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Synapse is dedicated to assisting those with, or influenced by, an Acquired Brain Injury or whose behaviour challenges our understanding.

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neurocognitive disorders

The Diagnostic and Statistical Manual of Mental Disorders 5 (DSM-V) has recently moved to the term 'Neurocognitive Disorder' as a descriptor for 'Acquired Brain Injury' (ABI). 'Neurocognitive Disorder' relates to the same spectrum of impairments as ABI with causes including trauma, vascular disease, Alzheimer's disease and infection.



Natural disasters, national awareness projects, and everything in-between; through challenge comes opportunity, and the Synapse team has been working extremely hard to close the gap for those most at-risk in the community.

Overview

2011 has been an eventful year, with floods impacting our accommodation facilities (not to mention threatening our central office) and a range of new projects undertaken. All of this has prompted Synapse staff to rise to the challenge, which they did with unanimous commitment. Synapse has been undergoing a constant cycle of growth despite major ongoing changes to the disability and aged sectors. We are focusing on consolidating our strengths, developing new infrastructure, maximising efficiency and streamlining our work-flows. This will allow greater attention to be spent on our priorities, the needs of families and clients.



Neil Federer
(President)



Jennifer Cullen
(Chief Executive Officer)

Communications and Branding

Synapse conducts a communications audit each year that involves seeking input from all of our thirteen (13) stakeholder groups. The observations and recommendations included in our report are implemented so we may enhance our organisational practice. We know that Synapse is poised for change. Our projects targeting national awareness, new and improved service delivery, and other strategic projects, all benefit from the insights we gain from our communications audit. Synapse's rebranding is showing signs of effectiveness with most of our stakeholders regarding the quality of our service and brand in a positive fashion.

Innovative Projects

Our focus on evidence-based practise has lead to some major developments this year. BANGONABEANIE, Australia's inaugural national awareness fundraising project, was an outstanding success and will continue in 2012. Another highlight for 2011 was the launch of the Indigenous Mentoring Program, with the catch cry echoing Kev Carmody's refrain, "From Little Things, Big Things Grow." This strategic initiative is building our capacity to meet the needs of current and future Aboriginal and Torres Strait Islander communities. Participation in this initiative has opened networking opportunities for the organisation, including participation at regional Indigenous forums.



Synapse works to a strong evidence-base, assessing not just our current position, but where we should place ourselves in the future.

The results of our 2011 Communications Audit show that all stakeholder groups now recognise the new Synapse brand and associate it with positive experiences and a commitment to quality service delivery.

communications audit







behaviours that challenge our understanding

All behaviour serves a purpose and therefore communicates a message.

A client-centred approach allows you to understand behaviour from the individual's perspective, based on their needs.

Not all challenging behaviour is negative.



Looking for practical strategies to manage behaviour?
Synapse Training prides itself on delivering high quality
and innovative training services.



Overview

Synapse Training is a Registered Training Organisation (RTO Number: 30617) delivering nationally accredited and professional development training programs across Australia.

Who would benefit from Synapse Training?

- Staff who support individuals with behaviour that challenges our/community understanding
- Organisations that support clients in the areas of accommodation, respite, care, independent living, education, community access, family support, lifestyle support and post-school services.
- Carers
- Teachers / Teachers' aides
- Foster Carers / Child Safety Officers

Features

Customised Corporate Training

Our training can be tailored to meet the needs and requirements of your organisation. Training can be delivered in the form of either a two (2), four (4) hour or full day session. Alternatively, a series of sessions may be delivered over a period of time to suit your human resource needs.

