made available to students to study their Diploma of Community Services (Financial Counselling) under the Mentorship Program! I congratulate the scholarship winners from Kempsey (NSW), Ceduna (SA), Melbourne (VIC), Cairns and Mornington Island (QLD), Alice Springs and



Darwin (NT), who will be commencing their journey through the Mentorship Program in the upcoming year.

In our previous year, we saw the development and endorsement of ICAN's Strategic Plan 2014-2019. This year, we focused on its implementation – in areas of opportunity and growth across our strategic priorities: Governance, Finance & Administration, Business & Sector Development, Research & Communications and Financial Counselling & Capability. With assistance from Ashurst, our pro bono legal firm, ICAN developed and endorsed its governance policies and procedures and held a governance workshop for Directors. Our Finance & Administration team, headed by Tei Matangi grew this year, to support ICAN's service delivery expansion. To oversee our growth, we established new units in the areas of Business & Sector Development and Research & Communications.

Finally, I'd like to extend a warm welcome to Bob Frazer, who brings to ICAN twenty years experience in executive management within the not-for-profit sector, and thank our outgoing directors Janine Gertz and Vincent Mundraby for their years of service to ICAN.

We look forward to another great year of innovation, growth and opportunity!

Velma Gara - Chair

CEO REPORT

Our success over the past year can be attributed to the organisational values that my co-founders and I set to paper nine years ago. To honor this, we celebrate our achievements in the context of our values in this year's annual report. Featured prominently in our vision, empowerment has always been at the core of ICAN's values.

Our corporate partner, the Commonwealth Bank of Australia, share these values and has traveled with us on a 9 year journey to increase the number of qualified Indigenous financial counsellors throughout Australia. When we started there were less than a handful of qualified Indigenous financial counsellors, by mid 2016 this number will have grown ten fold. Graduates of ICAN's "Indigenous Financial Counselling Mentorship Program", delivered in partnership with the Commonwealth Bank, adds enormous value to both state and federal government financial counselling and capability programs and the sector as a whole.

Merging complimentary programs that address the consumer and financial issues identified by the communities we service is at the heart of ICAN's innovation. Whether addressing the under-representation of Indigenous financial counsellors or the provision of culturally competent services to a vast geographical region, ICAN has endeavored to unify government, corporate and community sectors in creating real change.

ICAN received a grant from Financial Literacy Australia (FLA) this year that will broaden the reach of ICAN's financial counselling and capability programs throughout Far North Queensland. One of the many innovative components of Yarnin' Money is the empowerment of local community service providers to better assist their clients with the financial issues often connected to a myriad of social problems.

Accountability is a value that ICAN prides itself on. This pride has engendered a culture of impact measurement, evaluation and communication. ICAN's newly formed Research



and Communications unit was established to build on research already undertaken and coordinate both internal and external program evaluations. The cyclic model of develop, deliver and evaluate within ICAN's programs is key to continued improvement and providing the best possible service for our clients.

Great partnerships are built on shared values and strong working relationships. ICAN is blessed to have people within government consumer regulatory bodies, industry and the community sector that have believed in ICAN's work since day one. The North Queensland Indigenous Consumer Taskforce is a fine example of the collective impact that dynamic partnerships can produce. The building of relationships between state/national consumer regulators, ombudsman schemes and frontline financial counsellors has both uncovered and addressed a wide range of systemic consumer issues in the region.

ICAN is working towards the development of an academic evidence base that supports the Taskforce model as a best practice to be replicated in other regions of Australia. ICAN's dream of having a national community of Indigenous financial counsellors that become a frontline defense to the exploitation of Indigenous consumers is within reach. So let our shared values become our shared destiny.

Aaron Davis - CEO

"Your beliefs become your thoughts, Your thoughts become your words, Your words become your actions, Your actions become your habits, Your habits become your values, Your values become your destiny." - Mahatma Gandhi.

Board of Directors



Ms Velma Gara is a member of the Australian Indigenous Communications 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 Townsville Indigenous Radio 4K1G and is an editor of the school newsletter for indigenous students. Her family is from the Eastern Islands of the Torres Strait. Ms Gara currently holds the Chairman's position and has served as a Director of ICAN since 2010.



Mr 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.



Mr Aaron Davis is the Managing Director and Chief Executive Officer of the Indigenous Consumer Assistance Network Ltd. 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, Townsville and the Aboriginal communities of Yarrabah and Palm Island. Mr Davis is an independent member of the National Indigenous Consumer Strategy (NICS) reference group and a Board Member of Shelter Housing Action Cairns (SHAC).



