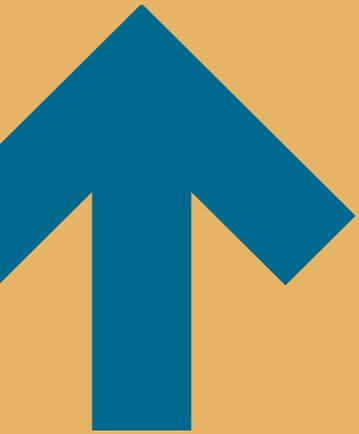


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Annual Report 2016-17



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# About

## ADA AUSTRALIA

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Aged and Disability Advocacy Australia (ADA Australia) is a not-for-profit, community-based advocacy and education service with more than 25 years' experience in supporting and improving the wellbeing of older people and people with a disability.

As an independent advocacy organisation we are active in metropolitan, regional, rural and remote communities across Queensland. ADA Australia is funded by the Commonwealth and State governments, and offers a range of free, confidential and client-focused services in the areas of advocacy, guardianship, education and information.

Our mission of enabling people to be heard, informed, and exercise their rights is the core focus of our work and we honour this by providing inclusive advocacy services to older people, those receiving aged or community care services, the carers or families of people receiving these services, and people with disability, including those with impaired decision-making capacity. We seek to empower those we work with by offering them the support, information and advocacy they need to improve their quality of life.

We embrace all people, including people from diverse cultures, backgrounds, sexual orientations and gender identities, and employ staff trained in working with people who are Culturally and Linguistically Diverse (CALD), and people who identify as Lesbian, Gay, Bisexual, Transgender and/or Intersex (LGBTI). We are proud to support Aboriginal and Torres Strait Islander communities through services provided by our Indigenous advocates and through the Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ).

Our services reflect our core values of respect, collaboration, empowerment and creativity, and are developed to help clients gain access to information, understanding and control over their rights and responsibilities.

In essence, we put people first, and are committed to upholding the rights and responsibilities of all individuals receiving aged or community care services across Queensland.

**Our Mission:** Our mission is to enable people to be heard, informed, and exercise their rights.

**Our Vision:** Our vision is to give vulnerable people a voice.

**Our Values:** Our core values are to be respectful, collaborative, empowering and innovative:

- *Respectful:* we show respect for the wellbeing of our clients and their communities
- *Collaborative:* we work with clients and value our partnerships to deliver the best possible outcomes at individual and systemic levels
- *Empowering:* we provide our clients with a wide range of services including information, advocacy, education and training to support their own skills
- *Innovative:* we embrace innovative approaches, working with individuals on individual issues, to achieve the best results for clients. We embrace all cultures, special needs, sexual orientation and gender identity.



# CHAIRPERSON'S report

The reform agenda within the aged care, disability and guardianship sectors has continued during 2016-17 with the emphasis on choice and control and individualised support, meaning that the need to provide and promote effective and strong advocacy remains integral to ADA Australia's operations.

This year marks an important milestone in the life of this organisation. In 2016, the Board led a major transformation to our corporate governance and scope, having transferred the organisation's legal structure from that of an Incorporated Association to a Company Limited by Guarantee. In 2017, the Board formally launched the new organisation's new name and brand, and entered into a national partnership with the Older Persons Advocacy Network (OPAN) to deliver nationally consistent aged care advocacy services.

While our name has changed, our purpose and our operations remain 'business as usual'. ADA Australia continues to provide the same high-quality service that people have come to expect over the past 26 years.

During the year the organisation has continued to expand its national footprint, hosting the national conference, *Human Rights and Social Justice: Shifting Client Control*, contributing to the aged care, disability support, elder abuse, and guardianship policy debate, as well as embarking on a number of national media stories to promote the views and needs of the people we support.

In brief, the Board's focus during the past year was on the following key issues:

**Corporate Governance** – While the Board has focused on the change of governance structure, there has also been some changes at a Board level that I would like to acknowledge.

Director Glen Thomas resigned from the Board during this last year, and we are grateful for, and appreciative of, his contribution to the Board both as a Director and former Treasurer. Director Brian Lenz has also indicated his intention to retire at the upcoming AGM, and we are appreciative of his contribution as Director over many years.

**Strategic Planning** – The Board has reviewed the Strategic Plan to ensure that it continues to be relevant in a constantly changing world. The plan continues to build on our strong base and places ADA Australia at the forefront of current sector reforms. In broad terms, the plan seeks to help us build a sustainable and viable organisation; become a recognised leader in the aged care and disability sectors; educate and inform; expand our service offerings; and develop and support our workforce.

