

Incest Survivor's Association (Inc.)



***ANNUAL REPORT
FOR THE YEAR ENDED
30TH JUNE 2011***

TABLE OF CONTENTS

Board of Management Office Bearers	2
Staff	2
Chairperson's Report	3
Services Report	4
Financial Reports:	
Treasurer's Report	8
Auditor's Report	9
Balance Sheet	10
Statements of Income and Expenditure	11
Notes to and forming Part of the Statement	14

Board of Management 2010/11

Chairperson:	Anne Pekaar
Deputy Chairperson:	Angela Loxton
Secretary	Anne Nicholls
Treasurer:	Ron Mathieson
Board Members:	Cara Breuder Clare Robbins Estelle Gom

Staff 2010/11

Coordinator:	Leone Shiels
Office Manager:	Lois Lloyd
Finance Officer:	Catherine Cirocco
Counsellors:	Gabrielle Bucher Alison Day Jo Moore Anne Charlotte Patrilla

Donations, Sponsorship and Grants



The Incest Survivors' Association would like to acknowledge the generous support of Lotterywest through grants to assist us with information technology.

Chairperson's Report

Anne Pekaar, Chairperson

Well what a year, the changes and improvements have been so many that it's difficult to keep track of.

It has been such a successful year for ISA, predominantly due to the skills Leone has brought to ISA. Her knowledge of business and her people skills have bought ISA to the place it is now and I foresee her continuing to be of great value to us in our move forward. The staff have given the Board very encouraging feedback on their relationship with Leone and I admire the respect they have for her.

I must give my gratitude to the staff for coming through these changes so well and staying so dedicated to our cause.

We have some great new people on board that have also bought some value to the organisation: namely Alison who has bought a wealth of knowledge and a great attitude with her; Ron, our treasurer and financial wizard; and Angela our vice chairperson and Clare with their invaluable clinical skills and knowledge of the clientele we work with. And of course Estelle who only joined us recently.

Sadly Cara is leaving us due to work commitments and personal issues; I haven't counted the years you have been here to support us but thank you for all you have given to us. Thank you also to Anne Nichols for the years you have dedicated to ISA, we held you close for a little longer than you wanted to but finally we have someone to fill your shoes, good luck in the future.

We are in the very exciting process of planning for our own property due to the very generous donations we have received in the last few years, allowing ISA to have a healthy financial backing. This will give us more stability as we will not always be considering the possibility of not having our lease renewed from year to year. This will also allow us to be able to refurbish and change things as required without the tedious process of dealing with the agent and the owners. All very positive, again due to the skills and knowledge Leone has bought to us. She really is our saviour in sooo many ways. I'm not sure we can thank her enough.

We have contracted the services of several other experts this year to aid us in our business plans and give us their professional advice in order to make good business planning. Professor Alfred Allen has helped with staff training on the legal issues associated with our counselling, and has assisted us to tighten up our policies and procedures with regard to record keeping. Julian Keys has assisted us with staffing issues such as benchmarking appropriate pay rates, and Barbara Gatter has assisted us to form a strategic plan and deal with outstanding governance issues. We thank them for their contributions.

The coming year looks like being an exciting one.

Anne Pekaar
Chairperson

Services Report

Leone Shiels, Coordinator

This year has been one of significant change for ISA. The agency is coming off a period of low service growth where the need to stabilize essential infrastructure consumed much of our time. Many positive changes have streamlined our service delivery. These include modernisation of computing and financial systems, benchmarking against CSATs Standards and review and updating of policies and procedures. The development of targeted strategic planning has assisted us to focus on our core business and identify priorities.