Mr Bob Frazer joined the ICAN Board of Directors in May 2015. As Chief Executive Officer of Cape York Natural Resource Management, Bob brings to ICAN his 20 years experience in executive management within the not-for-profit sector. Bob has been with Cape York NRM since its inception in 2010. Bob has considerable practical experience in community engagement & development, and brings a systems thinking approach to the governance of natural resources on Cape York. Bob has a background of tertiary level study in the social sciences and is a Master of Sustainable Regional Development. He is a Churchill Fellow, recipient of the National Service Medal and the Bicentennial Medal for service to Australians with disability.

ICAN Structure



Strategic Priorities

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

Finance & Administration

- Maintain ICAN's Information Technology infrastructure and functions.
- Ensure financial management quality assurance through the implementation of continuous workplace improvement processes.
- Ensure human resource and administrative quality assurance through the implementation of continuous workplace improvement processes.

Business & Sector Development

- Expand the Commonwealth Bank sponsored "Indigenous Financial Counselling Mentorship Program" – internal and national.
- Develop a national financial counselling supervision framework - an accredited training program for qualified financial counsellors that addresses the national standards for financial counselling supervision.

TCS

Civil and Building
tcscon.com.au

4774 8374

ican >>

Indigenous Consumer Assistance Network Ltd

Empowering Indigenous Consumers




THE
PREMIUM
MORTGAGE GROUP

1300 **S M I L E S**
DENTISTS



Business & Sector Development continued . . .

- Develop 3-tiered Yarnin' Money program for financial literacy outreach (remote communities), national and online platforms.

Governance

ICAN will develop and strengthen governance practices by:

- Ongoing implementation of the annual portfolio strategic planning process.
- Annual review of the organisation's constitution, governance/risk management operational plans, board policy and procedures and board succession planning.

Financial Counselling & Capability

- Expand and maintain the scope of ICAN's financial capability programs to include access to banking and financial services through partnering with government, banking and financial institutions.
- Build community partnerships through service provider-specific program delivery within regional and remote Aboriginal and Torres Strait Islander communities.
- Expand funded outreach services to communities throughout Queensland.
- Provide ongoing professional development opportunities for ICAN's accredited financial counselling staff.

Research & Communications

- Provide an evidence base for the sustainability of ICAN programs.
- Provide an evidence base for the North Queensland Consumer Taskforce as best practice and assist in the development of new regions throughout Australia.
- Create an Indigenous consumer education, compliance and enforcement strategy to enhance ICAN's programs and services.
- Integrate multimedia production to enhance ICAN programs and services.



EMPOWERMENT

Unaisi Buli, Senior Financial Counsellor

I joined ICAN as a Financial Counselling Support Officer in 2010. The Mentorship Program provided me with the opportunity to gain my qualification in the Diploma of Community Services (Financial Counselling). This qualification and my workplace experience meant that I could become an accredited financial counsellor under the Financial Counselling Association of Queensland (FCAQ).

Since graduating from ICAN's Mentorship Program in 2012, I have been working as a Financial Counsellor with ICAN and have now moved into a senior financial counselling position where I supervise up and coming financial counsellors.

After working in other industries it is so great to be able to be a financial counsellor and help my people in a meaningful way. I am proud to be able to advocate on Indigenous consumer issues in national forums such as the Financial Ombudsman Service (FOS), the Australian Competition and Consumer Commission (ACCC) and the Aboriginal and Torres Strait Islander Forum Steering Group to Financial Counselling Australia (FCA).

The Commonwealth Bank has been a proud partner of the Indigenous Consumer Assistance Network (ICAN) for nine years.

We believe ICAN is a leader in addressing the under-representation of qualified Indigenous Australians in the financial counselling sector. ICAN has achieved tangible results on a national scale. We look forward to seeing ICAN continue to grow.

Ian Narev

Chief Executive Officer

Commonwealth Bank of Australia



JOURNEY OF THE MENTORSHIP PROGRAM

The "Indigenous Financial Counselling Mentorship Program" brings together partnerships across community, industry and government to achieve greater outcomes in the financial counselling and capability sector. The Program is delivered in partnership with the Commonwealth Bank of Australia and the Central Institute of Technology (WA). It supports government-funded financial counselling positions, which in turn supports the development of Indigenous financial counsellors and more broadly, the Australian financial counselling sector.



2008 – THE BEGINNING

ICAN and Commonwealth Bank pilot its first Mentorship Program with 1 ICAN staff member via external studies.

2010-2012

Learnings from the pilot are utilised to create a new program where mentorship, support and face-to-face training is central to the program's delivery. 9 ICAN staff graduate

2012-2014

The first national Mentorship Program includes ICAN staff and students from across Australia. The program graduates 10 new Indigenous financial counsellors nationally.

2015 – THE FUTURE...

ICAN and Commonwealth Bank partnership grows to provide 17 scholarships to students in the 2015 program. Development of supervision training framework commences – to support career pathways for Mentorship Program graduates and their organisations



INNOVATION

The Yarnin' Money financial literacy outreach program aims to overcome geographical barriers by providing local financial literacy training coupled with ongoing support, by connecting ICAN's financial counselling and literacy services to remote communities across Australia.