**Older Persons Advocacy Network (OPAN)** – The Board has entered into an Memorandum of Understanding (MOU) with OPAN to facilitate the effective delivery of nationally consistent aged care advocacy services. The nine signatories to the MOU have established OPAN as a Company Limited by Guarantee. OPAN has successfully tendered to the Department of Health to deliver NACAP funded services nationally during the period 2017 – 2020.

**National Profile** – ADA Australia continues to play a key role in ensuring that the voice of advocacy services is heard at a national policy level. Our CEO has played an active role in strengthening the Older Persons Advocacy Network (OPAN), via representation on the National Aged Care Alliance (NACA). NACA is an important area of interface between the Commonwealth Department of Health and the aged care service system. Further details of ADA Australia's participation on the national stage are covered later in this Annual Report.

In closing, I would like to extend my thanks to the Board for their wisdom, insight and support during the past 12 months. I would also like to thank the directors for their invaluable contributions over this last year – their voluntary efforts are what facilitate ADA Australia's strong governance, which in turn allows us to support the many vulnerable Australians that we do.

Finally, I'd like to acknowledge our entire team of talented staff and senior management, all of whom must be commended for their continued efforts in advocating for and empowering vulnerable Queenslanders. Our people have always been our most important asset, and the past 12 months have been no different. I am sincerely grateful to each and every one of our team for their tireless work and principled commitment.

**Richard Olley**  
Chairperson



## CEO's report

Yet another busy year for ADA Australia with the focus of our work continuing to be on supporting older Queenslanders, people with disability and those subject to guardianship orders to navigate the ongoing reforms and complexities impacting on their sectors.

I would again like to thank the Commonwealth and State Governments for their continued financial support of our services which has allowed ADA Australia to provide high quality information, education and individual advocacy support to older people and people with a disability across the state. It has also allowed us to undertake a number of innovative projects, as well as commence some very important research.

This year ADA Australia has provided advocacy support to more than 1,000 clients, assisted 3,205 people with information, and reached 35,195 people through 1,139 education sessions.

As an organisation, we have been busy across all fronts. While the focus of our energy continues to be on supporting older people and people with a disability to have a voice, to be confident in raising their concerns, and empowered to speak for themselves as issues arise into the future, we have also taken time to educate the public.

As CEO, I have paid particular attention to raising awareness of the needs of the people that ADA Australia supports, and contributed to the policy debate across the country.

At the community education level, there has been a focus on using national media to tell the story.

In March this year we hosted the hugely successful national conference *Human Rights and Social Justice: Shifting Client Control*, which you can read about on page 18 of this report.

Our social media engagement has increased across all channels, including Facebook, Twitter and LinkedIn. By focusing on sharing news, current affairs and government announcements as they arise, these channels have become a popular resource for up-to-date, informative and engaging content that draws an active online following.

Media relations has played a key role in giving press attention to subjects of relevance to ADA Australia and those we support.

Over the past 12 months, we have effectively highlighted issues concerning older people and people with disability, and ADA Australia has been regularly featured on television, print and online media, on radio and in magazine editorials.

At a policy level, we have contributed to strengthening the profile of the Older Persons Advocacy Network (OPAN), a national network of aged care advocacy organisations dedicated to improving the lives of Australia's older and most vulnerable people. This has included participating in the National Aged Care Alliance (NACA) as an OPAN representative.

ADA Australia has also actively contributed to policy development through the provision of expert advice at a number of formal Inquiries conducted through the year, the key one being the Australian Law Reform Commission Inquiry into Elder Abuse. The details of some of these presentations and submissions are outlined later in this report.

At a systems level, ADA Australia continues to strengthen its relationship with government and decision makers, seeking to ensure that the concerns of consumers are raised at the highest level.

I continue to remain committed to ensuring that ADA Australia is the 'go to' agency for people needing individual advocacy, and for ADA Australia to continue to build on the strong foundation that has been laid down over more than a quarter of a century.

In last year's report I spoke briefly about the review of the National Aged Care Advocacy Program (NACAP) that was being undertaken by the Commonwealth Government, hoping that 2016/17 would see a resolution of the uncertain funding future. In June 2017 we were heartened by the advice that OPAN had been successful in its tender to deliver NACAP funded services nationally during the period 2017 – 2020. ADA Australia has been contracted by OPAN to deliver NACAP services in Queensland going forward, providing a stability of funding that has not been seen for many years, and allowing our staff to focus on service delivery.