Training Seminars:

- Supporting Individuals with Complex and Challenging Behaviours (SICCB)
- Positive Behaviour Support (PBS)
- Understanding Acquired Brain Injury (UABI)
- The Effective Support Person
- Customised Induction to specific Organisational requirements
- Mandatory Training

Achievements

- Hours trained – over 450 hours of training delivered across the state
- Changing behaviour for the better road show started across 20 locations including rural and remote areas and Far North Queensland
- Behaviour seminars conducted with foster carers in Logan and Gold Coast
- Secured MIAB project in conjunction with BIAT to raise awareness in Tasmania of ABI during 2012/2013
- Working with the mhWISE consortium to deliver mental health awareness training to around 600 HACC workers across the state
- Over 95% of feedback rates Synapse Training as 'Very Good' or 'Excellent'

"I found this training to be very informative, it was presented very passionately and in a way I could understand."



synapse accommodation

Synapse believes that every person deserves quality accommodation and individualised support to achieve and maintain the greatest possible degree of involvement with society.



Overview

Synapse Accommodation consists of the following services:

- Supported 24 hour accommodation
- Community access
- Lawnton transitional Units
- In home support

Target Group:

- People aged between 18 and 65 who have an Acquired Brain Injury.
- People with a disability who have complex support needs, and who would benefit from services provided by Synapse.
- Priority is given to people with an Acquired Brain Injury whose complex needs make it difficult or inappropriate for them to access other disability community services.



Features

The Association operates within a formalised Model of Practice including, but is not limited to:

- Positive Behaviour Support
- Client-Centred Planning
- Strengths-Based Approach
- Least Restrictive Alternatives

Through Client-Centred Planning, the services we provide focus on addressing the clients' behaviour(s) that limit their inclusion.

Services include, but are not limited to:

- Community Access – supporting clients to access vocational, leisure and social activities, and attending appointments.
- Home Management – supporting clients to pay bills, budget, prepare meals, shopping, complete household tasks.
- Personal Care – overnight support, mobility transfers, showering, toileting, medication management

Achievements

- In the past 5 years, the Lawnton transitional units have assisted 12 Individuals to move through the HUB into alternative accommodation
- 4 clients transitioned out of the Lawnton units
- 1 client purchased own home, enabling accommodation for 2 more individuals
- 2 clients secured funding and a house through Dept housing
- 1 client secured funding and accommodation with another service
- Clients relocated due to floods all returned to their respective homes
- Change in accommodation due to floods enabled more appropriate co tenancy arrangements
- 2 new clients now supported in north side houses by Synapse
- Commenced January 2010 – 20 clients in 24 hr accommodation

Evidence continues to show a reduction in behaviours using the model of Positive Behaviour Support





closing the gap

Synapse's current Aboriginal and Torres Strait Islander Projects and Services:

- Supported Accommodation Innovation Fund (SAIF)
- Deadly Connections - Indigenous Mentoring Program (IMP)
- Brain Injury Network - Far North Queensland (BIN FNQ)
- Synapse Training Roadshow (state-wide training services)
- Community Response Service (state-wide information and referral)
- Assessment and Planning Service (state-wide assessments)
- MH-Wise (state-wide consortium providing mental health training)



assessment and planning

The Assessment and Planning Service provides functional and comprehensive assessments, guided by a model of client-centred planning and strength-based practice.



Overview

Synapse Services provides comprehensive Assessments to assist clients and decision makers who work with clients who have suffered an acquired brain injury and / or other neurological conditions.

Synapse services aims to ensure the best possible outcomes for clients and families in providing services to achieve optimum quality of life, building services around the client. To ensure a client is able to achieve their full potential we follow-up on their progress, reviewing and ensuring client goals.

We work independently and offer fee-for-service Assessments, consultation and case management, referrals and behaviour consultancy Australia-wide.

Features

Our case managers can conduct a comprehensive and objective range of assessments to assist clients or their decision makers in ascertaining their short and long-term needs, client goals and options. Individualised assessments which identify client's needs and identify lifestyle and wellbeing, behavioural interventions, cultural needs and recommendations for an integrated approach are inclusive of but not limited to:

- ADL profile - Activities of daily living over a 24/7 period
- FIM - Functional Independent Measure
- FAM - Functional Assessment Measure
- OBS - Overt Behavioural Scale
- IABA - Behavioural Assessment
- OHS - Occupational Health & Safety Assessment
- Rehabilitation Support
- WH&S Assessments
- Community Response/referrals

Eligibility/Referral

Prospective clients of the service and family or decision makers are able to access a referral by email info@synapse.org.au or calling toll free number 1800 173 224 (if outside Brisbane).