.....

Why innovative?

- With limited resources, ICAN needed to develop a service delivery model to cover a large geographical region
 - How do we effectively deliver financial literacy training, in a way that makes a personal connection for participants?
-

The solution

- At the heart of ICAN's innovation, we merge complimentary programs to effectively address the consumer and financial issues identified by the communities we service
- To empower existing community service providers in regional and remote communities to be first points of contact for addressing local financial counselling and consumer issues.

"Through the Yarnin' Money program, local service providers are being skilled to assist in providing the support necessary to be

able to provide financial information and personal support, which can assist the financial counselling process" – Jon O'Mally, Yarnin' Money Trainer.

Connecting 'old' knowledge (our culture) with new knowledge (financial literacy) can create personal meaning for people where they are building upon what they already know, to learn new skills within a cultural framework.

"Yarnin' takes participants on a journey to look and see money – and money issues – from a historical, cultural, personal, family and community view. The delivery of the training is about our mob, our communities, our style, our yarn and the way we yarn" - Eddie Buli, Yarnin' Money Trainer.



Yarnin' Money

DEPARTMENT OF SOCIAL SERVICES

(Financial Counselling & Capability)

FINANCIAL LITERACY AUSTRALIA

PARTNERSHIP

ICAN works in partnership with the Department of Social Services (DSS) and Financial Literacy Australia (FLA) to deliver the Yarnin' Money program. FLA provides three-year funding for development and delivery of the financial literacy training programs. DSS funds the employment of ICAN's Business Development Officer. Each funding stream assists ICAN to maximise the program's reach to regional and remote Indigenous communities from Townsville to the Torres Strait.

←---→ 2015 sites

→---→ Future sites

● FLA funded regions

● DSS funded regions

Notthern Peninsula Area of
Cape York & Gateway to
the Torres Strait Islands

Mapoon
Weipa
Napranum

Lockhart River

Pormpuraaw

Kowanyama

Wujal Wujal

Mareeba
& Tablelands

CAIRNS

Yarrabah

Innisfail

Tully

Palm Island

Ingham

TOWNSVILLE

Ayr
Charters Towers

EVALUATE

program via:

- Realist evaluation approach
- Action research throughout program for continuous program improvement

DEVELOP

culturally specific training materials and resources appropriate for Aboriginal and Torres Strait Islander peoples, including online platform.

DELIVER

multi-layered financial literacy training to 3 groups (community service providers, local community residents and national training scope) with ongoing support (access to ICAN's financial counselling and capability services).



PARTNERSHIP

FNQ Consumer Taskforce Forum

In 2013, ICAN and state and national consumer regulatory bodies: Australian Competition and Consumer Commission (ACCC), Australian Securities and Investments Commission (ASIC), the Queensland Office of Fair Trading (OFT) and the Energy & Water Ombudsman Queensland (EWOQ) 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.

ICAN has long held the belief that a collective impact approach is the most effective way to identify and address systemic issues being experienced by remote Indigenous communities. In 2014, frontline community services such as Shelter Housing Action Cairns (SHAC), the Cairns Community Legal Centre (CCLC) and Save the Children were invited to join the Taskforce. The building of relationships between state/national consumer regulators, ombudsman schemes and frontline financial counsellors has both uncovered and addressed a wide range of systemic consumer issues in the region.