My particular thanks must go to the Board for their ongoing support, wisdom and commitment. It has been a busy year for the Board who have provided strong governance to ensure the organisation delivers high quality services to its clients.

Thanks also to our committed staff for their drive to make a difference in the lives of those we support. I continue to be impressed by the professionalism, insight and optimism of staff in an environment that is constantly changing.

**Geoff Rowe**  
CEO

# Board members

ADA Australia's Board of Directors provides governance and leadership in achieving the organisation's strategic outcomes.



**Richard Olley – Chair – Elected to Board 2014**  
**JD, MHA, BAppSc, DipAppSc**

Richard has more than 40 years' experience in the aged care and health care sectors, including holding executive positions at Blue Care, RSL Care, Royal Brisbane and Women's District Health Service, Gold Coast District Health Service and Logan-Beaudesert District Health Service. He is currently an academic at Griffith University, teaching and researching in the areas of health services management with a specific research and practice area of aged care quality and safety.



**Liz Kearins – Deputy Chair – Elected to Board 2012**  
**Cert Journalism, DipBusStud, MPRIA, AFAIM**

Liz has extensive experience in public, private and not-for-profit sector community, stakeholder and government relations, communications, marketing, media and journalism, including an executive management role at Queensland's Health Quality and Complaints Commission. She is currently the Manager of Corporate and Community Relations at Seqwater.



**Ian Edwards – Treasurer – Elected to Board 2015**  
**MHA, BBus (HRM), AssocDip Bus (Mgt)**

Ian has over 20 years' experience in health and education sectors, including holding executive positions at Griffith University and various Queensland Health Units (Central Area Health Service, Health Service Directorate, Princess Alexandra Hospital and Organisational Improvement Unit). He has also contributed to a number of commissioned reports, publications and conferences. Ian is currently the Program Director for Health Services Management On-Line and Graduate Certificate in Health Informatics at Griffith University and is responsible for managing these programs.



**Jo Bryant – Director – Elected to Board 2014**  
**BBus (HRM), Ass Dip Bus (Man), Dip Comm Serv (Man), Commissioner for Declarations.**

Jo has more than 25 years' experience in both the government and not-for-profit sector, including 16 years' employment within the Queensland Public Service in a range of administrative, clerical, managerial and executive roles involving supervising staff, managing complex projects and responding to legislative reforms. She is currently Chief Executive Officer at Protect All Children Today Inc. (PACT) and a Commissioner for Declarations.



**Dan O'Sullivan – Director – Elected to Board 2009**  
**BBus (HA), MACHSM, Commissioner for Declarations**

Dan has more than 30 years' experience in the Commonwealth Government, particularly in aged and community care, as well as previously holding positions at Wesley Mission and Blue Care. He is currently a Project Director with the Health Infrastructure Branch of the Queensland Department of Health.



**Brian Lenz – Director – Elected to Board 2013**  
**FAMI, FAIM, MAICD**

Brian has 23 years' experience as a CEO, Chairman, Director and board member across a range of industries, including health, aged care, community services, community corrections and retail. He has highly developed analytical, financial, risk management, change management and project management skills. He is currently involved in providing a range of consulting and advisory services.