Services

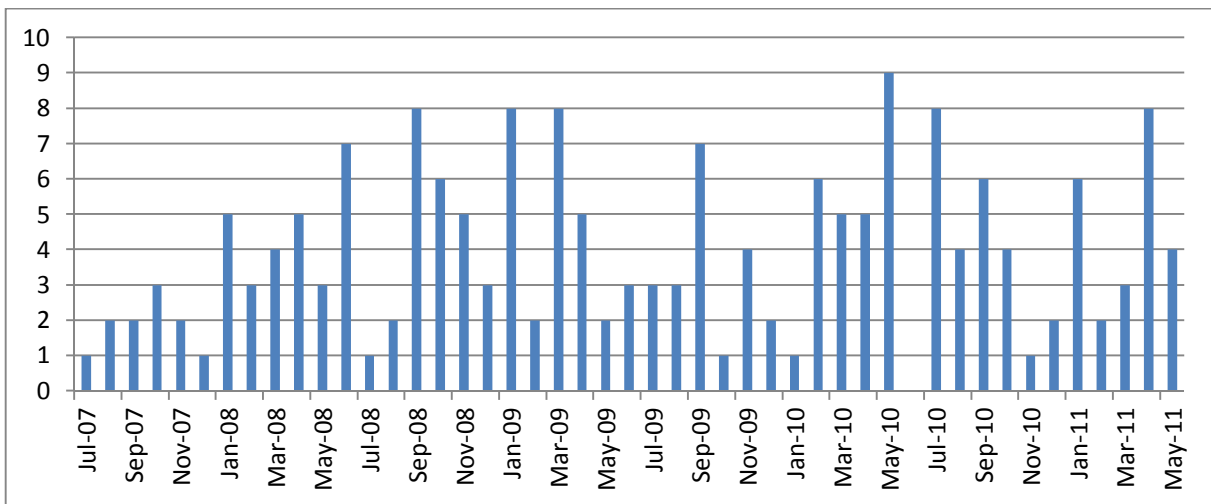


Figure 1: New Clients

Since the conclusion of the Redress program at the end of 2009, the agency has been able to increasingly focus on our core clientele. Throughout this year, client numbers have steadily increased, due to both increasing numbers of new clients presenting and an increased retention rate for existing clients. This reflects well on our counselling services; as our agency provides medium to long term counselling, these retention rates indicate we are delivering the services our clients are looking for and benefitting from.

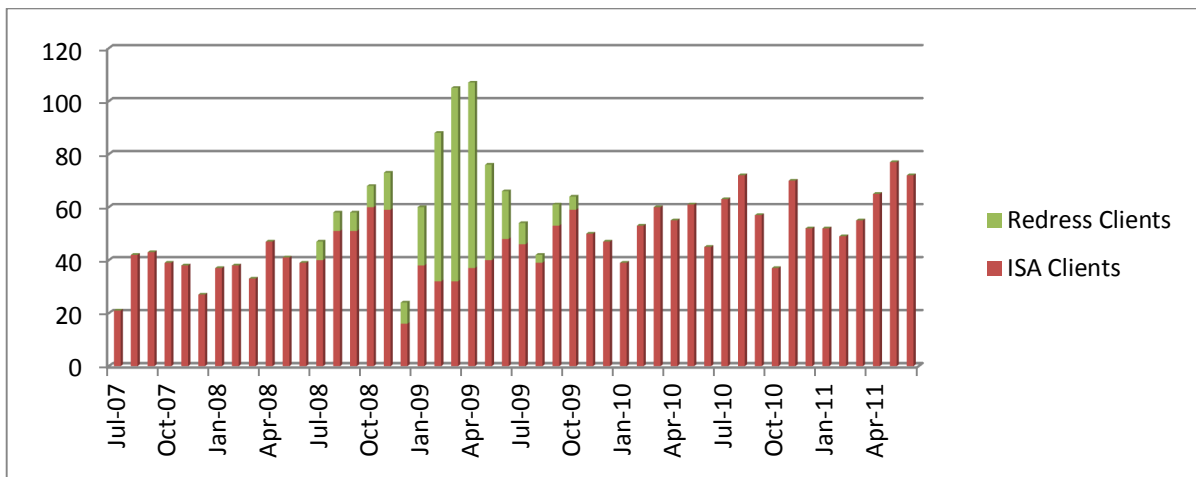
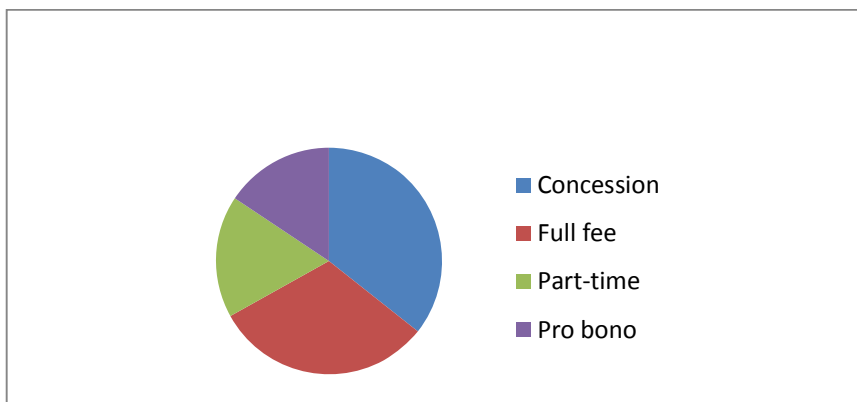