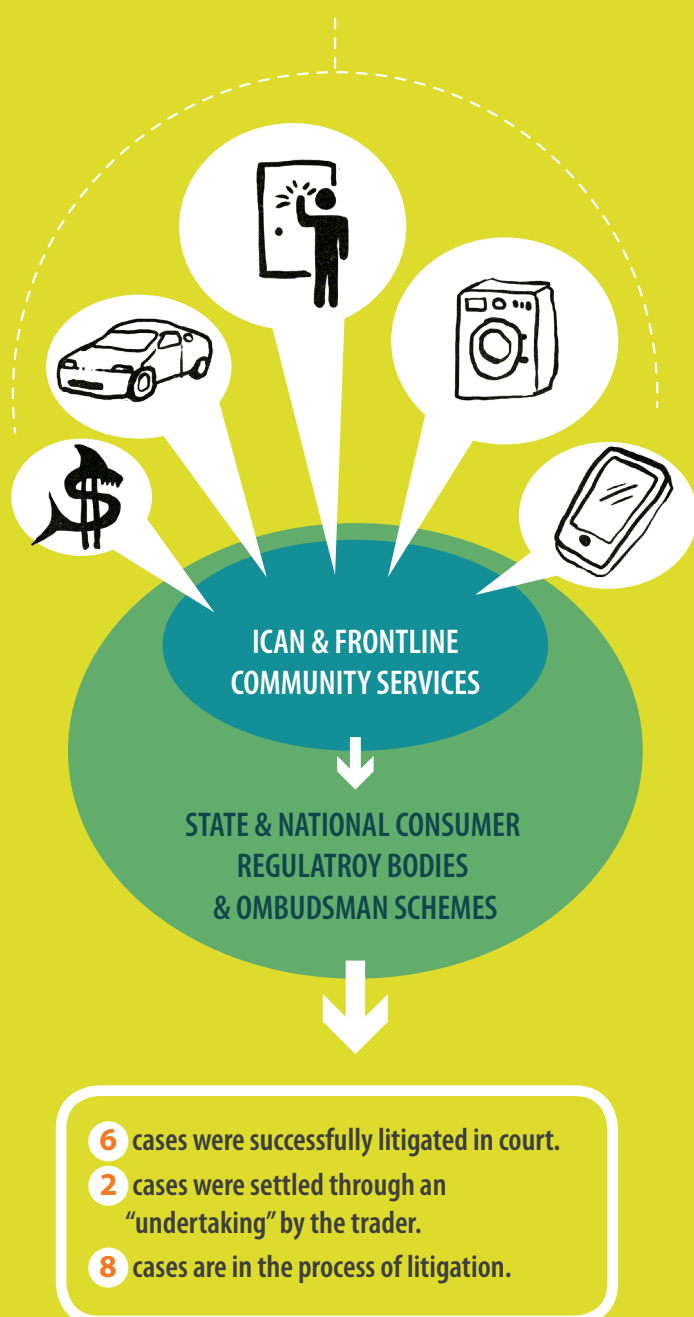


"The ACCC is proudly a member of the NQ Indigenous Consumer Taskforce, a forum established by ICAN to coordinate joint consumer outreach/investigation activities, share educational resources and information about current consumer issues in disadvantaged communities throughout North Queensland. The ACCC has noted the high quality of financial counselling/consumer representation services provided by ICAN through this process."

Delia Rickard,
Deputy Chair
Australian Competition and Consumer Commission

NQ Consumer Indigenous Taskforce Outcomes

17 systemic cases were presented to the Taskforce



Over the years, the NQ Indigenous Consumer Taskforce has brought a number of issues to the table, which have resulted in enforcement action by the Queensland Office of Fair Trading, Australian Competition and Consumer Commission and the Australian Securities and Investments Commission, against the following traders:

- **John Hawash (Motor Dealer) (2015)** – with assistance from Queensland Office of Fair Trading, motor dealer license revoked by Queensland Civil and Administrative Tribunal (QCAT) for failing to provide contracts and adhere to cooling off notices and statutory warranties;
- **Channic Pty Ltd, Cash Brokers Pty Ltd (2013-present)** – ASIC took legal action against Cairns-based lender and broker who offered high-interest credit contracts to Indigenous consumers;
- **Chrisco Hampers Australia Limited (2014)** – ACCC institutes proceedings against Chrisco for misleading representations to consumers, that they could not cancel their lay-by agreements after making their final payment, and continuing to take payments by direct debit after lay-by agreements were fully paid.
- **Titan Marketing (2014)** – Ordered to pay penalties of \$750,000 for engaging in unconscionable conduct, where misrepresentations were made to consumers about the value of first aid kits and water filters and intentionally not informing consumers about their cooling off rights.
- **Rent the Roo (2013)** – Entered into enforceable undertaking with ASIC due to deficiencies in its operating and compliance practices, where marketing of white goods was specifically targeting Indigenous consumers on government benefits.



COMMUNITY

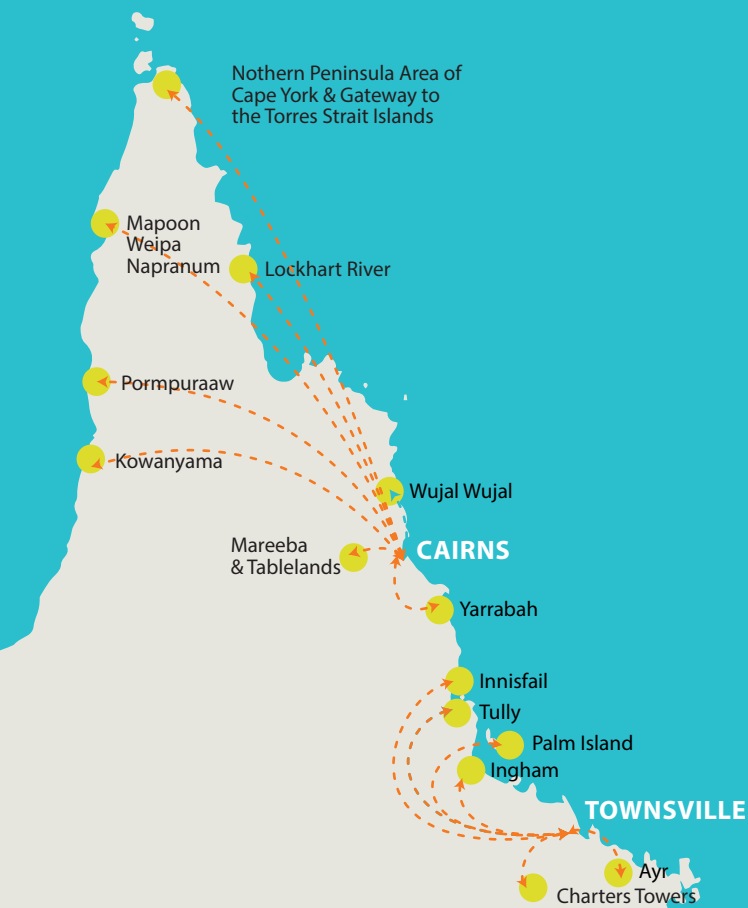
ICAN strives to unite and advance our community, through building strong relationships, founded upon shared values.