**Paul Johnson – Director – Elected to Board 2014**  
**BSocSc (HumServ), DipBus (Frontline Mgt), Cert IV TAA**

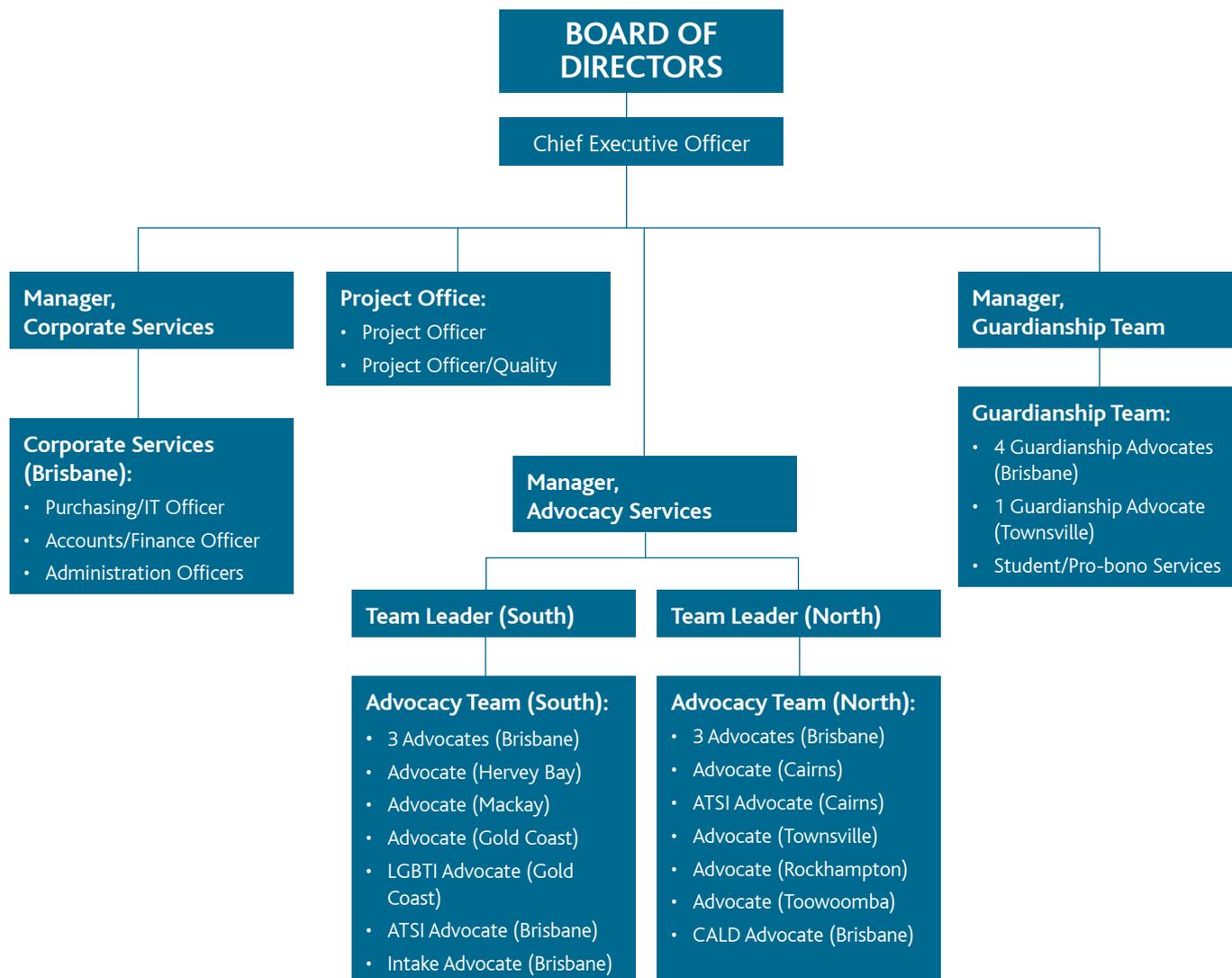
Paul has 20 years' experience in the social services sector spanning two states and across the spectra of service provider, industry representative and state government, including a senior role at Leading Age Services Australia (Queensland). He is currently the Chief Operating Officer at BallyCara, where he is identifying and implementing new business opportunities in providing innovative consumer directed services.



**Glen Thomas – Director 1 July to 26 September 2016 – Elected to Board 2014 (Retired from Board September 2016)**  
**Dip Information Mgt, Quals in Project Mgt**

Glen has more than 25 years' experience delivering strategic leadership, general business management, ICT and professional services across commercial and government sectors both domestically and internationally. He is currently a Senior Management Executive and is completing an MBA (Executive).

# ORGANISATIONAL *structure*



# YEARLY highlights

## OUTCOMES

In 2017, ADA Australia:

**3,255** inbound calls

Received 3,255 inbound calls for advocacy and information

**1,000** people

Assisted over 1,000 people through new advocacy case work in 2016-17



**95** forums

Attended 95 forums and events to create awareness and promote people's rights

Delivered 1,139 education sessions to clients and staff in 2016-17

**1,139** education sessions



**97%**

Achieved a client satisfaction rating of 97%

**79%**

After receiving our support, 79% of our clients felt more confident to raise future issues by themselves

**86%**

86% of our clients said that ADA Australia's support made a positive difference to their situation.

## CONFERENCE

In March 2017, we held our inaugural national conference, titled *Human Rights and Social Justice: Shifting Client Control*, on the Gold Coast. Speakers included the Honourable Michael Kirby AC CMG and Disability Discrimination Commissioner Alastair McEwin with the event proving a huge success.



**178** delegates

Over the two days, 178 delegates attended from across Australia

**100%** of delegates

said the event was worthwhile and indicated they would attend another conference



**95%** delegates

rated all conference categories above average or outstanding, including organisation, range of speakers, content of presentations, conference venue and social networking function.