Figure 2: Counselling Sessions

Geographically, clients are drawn in roughly equal numbers from north and south of the Swan River, reflecting the centralised location of existing services. As the agency considers potential future locations for service delivery, it is important that we retain this ease of access for all. One issue of concern, however, is that the majority of clients are drawn from areas within 25kms of Perth CBD. To address this issue, current plans include potential partnerships in more isolated outlying locations to improve access for clients living within these areas.

The implementation of Department for Child Protection funding increases over the last few years has provided us with greater opportunities to offer services at reduced or no fee to clients in financial hardship. These clients are often those most in need, with the effects of trauma often becoming disabling and/or precipitating other health issues.

Figure 3: Client Sessions by method of payment



This year, due primarily to staffing constraints, we have not been able to run group programs. Counsellors are currently designing a new group format which will be trialled in late 2011.

Resources

Our reception area had a makeover, with tired and broken furniture replaced with a fresh new look. More suitable furniture means that Lois no longer has to roll her chair from desk to desk, wearing a path in the carpet!



Other important improvements have been the sorely needed update of our computing systems and the revamp of the website. Previously, the counsellors had to queue up to use one of the two out-dated systems that worked very slowly and crashed frequently. Lack of separate email had the potential to compromise client confidentiality, and inefficiency in processing information limited our planning processes. Now, thanks to the generous support of Lotterywest, each counsellor can now immediately access information via the web, record statistics and case notes, and efficiently communicate with other service providers via email.

The website had provided valuable information to the community over a number of years, but needed an update to reflect the increasing importance of the web as a primary and initial source of information and referral. The ISA website now includes referral forms and fact sheets for service providers, links to email a counsellor directly, and copies of our latest newsletters.

Our Journal had been in recess for some time, with the volume of work involved in collating each edition being a major barrier to production. The decision was made that the focus of the publication would move, from a journal focussing on research and clinical updates, to a newsletter providing information for our members on agency news, new services, upcoming groups, etc. This newsletter is produced three times per year, and provides a valuable and easy method of updating members on the latest at ISA.

Service Promotion

ISA has targeted promotion of our services as a key issue during this past year. Previously, up to 40% of our clients heard about us from a friend, colleague or family member we had helped. While personal recommendations remain a vital and valuable source of referral (and we're glad our former clients speak so highly of us!), nevertheless it is important to let as many people as possible know they are not alone and there is support available.

The following graph highlights the impact of service promotion throughout the year, with significantly higher numbers of referrals from external sources. In the last 6 months, nearly 20% of our referrals have been received over the internet, and over 30% from health and social welfare agencies. This increasing awareness of our services has resulted in a higher level of activity within the agency.