ICAN builds Indigenous capability through supervision, training and professional development of:

- **ICAN staff members**
- **Local community service providers located in regional and Indigenous remote communities**
- **Mentorship program students and graduates (national)**
- **External financial counselling services requesting casework supervision**

Our local community (regional) is built up through our financial counselling and capability service delivery (Yarnin' Money). Our national communities extend across: our "Indigenous Financial Counselling Mentorship Program", the national consumer regulatory and financial counselling/capability sectors and key partners who help to build our community through funding and support.

ICAN provides financial counselling supervision to financial counsellors working within external organisations. This year's winner of the Jan Pentland Prize, William Santo – a financial counsellor with Save the Children Australia's Financial Counselling and Financial Capability Program – receives casework supervision from Jon O'Mally, ICAN's Business and Sector Development Manager and President of the Financial Counselling Association of Queensland. William is a member of ICAN's NQ Indigenous Consumer Taskforce.



Building our Regional Community

We build our regional community from Townsville to the Torres Strait by providing financial counselling, consumer advocacy and financial capability training (Yarnin' Money). We provide Yarnin' Money to local community service providers located across the region, to build their capabilities to become first points of contact for addressing financial and consumer issues locally. These contact points are the foundation of ICAN's community network. It is through this local network that systemic consumer issues are often identified.

ICAN is a member of the North Queensland NILS Network, and provides consumer advocacy, financial counselling support and casework supervision to network member organisations.



Building our National Community

ICAN builds a national Indigenous financial counselling community through its "Indigenous Financial Counselling Mentorship Program"



ACCOUNTABILITY

The journey to measuring & communicating our impact

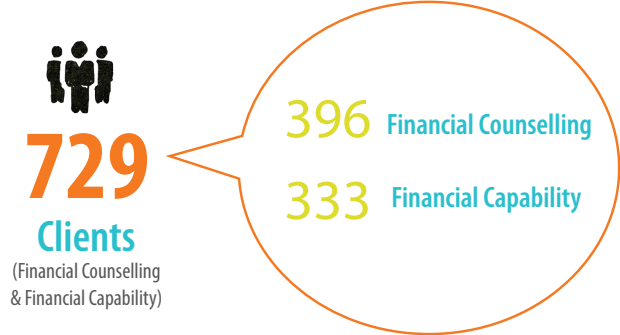
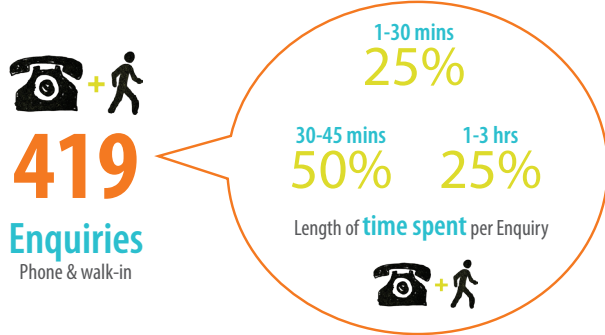
ICAN is aware of how the Not-for-Profit landscape is shifting, where funders are increasingly requiring more evidence-based results. Carmen Daniels [Research & Communications] undertook the Graduate Certificate Social Impact (GCSI) course via the Centre for Social Impact, University of New South Wales to assist ICAN to understand its social impact, as well as how the organisation can communicate its results more effectively. ICAN is working towards improving how the organisation communicates its outcomes for Indigenous peoples who receive its financial counseling, capability and Diploma training services.