## ACHIEVEMENTS

In 2017, ADA Australia:



Delivered NDIS advocacy support to

**30** individuals

as part of the NDIS Guardianship Project. This project specifically targeted the unmet needs of people with a disability in Townsville, the first Queensland NDIS launch site, and encouraged the least restrictive way forward for people with a cognitive disability to be involved in the NDIS.

Developed a comprehensive suite of Enduring Power of Attorney resources with funding from Queensland Government



**9**



Conducted nine workshops on the new Advance Health Directive for mental health

Undertook a research partnership with Queensland University of Technology to identify and explore enablers and barriers to accessing justice for those with an Enduring Power of Attorney who have experienced financial abuse



Commenced work with students at The University of Queensland to offer ATSI, LGBTI and CALD consumers the chance to give feedback on ADA Australia's service model for special needs groups

Released the 2017 Legal Topics for Older People diary to empower older people by giving them access to key information and resources



**2**

Hosted two free LGBTI Residential Aged Care forums with funding support from the Sidney Myer Fund and the Gay and Lesbian Foundation of Australia

# ADVOCACY services report

ADA Australia has had a productive year in 2016 - 17, delivering education, information and advocacy across Queensland Community Care Services, the Commonwealth Home Support Program, the Home Care Packages Program and residential aged care. During this time, the work of the advocacy team has been largely influenced by government reforms designed to provide consumers with greater choice, control and flexibility.

The Australian Government's introduction of the *Increasing Choice in Home Care* reforms in February 2017 has been of greatest significance. ADA Australia experienced a notable increase in support requests in relation to these reforms with a number of common themes emerging across the state. We found that the rapid pace in which the reforms were introduced, coupled with a lack of easy to understand information, left many clients confused about the impact of the reforms. Our advocates supported numerous clients to understand the changes and how they would be affected.

The increased portability of Home Care Packages was a welcomed change, offering consumers the opportunity to direct their

Government Home Care Subsidy to the provider of their choice. ADA Australia was pleased to be able to support several clients to transition to new providers as a result of this reform. In most of these cases, the clients had persevered with inflexible service providers or had been trying, to no avail, to negotiate improvements in their care for months and, in some cases, years. For these clients, the opportunity to transition to providers that were flexible and responsive to their requests was an appreciated and long-awaited development.

Whilst the increased portability of Home Care Packages was widely regarded as a positive improvement, there were some elements of this reform that caused distress for consumers. The introduction of the exit fee, a charge designed to assist providers to recover administrative costs associated with consumers exiting their service, was one of the key areas of concern. ADA Australia witnessed a surge in contract variations as service providers prepared for the introduction of this new fee. Our advocates were busy providing information and support to clients to understand and negotiate contract variations relating to the inclusion of exit fees. We were disheartened by some instances where clients had been pushed into signing a contract variation without adequate explanation, and consequently, had their right to choose and change providers restricted by exorbitant exit fees. ADA Australia has seen exit fees as high as \$5,000 and has been active in supporting clients to raise concerns about these excessive fees with both service providers and the Aged Care Complaints Commissioner.





The launch of a new national process for prioritising access to Home Care Packages is another initiative of the Increasing Choices Reforms that has influenced our advocacy services over the last 12 months. With the introduction of this process, advocates have supported clients to engage with My Aged Care, understand and action the necessary steps in accessing care, and assisted clients to explore alternative care services whilst awaiting the availability of high level packages. At the same time, the outcomes of the 2015 Consumer Directed Care reforms have continued to present ongoing issues for our Home Care clients, with ADA Australia advocates across the state supporting a large number of clients to seek budget and invoicing transparency.

## Regional snapshot

Whilst there were some common trends across the state, each ADA Australia office has faced its own unique issues during the 2016 -17 financial year.

On the **Gold Coast**, advocates Lizzie and Christopher reported issues relating to extra service fees at privately run residential facilities was a recurring theme. They also noted an increasing number of cases where residents were discharged from aged care facilities into hospitals and were not permitted to return. In many of these cases, the residential aged care providers referred to challenging behaviours associated with mental illness, dementia or other complex needs to justify their decisions. Lizzie and Christopher supported a number of clients impacted by these decisions to exercise their rights under security of tenure provisions. In response to this emerging concern, our Gold Coast advocates were pleased to be involved in the work of the Complex Needs Assessment Panel and the Gold Coast Primary Health Network to deliver a mental health forum educating senior staff, and management of residential Aged Care Facilities across the region. The ADA Australia Gold Coast office was also asked to be involved in the new Elder Abuse Response Unit, which was formed in the wake of increased elder abuse reports.