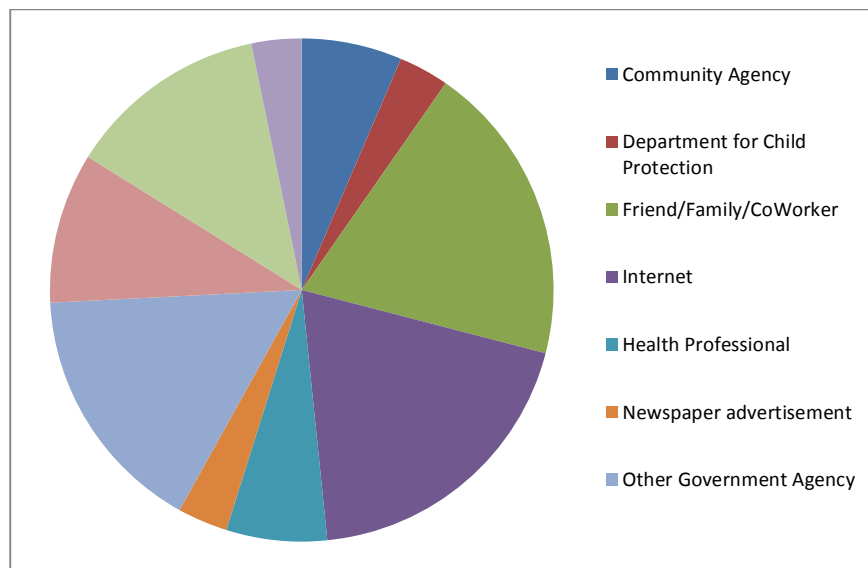


Figure 4: Clients referred since January 2011 by referral agent

Staff

Throughout this period of change, the staff have maintained their consistent high quality of service delivery. Jo and Anne continued to provide a high quality of service, and we welcomed Alison, who has brought with her specialised skills in dealing with trauma and clients from an non-English language background. Lois and Catherine keep the back room humming, ensuring a seamless quality of service delivery. In the coming year, Lois will celebrate 25 years of working for ISA – a remarkable achievement!

I thank the staff for their hard work and dedication through a challenging period of change.

Leone Shiels
Coordinator

Financial Reports



Treasurer's Report

Ron Mathieson - Treasurer

During the year significant changes have been instituted which have greatly improved overall financial control. These changes include more efficient use of electronic banking services and the production of a realistic budget which is being used very effectively to monitor both income and costs. Improvements to the computerised information systems generally and the excellent work of competent administration staff have also assisted in the very high standard of financial record keeping, as evidenced by the favourable audit report of the Association's accounts.

Total income for the year was about 6 per cent lower than the previous year which was largely due to slightly lower counselling revenue and DCP funding. Total expenses were about 5% higher than the previous year largely due to increased salary costs. The overall result however was a comfortable net surplus of approximately \$51k which was achieved through excellent financial management and cost control.

The separate Statement of Income and Expenditure for DCP funded activities only reflects a surplus of approximately \$21k. The actual DCP funding received of \$271k was, however, fully expended; the surplus results from the counselling fees received of approximately \$33k.

The Association finished the year with a very healthy total cash funds available of approximately \$354k and net assets of approximately \$355k. This means the Association is in a strong financial position moving forward, particularly in relation to its strategic planning objectives and accommodation issues.

Ron Mathieson
Treasurer

Audit Report

Incest Survivors Association Inc. Audit Report

Scope

I have audited the financial statements for the financial year ended 30th June 2011 of INCEST SURVIVORS ASSOCIATION INC. which is responsible for the preparation and presentation of the financial statements. I have conducted an independent audit of these financial statements in order to express an opinion on them to the INCEST SURVIVORS ASSOCIATION INC.

My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial statements are free of material misstatement. My procedures included examination on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements (Urgent Issues Group Consensus Views) so as to present a view which is consistent with our understanding of the business's financial position, the result of its operations and its cash flows.


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

Audit Opinion

In my opinion, the financial statements present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements (Urgent Issues Group Consensus Views) the financial position of the Incest Survivors Association Inc., as at the 30th June 2011 and the results of its operations and cash flows for the year then ended.