"As I travelled through the CSI course, I've come to understand that our organisation requires

a cultural shift in how we collect and measure our data, where thinking about outcomes needs to be embedded into the culture of the organisation. Being able to understand the language and meaning of 'social impact' and figuring out how ICAN can benefit and/or contribute to where the sector is moving to, is so valuable for a small organisation like ours. It's a big leap for us to move out of the activities-and-outputs-only thinking, and to think collectively about our wider impact, but it's a journey we've commenced, and the CSI course has really assisted us in the challenge." – Carmen Daniels, Research & Communications.

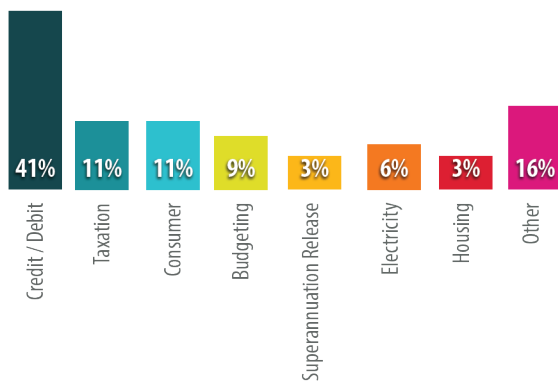
Carmen graduated through the GCSI course in February 2015.

Our Year in Review . . .



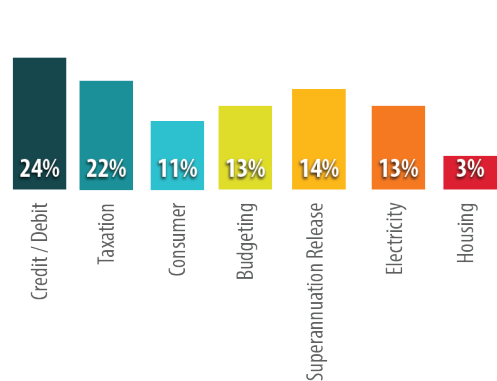
2013-2014

Financial Counselling Case Types



2014-2015

Financial Counselling Case Types



Tennyson Kynuna & Cassandra Creed

Tennyson and Cassandra came to ICAN in late 2014 when they received a letter from Centrelink alleging they owed a debt of \$20,000, due to overpayments.

"We're not young people. We only receive a small amount of money from Centrelink, due to our combined wages. It was going all right, and then all of a sudden it turned into a big thing. We received a letter from Centrelink that said we owed this big debt to them. They said they had overpaid us and that's when it started, that's when we realised something was wrong.

"We had that burden for a long time, from September last year. It was a long time to be



carrying that. Every afternoon I was coming home from work and I just kept on thinking about what was happening to us, these thoughts in my mind and it used to depress me. Our children were so worried for us, because they knew we had that letter saying we owed a lot of money to Centrelink.

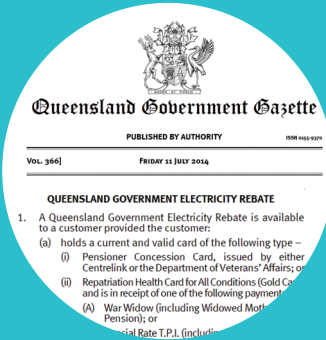
"And that's when we decided to come and see ICAN. Coming to ICAN took some of the pressure off how I was feeling. After talking to Bettina that afternoon, I felt really good.

"The whole process didn't take very long, once we got into it. When we found out that we didn't owe the money, I said look here! We got the letter from Centrelink, and found out that we didn't owe any more money! I could have cried from happiness!"

EVALUATING YARNIN MONEY

To determine our impact, evaluation of the Yarnin' Money program's training resources and delivery is a key ongoing focus over the three-year period. Through action research, ICAN's evaluation aims to tell the story of the program's 'Theory of Change'. Evaluation tools measure how the program addresses barriers to financial literacy and increases Indigenous financial wellbeing.

The Yarnin' Money program evaluation can inform and contribute to the growing body of research in the Indigenous financial literacy and financial capability landscape at local and national levels, to provide evidence of best practice methods for developing and delivering appropriate financial literacy content, tools and training delivery for Aboriginal and Torres Strait Islander peoples in remote community and online contexts.



2013/2014

Queensland Council of Social Service (QCOSS) engages ICAN to undertake the community consultation for "Empowering remote communities: experiences of Aboriginal and Torres Strait Islander customers using electricity pre-payment meters in Queensland."

ICAN carries out consultation in Wujal Wujal, Mapoon and Palm Island Aboriginal communities.

2014

QCOSS Report is released
Queensland Government responds by providing access to government rebate concessions for prepaid powercard customers in Queensland.

2015

ICAN undertook the 1st trial for accessing the rebate for Aboriginal community residents. Leeanne Griffiths, ICAN Financial Counsellor, worked closely with Ergon Energy and the Queensland Government to ensure Palm Island residents were able to access the annual rebate of \$320.97.

Examining Research to Outcomes for Indigenous communities . . .