Clients accessing the service need to be:

- Over 18 years of age and under 65 years old; services are provided to people privately funded over 65 years of age
- Suspected or diagnosed with a Neurocognitive Disorder and / or Acquired Brain Injury
- Be in receipt of funding (compensable/governmental) or able to pay privately
- Have ability to consent to referral or have relevant decision maker to act in their place.



community response

The Community Response Service uses an innovative and evidence-based model of practice to provide outcomes for health professionals, clients, families and corporate partners.



Overview

People who have acquired a brain injury and their families know the devastating impact it can have on their lives. The diversity of the impact is reflected in the calls that our Organisation receives.

The Community Response Service responds to enquiries on all issues relating to Acquired Brain Injury. All calls are answered by the Community Response Officer who listens to the concerns of the caller, discusses the types of assistance or information that may be appropriate, and facilitates ways the caller can access the required support or information. This response may include the provision of appropriate resources and/or linking the caller to some of the thousands of services listed on our database.

Features

The Community Response Service operates under Home and Community Care (HACC) Information, Education and Training (state-wide) guidelines, providing services including but not limited to:

- Information and referral
- Information / education presentations (introductory level)
- Publication development, including Bridge Magazine (formerly Synapse Magazine), online fact sheets and 'Acquired Brain Injury – The Facts'
- Event management
- Marketing and advertising material
- Facilitation of several network meetings, including the Brisbane Support Group and Brain Injury Network (BIN) which is based in Brisbane and Cairns
- e-Newsletter development and distribution
- Needs-analysis, statistics collation and reporting

Achievements

- Over 10,000,000 hits across our web site(s)
- Over 1 million publications distributed (including hard copy, electronic and fact-sheets)
- Over 400,000 contacts with unique visitors / individuals
- Development of the BIN FNQ, with a Cairns forum in planning for 2012
- Actively working outside of the sector to increase awareness and procure corporate support, address unmet needs in the community, and increase Organisational capacity
- Responsible for the rebranding and marketing of the Organisation, managing the development of the new web site, new stationery, and other electronic infrastructure
- Engagement with Youth Justice Conferences



web site and publications

Synapse's unique approach to web design and publication development has proven successful in engaging with stakeholders and reinventing the community sector.



www.synapse.org.au

With a new design and over 4,000,000 hits per year, www.synapse.org.au is a leading electronic resource both nationally and internationally.

The web site features a comprehensive range of free Fact Sheets and online publications (over 130 online resources).

They provide information and practical strategies for clients, family members, friends and associated professionals.

Additional features include:

- Information on all our services
- Downloadable referral forms
- Online enquiry forms
- Online job applications
- Publication downloads – and much more.



Publications

Bridge Magazine (formerly Synapse Magazine)

Bridge is a full colour glossy magazine (published quarterly since 2000) with practical information and strategies for people affected by Acquired Brain Injury, their family, friends, health professionals and corporate partners.

Bridge is a collaborative publication, and we encourage submissions, stories, and/or practical articles from other stakeholders.

Corporate sponsorship is also available on request.

Acquired Brain Injury – The Facts (Third Edition)

"ABI - The Facts" is a collection of our most comprehensive or most popular fact sheets, taking the reader from the hospital stage, right through to long-term rehabilitation and employment options.

This publication has been one of our most popular resources.

Awareness Posters - Series 2

These posters are available as hard copies or for free download (as jpegs, PDFs and desktop wallpapers) via our web site and facebook

Each poster has been customised to appeal to a wide demographic including youth and alternative cultures. The focus is on raising awareness about Acquired Brain Injury, disability issues, and harm-minimisation / prevention in the wider community, and to those who are most at risk.

The posters have been one of our most popular resources with copies sent to, and downloaded by individuals and Organisations around the world.