For the first time, ADA Australia had a fixed presence on the **Sunshine Coast**, with our advocate Debbie trialling a home office arrangement in response to increased demand. Debbie has been

working to grow and strengthen our connections on the Sunshine Coast. Debbie noted that issues relating to residential aged care fees has been a consistent theme on the Sunshine Coast.

In **Hervey Bay**, access to transport presented as a key concern, particularly for clients residing outside of the regional centre. Our Hervey Bay advocate Margo reported on the impact travel costs had on Home Care Package budgets and was active in supporting clients to identify more affordable options. Similar concerns around transport were raised in our Townsville and Toowoomba offices. This year, Margo retired after 10 years at ADA Australia. We thank her for her service and we wish her all the best for the future.

Our **Townsville** advocate Christine who made outreach trips to Palm Island, Charters Towers and Ingham this year, reported on concerns associated with accessing transport to attend medical appointments in Townsville. Similarly, our advocate Nilisa in **Toowoomba** travelled to Goondiwindi, Inglewood and Boggabilla where connections were made with Indigenous Health Services who noted that transport was an issue for Indigenous people wishing to access health services across the state borders.

The roll out of the NDIS was of great significance in **Townsville, Mackay and Toowoomba**. ADA Australia was pleased to be able to assist several younger people with disabilities in the Mackay region to transition out of aged care and into the NDIS. Our regionally based advocates were active in supporting our Townsville NDIS Guardianship Project to connect with potential NDIS recipients. In Toowoomba, our advocate reported on concerns that some clients transitioning from Queensland Community Care to NDIS were losing services as part of the process and flagged the increasing need for regionally based NDIS Advocacy support.

Our **Mackay** advocate Roslyn played an important role in supporting seven residents at a rurally based residential care facility to understand their rights and options, following the closure of the facility. Roslyn supported a number of residents to relocate and even assisted the families and friends of residents who had been relocated to facilities out of town to explore transport options that would allow them to regularly visit and maintain their social connections.

# ADVOCACY *services report* continued

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The **Cairns** office had a similar experience to Mackay, following the decommissioning of a local Home Care Package provider. Our Cairns based advocates James and Barry were kept busy supporting a substantial number of clients to transition to new providers. The transition proved challenging in many ways and James and Barry reported that there were a number of lessons learned about how clients could be transitioned safely, should the situation arise again. The Cairns office has also been active in addressing an increasing number of care concerns within residential aged care. In many of these cases the residents and their family members have attributed issues such as slow response times when calling for help, poor hygiene practices and a general lack of support to an overall lack of staffing.

Our **Rockhampton** based advocate Joanne has had a busy year on the road, travelling over 8,000kms to connect with clients and

service providers in rural towns such as Alpha, Jericho, Barcaldine, Biloela, Theodore and Woorabinda. These outreach trips reinforced that workforce issues and the tyranny of distance is a common concern in many smaller, regionally based communities. Joanne reported that it was not unusual for some home care workers to travel over 100kms each way to provide a service and, consequently, many service providers were unable to meet all requests put forward by clients following the introduction of the Increasing Choices reforms. Similar concerns were also raised by both our Townsville and Toowoomba advocates.

The **Rockhampton** region also experienced significant flooding in April this year and ADA Australia participated in a local Taskforce reporting on and working to resolve issues affecting the frail and vulnerable in times of natural disasters.



# ACROSS THE *state*

## CAIRNS

- 📖 Delivered 65 education sessions
- 📞 Received 154 calls for assistance
- 📄 Assisted in 41 advocacy cases

## TOWNSVILLE

- 📖 Delivered 78 education sessions
- 📞 Received 189 calls for assistance
- 📄 Assisted in 33 advocacy cases

## MACKAY

- 📖 Delivered 117 education sessions
- 📞 Received 88 calls for assistance
- 📄 Assisted in 25 advocacy cases

## ROCKHAMPTON

- 📖 Delivered 90 education sessions
- 📞 Received 119 calls for assistance
- 📄 Assisted in 33 advocacy cases

## HERVEY BAY

- 📖 Delivered 76 education sessions
- 📞 Received 180 calls for assistance
- 📄 Assisted in 36 advocacy cases

## SUNSHINE COAST

- 📖 Delivered 74 education sessions
- 📞 Received 322 calls for assistance
- 📄 Assisted in 78 advocacy cases

## TOOWOOMBA

- 📖 Delivered 97 education sessions
- 📞 Received 156 calls for assistance
- 📄 Assisted in 33 advocacy cases

## BRISBANE

- 📖 Delivered 284 education sessions
- 📞 Received 1,522 calls for assistance
- 📄 Assisted in 243 advocacy cases

## GOLD COAST

- 📖 Delivered 261 education sessions
- 📞 Received 525 calls for assistance
- 📄 Assisted in 138 advocacy cases

\* Advocacy figures do not include active cases carried forward from 2015-16

# ABORIGINAL AND TORRES STRAIT ISLANDER *advocacy report*

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Our two Aboriginal and Torres Strait Islander advocates, Melissa in Brisbane and Barry in Cairns, have had a full and productive year, with numerous outreach trips, events and advocacy connections.