The team at ICAN would like to thank our service partners and everyone who supports us in the journey. All of our achievements and successes are shared with our network.

We thank our partners for sharing our vision of 'Empowering Indigenous Consumers'.

Key Partners that help build our community through funding and support:

Ashurst Australia	Department of Social Services
Commonwealth Bank of Australia	Financial Literacy Australia
Department of Human Services	Financial Counselling Australia
Good Shepherd Microfinance	

We acknowledge the ongoing support of key organisations in the national consumer regulatory and financial counselling and capability sectors

Queensland Office of Fair Trading	Australian Securities and Investments Commission
National Indigenous Consumer Strategy	Australian Competition and Consumer Commission
Financial Counselling Australia	Financial Counselling Association of Queensland
Energy and Water Ombudsman Queensland	Financial Ombudsman Service
Credit and Investments Ombudsman	Financial and Consumer Rights Council
Consumer Action Law Centre	Australian Communications Consumer Action Network
Telecommunications Industry Ombudsman	Consumers' Federation of Australia
Queensland Council of Social Service	ATSI Steering Group to FCA



In Remembrance

Dr Anton Mischewski's life's work and passion lay in creating equitable conditions and opportunities for disadvantaged and marginalised peoples in Australia. Over the last years of Anton's life, he worked with community service organisations in Far North Queensland, that specialise in assisting Aboriginal and Torres Strait Islander peoples in the areas of homelessness and financial counselling.

ICAN recognises and values the work of the late Dr Anton Mischewski, who passed away on August 17, 2015. Dr Anton Mischewski is a patron of the Indigenous Consumer Assistance Network. Anton donated \$15,000 to support our goal of increasing our social impact.

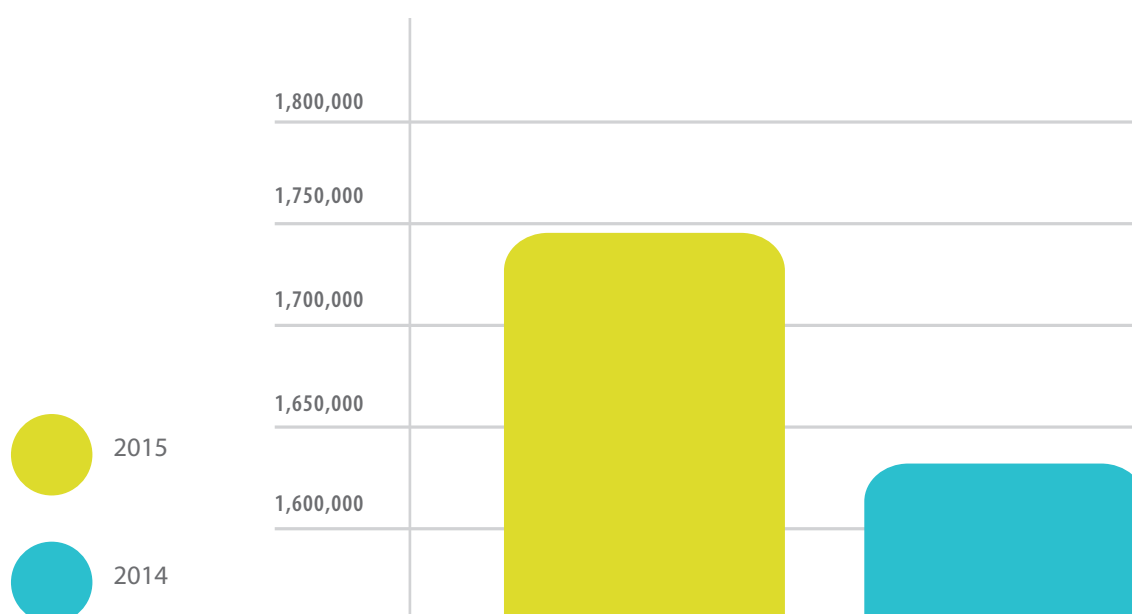
We are grateful to Dr Mischewski for his kindness and dedication to ICAN.

FINANCIALS

STATEMENT OF PROFIT AND LOSS FOR THE YEAR ENDED 30 JUNE 2015

	Note	2015	2014
		\$	\$
Revenue	2	1,677,693	1,640,262
Other income		71,540	658
Employee benefits expense		(1,246,050)	(1,139,715)
Depreciation and amortisation expenses		(68,920)	(66,258)
Finance costs	3	(41,631)	(42,124)
Other expenses		(498,216)	(393,298)
Surplus (loss) before income tax	3	(105,584)	(475)
Tax expense - -			
Surplus (loss) for the year		(105,584)	(475)
Surplus (loss) attributable to member of the company		(105,584)	(475)