OVER
1.6 MILLION
AUSTRALIANS
ARE AFFECTED
BY ACQUIRED
BRAIN INJURY



"I happened to come across your BANGONABEANIE campaign and thought it was very clever... Well done again on the initiative, it really is great!"

– Ireland-based supporter (Acquired Brain Injury Ireland)



BANGONABEANIE

Australia's inaugural national awareness fundraising project was literally 'bang on'. A combination of strong branding, simple messages and community support will see BANGONABEANIE continue for years to come.



Project Brief

You've got to take your hats off to BANGONABEANIE.com.au. Not only was BANGONABEANIE the first national project involving all member states, but it was more successful than perhaps anyone envisaged.

Its aims were:

- 1 Increase awareness of ABI in Queensland by 100% (A measure of the quantity and quality of reach achieved by the campaign's promotional mix.)
- 2 Fundraise through the sale of merchandise (resources) and donations. (A measure of quantity of beanies, t-shirts, stickers sold, amount of donations made via the BANGONABEANIE website, direct sales, bank transfer and other means.)
- 3 Build a network of Partners. (A measure of number of partners signed on to the BANGONABEANIE Project plus the number of organizations that sign on to sell merchandise as 'consignees').

Even though this was only the first year and the best of BANGONABEANIE is yet to come, it has to be said ... Mission accomplished!

How BANGONABEANIE came about

Brain Injury Awareness needed a branded concept that would work online, be fun, appeal to receptive age groups, and be marketable, thus attracting potential corporate partners.

"BANGONABEANIE.com.au" ticked all those boxes. The beanie idea was perfect, especially as Brain Injury Awareness Week takes place in Winter (15 – 21 August). People also associate beanies with comfort, they involve and protect the head, and also have the potential (at eye view) to attract attention.

Immediate Results and Future Potential

The BANGONABEANIE.com.au project was a considerable success on all levels.

Its results were:

- 1 Nearly 3 million people were reached (with nearly 80 million impacts) as a result of the overall promotions effort, reaching not only Queenslanders but an Australia-wide and overseas audience.
- 2 Nearly \$50,000 was raised as a result of the campaign. Nearly 6,000 beanies were sold (not including other merchandise)
- 3 Over 100 organisations took part in BANGONABEANIE (as consignees and/or partners).

Altogether we attracted 27 Official Partners and 80 Retail Consignees, the latter who helped us raise 60% of the project's overall income.

Proof positive of the longevity of the BANGONABEANIE project is the fact that so many of our partners and consignees have already willingly put their hands up to again be part of this unique annual event.

BANGONABEANIE inspired many people to speak out about ABI, to share their experiences, and show they are not alone in the community.



human resources and finance

Through a model of continuous improvement, staff empowerment and financial excellence, Synapse's Administration, HR and Finance teams underpins the Organisation's success.



Administration and Operations

Salary Packaging

A new Salary Packaging agreement was launched with EPAC Salary Solutions in June 2011. Employees are now entitled to a wider range of benefits such as car packaging (novated leasing), salary solutions debit cards, holiday accommodation and venue hire, as well as dining and catering benefits with the meal and entertainment debit card.

Since outsourcing all salary packaging arrangements to EPAC, the number of full time/part time employee's salary packaging has increase by 19% to 85%.

Centralised and Sustainable Business Model and Practice

In creating a sustainable business model, preparations have begun in transferring and centralising all administration functions into SharePoint.

Synapse is also committed to incorporating energy saving and environmentally friendly practices in becoming a sustainable operating business.



Human Resources

Synapse prides itself on being an employer of choice.

With a workforce spanning all generations, and diverse occupations, we embrace numerous engagement strategies. These contribute to a culture which provides challenging and rewarding work as well as work/life balance. We pride ourselves on being inclusive, team orientated and open to having fun. Our offerings include:

- flexible work hours
- regular social activities such as our karaoke choir night
- professional development support

This year saw an expansion of or refinement to numerous Synapse employee programs. These include:

- an extension to our salary packaging offerings
- enhancement to our employee assistance program
- refinement of our induction and training for new employees

The human resources department is engaged in continuous improvement, staying current with human resource best practice. HR assists the organisation in maintaining legal compliance across workplace health and safety, industrial relations and disability services. This year's challenges included the introduction of Modern Awards in February 2011. HR also commenced refinement of the WHS process in anticipation of Workplace Health and Safety harmonisation legislation due in 2012.