Both advocates feel that there has been a surge in Aboriginal and Torres Strait Islander clients seeking advocacy support this year. On a positive note, our advocates have noticed that families are supporting and advocating more for their Elders in communities where aged care services are not easily accessible; and communities are showing more interest in learning about aged care services and the recent aged care reforms. Under the new consumer directed care model, Indigenous providers are able to provide more services to these communities, thus allowing Aboriginal and Torres Strait Islander clients to take stronger ownership of their choices and access culturally appropriate care and support.

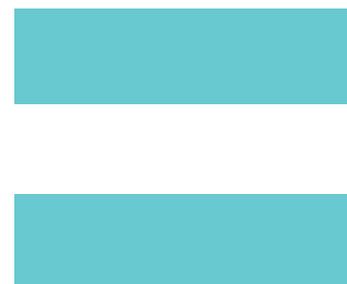
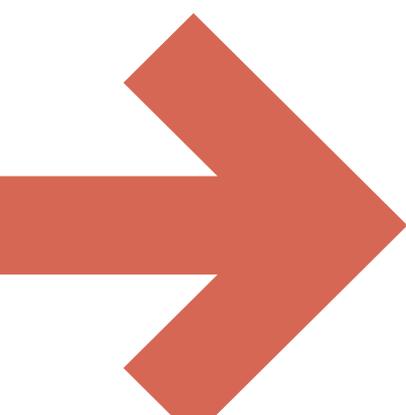
Common issues raised by Aboriginal and Torres Strait Islander clients this year include:

- Inconsistency of carers;
- Lack of cultural awareness (for example, the concepts of women's and men's business not being understood or respected);
- The desire for Elders to access care on Country;
- Mainstream aged care facilities not recognising key cultural dates for Aboriginal and Torres Strait Islander residents;
- General confusion about the introduction of home care reforms due to a lack of culturally appropriate information;
- Clients not being able to speak directly with community care coordinators;
- Home Care Package budgets not being produced on time and being difficult to understand;
- Ongoing issues with the cultural appropriateness of My Aged Care as the centralised system for accessing care.

In addition to this, Barry worked closely with ADA Australia's Guardianship Advocacy Service in Townsville to support Aboriginal and Torres Strait Islander people with a cognitive and/or psychosocial disability to successfully transition to the NDIS.

Melissa and Barry attended the National Aboriginal Wellbeing Conference in Ballina and National Aboriginal & Islander Day Observance Committee (NAIDOC) events in Toowoomba, Brisbane and Stradbroke Island. They also visited Maryborough, Townsville, Stradbroke Island, Kingaroy, Murgon, Cherbourg, Hervey Bay, Gympie, Goondiwindi, Inglewood, Palm Island, Thursday Island, Mount Isa, Doomadgee Townsville, Mareeba, Kuranda, Weipa and Napranum.

Both advocates also strengthened connections with Galangoor Duwalami Medical Centre, Townsville Aboriginal and Islander Health Services (TAIHS), North Stradbroke Island Aboriginal and Islander Housing Co-Op (Moopi ACF and Minjerriba Respite), Institute for Urban Indigenous Health, Brisbane North Disability Network and Open Minds.



# LESBIAN, GAY, BISEXUAL, TRANS\* AND INTERSEX *advocacy report*

ADA Australia has seen a decrease in representative advocacy cases for Lesbian, Gay, Bisexual, Trans and Intersex clients in 2016 - 17, with only 7 per cent of clients identifying as LGBTI.

Despite this, we have seen a higher uptake of the self-advocacy option, supported by ADA Australia's resources, with an overall increase of LGBTI seniors and people with disability exercising their rights on their own behalf. As an advocacy organisation focused on sustainable practice and upskilling vulnerable consumers, this is an exciting trend.