Kevin Williams
Chartered Accountant

Balcatta

 2011
26 September 2011.

Incest Survivors' Association Inc
Balance Sheet
Jun-11

Assets	2011	2010
Current Assets		
Commonwealth Cheque Account	\$19,508	-\$8,990
New Macquarie Equities Acct	\$334,495	\$325,892
Cash on Hand	\$50	\$50
Petty Cash	\$200	\$200
Prepaid Insurance - W/Comp		
Prepaid Insurance - Other	\$0	\$1,241
Prepaid Rent	\$1,604	\$1,603
Prepaid Web Management	\$4,257	\$0
Total Current Assets	\$360,114	\$319,996
Non-Current Assets		
Computers - at cost	\$17,365	\$7,166
Accum Depn - Computers	-\$9,361	-\$6,858
Furniture & Equipment at Cost	\$40,794	\$38,367
Furniture & Equipment AccumDep	-\$34,713	-\$33,508
Total Non-Current Assets	\$14,085	\$5,167
Total Assets	\$374,199	\$325,163
Liabilities		
Current Liabilities		
DCD Grant in Advance		
GST Collected on Sales	\$8	\$5
GST Paid on Purchases	-\$1,682	-\$2,357
Accrued Electricity	\$200	\$200
Accrued Telephone	\$350	\$350
Superannuation Payable		
Super - employee extra		
Provision for Group Tax	\$4,895	\$7,527
Provision for Annual Leave	\$6,830	\$9,942
Total Current Liabilities	\$10,601	\$15,667
Non-Current Liabilities		
Provision for Long Service Lve	\$8,274	\$5,009
Total Non-Current Liabilities	\$8,274	\$5,009
Total Liabilities	\$18,875	\$20,676
Net Assets	\$355,324	\$304,487
Accumulated Funds		
Balance at 1st July	\$304,487	\$216,297
Current Year Surplus/Deficit		\$88,190
	\$50,837	
Total Accumulated Funds	\$355,324	\$304,487

INCEST SURVIVORS ASSOCIATION (INC)
STATEMENT OF INCOME AND EXPENDITURE
for the period ended 30th June 2011

	Note	2011	2010
Income			
Counselling Fees		\$32,843	\$36,484
DCP Programme Funds	5	\$271,216	\$284,445
Redress WA		\$0	\$21,415
Lotteries Commission Grant		\$17,537	\$0
LSL Provision Adjustment		\$0	\$0
Donations		\$395	\$367
Interest Receivable		\$13,606	\$9,596
Members' Subscriptions		\$1,270	\$1,164
Workers Comp Reimbursement			\$7,238
Other Income		\$585	
Total Income		\$337,452	\$360,709
Expenses			
Advertising		\$3,789	\$8,469
Audit Fees		\$2,910	\$2,895
Bank Charges		\$88	\$30
Bookkeeping		\$4,417	\$2,393
Computer Expenses		\$6,605	\$983
Depreciation		\$3,696	\$757
Electricity & Gas		\$2,370	\$2,028
Insurances		\$10,896	\$11,276
Internet		\$897	\$779
Library		\$797	\$110
Memberships/Subscriptions		\$179	\$243
Office Amenities & Gen Expenses		\$6,742	\$5,095
Postage		\$323	\$190
Printing & Stationary		\$2,162	\$3,562
Provision for Annual Leave	3	\$ (3,111)	\$3,333
Provision for Long Service Leave		\$3,265	\$1,627
Rent & Outgoings		\$18,816	\$19,820
Repairs & Maintenance		\$90	\$3,436
Security		\$561	\$845
Superannuation		\$16,986	\$15,924
Supervision		\$6,452	\$3,906
Telephone		\$3,846	\$4,217
Travel/Parking		\$83	\$277
Training & Development		\$3,439	\$2,500
Wages & Contract Expense		\$190,317	\$168,060
Redress WA Expenses		\$0	\$9,775
Total Expenses		\$286,615	\$272,530
Net Surplus / (Deficit)		\$50,837	\$88,179