Finance

- Successful Annual Financial Audit.
- Consolidation of Motor Vehicle Fleet with purchase and lease of 4 new vehicles supported by funding.
- Transition to new output-based funding agreement with Disability Services.
- Successful financial management during January, 2011 Floods.



**Brain Injury Association Queensland Inc.
Trading as Synapse
ABN 75 631 135 125****Independent Auditor's Report**

To the members of Brain Injury Association of Queensland Inc.:

We have audited the accompanying financial report, being a special purpose financial report, of Brain Injury Association of Queensland Inc. ("the Association"), which comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the board of management statement.

Board of Management's Responsibility for the Financial Report

Management is responsible for the preparation of the financial report and has determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Association Incorporations Act 1981 (QLD)* and meet the needs of members. Management's responsibility also includes such internal control as management determine is necessary to enable the preparation of a 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 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 Association'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 Association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial report.

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

Matters relating to the electronic presentation of the audited financial report

This Auditor's Report relates to the financial report of Brain Injury Association of Queensland Inc. for the financial year ended 30 June 2011 included on Brain Injury Association of Queensland Inc's website.

HLB Mann Judd (SE Qld Partnership) ABN 68 920 406 716

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Brain Injury Association Queensland Inc.
Trading as Synapse

ABN 75 631 135 125

Independent Auditor's Report (continued)

The Association's management is responsible for the integrity of the Brain Injury Association of Queensland Inc. website.

We have not been engaged to report on the integrity of this web site. The auditor's report refers only to the financial report identified above. It does not provide an opinion on any other information which may have been hyperlinked to/from the financial report. If users of the financial report are concerned with the inherent risks arising from publication on a web site they are advised to refer to the hard copy of the audited financial report to confirm the information contained in this web site version of the financial report.

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies. We confirm that the independence declaration required by the Corporations Act 2001, provided to the board of Brain Injury Association of Queensland on, would be in the same terms if provided to the directors as at the time of this auditor's report.

Auditor's Opinion

In our opinion the financial report of Brain Injury Association of Queensland Inc:

- (a) presents fairly, in all material respects the Association's financial position as at 30 June 2011 and its performance for the year ended on that date; and
- (b) complies with Australian Accounting Standards to the extent described in Note 1.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Brain Injury Association of Queensland Inc. to meet the requirements of the *Association Incorporations Act 1981 (QLD)* and for the purpose of fulfilling the management's financial reporting responsibilities. As a result, the financial report may not be suitable for another purpose.

HLB Mann Judd
HLB MANN JUDD

CS Sturges
CS STURGESS

Partner

Date: *31st October 2011*
Brisbane, Queensland

financial report

30 June 2011

Brain Injury Association of Queensland Inc
Trading as Synapse
ABN 75 631 135 125

Statement of Comprehensive Income

For the year ended 30 June 2011

	Note	2011 \$	2010 \$
Revenue	2	4,775,044	5,131,692
Accountancy and auditor's remuneration		(22,659)	(24,000)
Advertising and promotions		(109,938)	(22,331)
Client support services		(199,251)	(283,267)
Computer expenses		(77,779)	(38,780)
Consultancy fees		(17,497)	(39,032)
Depreciation and amortisation expense		(186,414)	(131,858)
Employee benefits expense		(3,946,063)	(3,851,745)
Finance costs		(416,203)	(117,467)
Flood emergency expenses		(34,716)	-
Insurance		(42,298)	(38,780)
Legal expenses		(33,684)	(14,703)
Office Expenses		(140,079)	(117,067)
Motor vehicle expenses		(57,949)	(87,251)
Other expenses		(123,917)	(96,903)
Property Expenses		(153,927)	(110,454)
Surplus/(Deficit) for the year	3	(787,330)	158,054
Other comprehensive income		-	-
Total comprehensive income for the year		(787,330)	158,054