ICAN Revenue Comparative Chart



STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

	Note	2015	2014
		\$	\$
Surplus (loss) for the year		(105,584)	(475)
Other comprehensive income:			
Total other comprehensive income for the year		-	-
Total comprehensive income (expense) for the year		(105,584)	(475)
Total comprehensive income (expense) attributable to member of the company		(105,584)	(475)

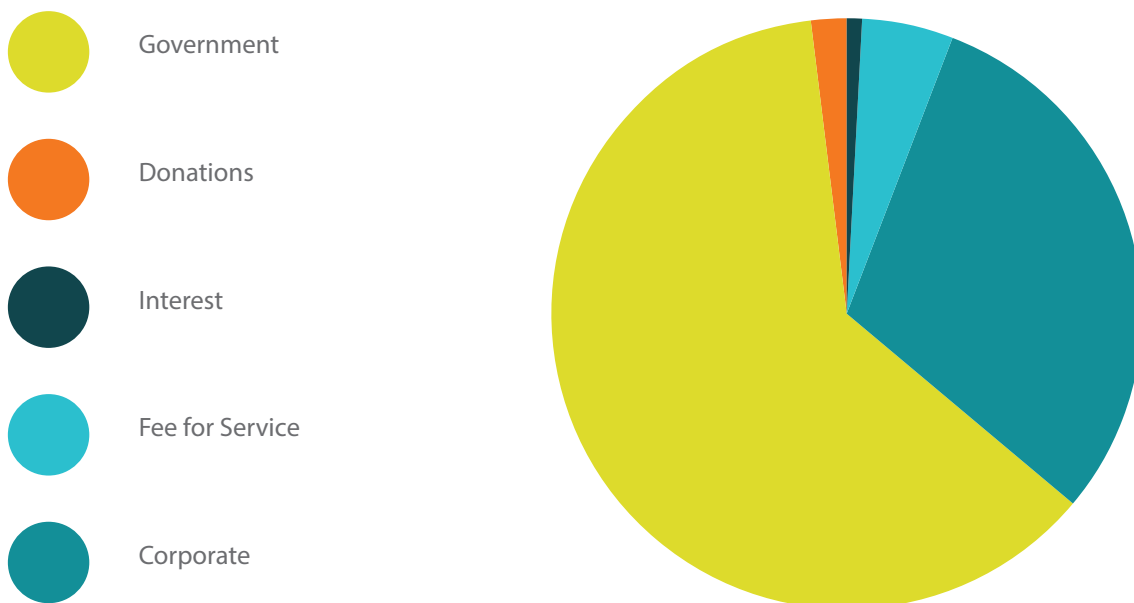
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	Note	2015	2014
		\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	258,853	442,977
Trade and other receivables	7	46,085	12,543
TOTAL CURRENT ASSETS		304,938	455,520
NON-CURRENT ASSETS			
Property, plant and equipment	8	960,688	980,078
TOTAL NON-CURRENT ASSETS		960,688	980,078
TOTAL ASSETS		1,265,626	1,435,598
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	77,357	102,370
Borrowings	10	27,310	24,741
Provisions	11	45,020	58,514
TOTAL CURRENT LIABILITIES		149,687	185,625
NON-CURRENT LIABILITIES			
Borrowings	10	536,050	565,929
Provisions	11	45,941	44,512
TOTAL NON-CURRENT LIABILITIES		581,991	610,441
TOTAL LIABILITIES		731,678	796,066
NET ASSETS		533,948	639,532
EQUITY			
Retained surplus		533,948	639,532
TOTAL EQUITY		533,948	639,532

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2015

	Retained Surplus	Total
	\$	\$
Balance at 1 July 2013 Comprehensive income	640,007	640,007
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
Balance at 1 July 2014 Comprehensive income	639,532	639,532
Surplus (loss) for the year	(105,584)	(105,584)
Total comprehensive income for the year attributable to the member of the company	(105,584)	(105,584)
Balance at 30 June 2015	533,948	533,948

2015 Revenue Breakdown Chart



STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2015

	Note	2015	2014
		\$	\$
Cash flows from operating activities			
Receipts from funding providers		1,689,972	1,605,119
Payments to Suppliers and Employees		(1,770,653)	(1,786,176)
Interest Received		15,028	35,324
Interest Paid		(41,631)	(42,124)
Net cash provided by (used in) operating activities	18	(107,284)	(187,857)
Cash flows from investing activities			
Acquisition of property, plant and equipment		(49,530)	(12,516)
Proceeds on sale of asset		-	1,346
Net cash provided by (used in) investing activities		(49,530)	(11,170)
Cash flows from financing activities			
Repayment of Borrowings		(27,310)	(26,285)
Net cash provided by (used in) financing activities		(27,310)	(26,285)
Net increase (decrease) in cash held		(184,124)	(225,312)
Cash and cash equivalents at beginning of financial year		442,977	668,289
Cash and cash equivalents at end of financial year	18	258,853	442,977