INCEST SURVIVORS ASSOCIATION (INC)
STATEMENT OF INCOME AND EXPENDITURE
For Department for Child Protection
Funded Services Only
for the period ended 30th June 2011

	2011	2010
Income		
Counselling Fees	\$32,843	\$36,484
DCP Programme Funds	\$271,216	\$284,445
Provision for Annual Leave		
Provision Long Service Leave		
Workers Comp Reimbursement		\$7,238
Total Income	\$304,059	\$328,167
Expenses		
Advertising	\$3,789	\$8,469
Audit Fees	\$2,910	\$2,895
Bank Charges	\$88	\$30
Bookkeeping	\$4,417	\$2,393
Computer Expenses	\$6,605	\$983
Electricity & Gas	\$2,370	\$2,028
Insurances	\$10,896	\$11,276
Internet	\$898	\$779
Library	\$797	\$110
Memberships/Subscriptions	\$179	\$243
Office Amenities	\$6,743	\$5,095
Postage	\$323	\$190
Petties		
Printing & Stationary	\$2,161	\$3,562
Provision for Annual Leave	-\$3,111	\$3,333
Provision Long Service Leave	\$3,265	\$1,627
Rent & Outgoings	\$18,816	\$19,820
Repairs & Maintenance	\$90	\$3,436
Security	\$561	\$845
Superannuation	\$16,986	\$15,924
Supervision	\$6,452	\$3,906
Telephone	\$3,846	\$4,217
Travel/Parking	\$83	\$277
Training & Development	\$3,439	\$2,500
Wages & Contract Expense	\$190,317	\$168,060
Parents Group		
Total Expenses	\$282,919	\$261,998
Net Surplus / (Deficit)	\$21,140	\$66,169

**Incest Survivors' Association Inc
Profit & Loss Statement
Redress WA
July 2009 through June 2010**

	2011	2010
Income		
Redress WA Income	\$0	\$21,415
Total Income	<u>\$0</u>	<u>\$21,415</u>
Expense		
RD General Office Expenses		
RD Office Maintenance		
RD Mileage		
RD Supervision		
RD Seminars		
RD Wages	\$0	\$9,775
Total Expense	<u>\$0</u>	<u>\$9,775</u>
Net Surplus	<u>\$0</u>	<u>\$11,640</u>

INCEST SURVIVORS' ASSOCIATION (INC)
Notes to and forming part of the Accounts
For the period ended 30th June 2011

Note 1: Basis of Accounting

The statements have been prepared on an accrual basis. They are based on historical cost and do not take into account changing money values nor, except where stated, current valuations of non-current assets.

Note 2: Office Furniture and Equipment

The Association expends all furniture and equipment with a cost price less than \$1,000 in the year of purchase. All other purchases of furniture and equipment are depreciated on a straight line basis over a period of five years. The Association is a not for profit entity and is, therefore, not required to revalue items of property, plant and equipment.

Note 3: Leave Entitlement

A liability for **Annual Leave** is recognised and is measured as the amount unpaid at the balance date at current rates of pay in respect to employees' services to that date.

No material liability exists for **Sick Leave**

A liability for **long service leave** is recognised and the Association has based the provision on remuneration rates current as at balance date for employees with service of seven or more years. The board believe that this method provides an estimate of liability that is not materially different from that which would be obtained by using the present value basis of measurement.

Note 4: Income Tax.

The Association is exempt from Income Tax under section 23(e) of the Income Tax Assessment Act (1936)

Note 5: Department for Child Protection Grant

Currently, the Incest Survivors' Association is funded by the Department for Child Protection, to provide a Centre - based service in the Perth Metropolitan area to individuals and families who have experienced intrafamilial child sexual abuse.

Note 6: Remuneration of Board Members.

Members of the Board are prohibited from receiving remuneration for any services rendered to the Association.