Brain Injury Association of Queensland Inc
Trading as Synapse
ABN 75 631 135 125

Statement of Financial Position

As at 30 June 2011

	Note	2011 \$	2010 \$
Current assets			
Cash and cash equivalents	4	295,651	734,711
Trade and other receivables	5	184,316	202,459
Inventories		18,251	-
Other assets	6	4,819	6,222
Non-financial assets held for sale	7	592,827	-
Total current assets		1,095,864	943,392
Non-current assets			
Property, plant and equipment	8	7,716,083	8,449,802
Total non-current assets		7,716,083	8,449,802
Total assets		8,811,947	9,393,194
Current liabilities			
Trade and other payables	9	416,444	514,909
Borrowings	10	4,954,631	19,551
Provisions	11	164,385	126,004
Total current liabilities		5,535,460	660,464
Non-current liabilities			
Borrowings	10	809,606	5,478,298
Provisions	11	47,278	47,499
Total non-current liabilities		856,884	5,525,797
Total liabilities		6,392,344	6,186,261
Net assets		2,419,603	3,206,933
Equity			
Accumulated surplus		2,419,603	3,206,933
Total equity		2,419,603	3,206,933

financial report

30 June 2011

Brain Injury Association of Queensland Inc
Trading as Synapse
ABN 75 631 135 125

Statement of Changes in Equity

For the year ended 30 June 2011

	Note	Accumulated Surplus \$	Total \$
Balance at 1 July 2009		3,048,879	3,048,879
Surplus for the year		158,054	158,054
Other comprehensive income for the year		-	-
Balance at 30 June 2010		3,206,933	3,206,933
Deficit for the year		(787,330)	(787,330)
Other comprehensive income for the year		-	-
Balance at 30 June 2011		2,419,603	2,419,603

Brain Injury Association of Queensland Inc
Trading as Synapse
ABN 75 631 135 125

Statement of Cash Flows

For the year ended 30 June 2011

	Note	2011 \$	2010 \$
Cash flows from operating activities			
Receipts from customers		4,752,568	5,069,437
Payments to suppliers and employees		(5,036,910)	(4,884,174)
Interest received		34,579	31,759
Finance costs		(416,203)	(117,467)
Net cash provided by/(used in) operating activities	12	(665,966)	99,555
Cash flows from investing activities			
Proceeds from sale of property, plant and equipment		66,500	-
Purchase of property, plant and equipment		(105,981)	(4,899,657)
Net cash used in investing activities		(39,481)	(4,899,657)
Cash flows from financing activities			
Proceeds from borrowings		55,887	4,777,849
Repayment of borrowings		(21,504)	-
Net cash used in financing activities		34,383	4,777,849
Net decrease in cash held		(671,064)	(22,253)
Cash and cash equivalents at beginning of financial year		734,711	756,964
Cash and cash equivalents at end of financial year	4	63,646	734,711

Brain Injury Association of Queensland Inc
Trading as Synapse
ABN 75 631 135 125

Statement by the Members of the Committee
For the year ended 30 June 2011

The Board has determined that the Association is not a reporting entity.

The Board has determined that the special purpose financial statements should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

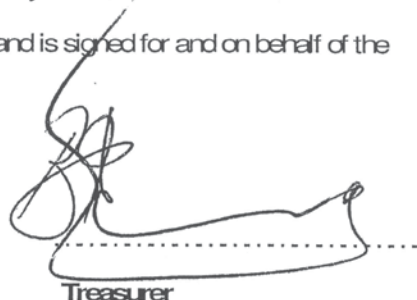
In the opinion of the Board the financial statements as set out on pages 2 to 15:

1. Presents fairly the financial position of Brain Injury Association of Queensland Inc. as at 30 June 2011, and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the Brain Injury Association of Queensland Inc. will be able to pay its debts as and when they fall due.

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



President



Treasurer

Brisbane
Date:

31/10/11



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