Common concerns that ADA Australia has provided information about and support with over the last year include the lack of recognition of LGBTI relationships in aged care, prevalence of heterosexism in aged care settings, and the absence of LGBTI-specific health services such as GPs and psychologists within aged care facilities. These are important concerns for ADA Australia's ongoing advocacy services for LGBTI clients.

An integral aspect of ADA Australia's LGBTI advocacy work in 2016 - 17 was the commencement of the Capstone Project with The University of Queensland in Brisbane. This involved working with final-year social and community development students to provide Aboriginal and Torres Strait Islander, LGBTI and CALD people with the opportunity to provide feedback on ADA Australia's service model for identified 'Special Needs Groups'. The focus was on ensuring cultural safety in engaging with vulnerable groups and giving them access to relevant services, as well as providing an independent and external review of ADA Australia's operational practice in supporting these people on their own terms.

Our LGBTI Advocate, Christopher, also led education sessions across the state, travelling to the Gold Coast, Sunshine Coast, Tweed Heads, Scenic Rim, Toowoomba, Cairns, Maryborough and Rockhampton. Throughout his travels, he reached nearly 500 LGBTI clients, carers and loved ones.

Christopher also presented at a number of events to further ADA Australia's important work in the sector. He presented on *Understanding the implementation of inclusive practice in Residential Aged Care* at the Residential Aged Care Forum, and on *Understanding and meeting the needs of older LGBTI people* at ADA Australia's Shifting Client Control Conference. At the Diversity Within Diversity Conference: LGBTI Ageing, Disability and Ethnocultural Intersections, Christopher spoke about the practical ways that care services consumers can have their intersectional needs met. A highlight of this event was meeting Rowena Allen, Victoria's first Gender and Sexuality Commissioner.

ADA Australia looks forward to another year of advocating for the rights of our LGBTI clients in the aged care sector and empowering them to feel comfortable speaking up about their rights.



\* The term "trans" means "across from". Currently in Australia, people are classified at birth as female or male. Female-classified children are raised as girls. Male-classified children are raised as boys. A female-classified person who identifies as a boy or man might describe himself as a trans man or simply as a man. Similarly, a woman classified as male might describe herself as a trans woman or simply as a woman. Some trans people identify trans as their gender. We use "trans\*" in this document as a collective term to describe these diverse life experiences. The term is also sometimes used as an umbrella term for anyone whose gender characteristics differ from their society's expectations.

# MULTICULTURAL advocacy report

ADA Australia's multicultural advocates Carolyn and Romana are dedicated to providing culturally appropriate advocacy support to older people from CALD backgrounds. Our advocates have enjoyed a busy year in 2016 - 17, tackling numerous issues facing CALD clients and working hard to improve the culturally appropriate resources and services available to them.

One important development this year has been the *Increasing Choices in Home Care* reforms, which align with the aims of the Australian Government's National Ageing and Aged Care Strategy for People from Culturally Linguistic and Diverse (CALD) Backgrounds: to provide CALD consumers with equitable access to culturally appropriate care.

The reforms commenced in February and are designed to improve how home care services are delivered to older Australians, giving clients greater choice over providers and more control over their care options. The benefits of the reforms are twofold: CALD clients can more readily access culturally appropriate care; and many ethno-specific providers have now been able to expand the services and support they offer and enter the HCP market for the first time.

In the meantime, our advocates have continued to strengthen connections through their multicultural service network attendance across South East Queensland (Gold Coast,

Toowoomba, South Brisbane, Logan and Caboolture). They've run information sessions for CALD community groups and service providers, attended community events to raise awareness of advocacy services, helped clients change service providers and access information from My Aged Care (MAC), increased the use of interpreters and developed a new ADA Australia factsheet with translations in 12 languages.

Our advocates have also continued to identify the barriers CALD consumers face in accessing and receiving aged care services, and have advocated for CALD consumers at the systemic level by informing key government consultations. This includes the review of the National Ageing and Aged Care Strategy for People from Culturally Linguistic and Diverse (CALD) backgrounds in May 2017, and the Consultation Paper to inform the development of the Aged Care Diversity Framework.

Major issues affecting CALD consumers continue to centre on language and cultural awareness. ADA Australia has welcomed the availability of more translated resources this year, including the Charter of Rights and Responsibilities.

The increased functionality of MAC as the single-entry point for the aged care system is a significant part of this language issue for CALD consumers. Language diversity and low literacy and computer literacy levels often make it challenging for CALD consumers to access information about the services available to them. Service providers do not always use professional interpreters to engage with CALD consumers or employ bilingual/bicultural staff, making it difficult for these consumers to communicate with care staff about their daily needs. Further, important information such as consumer care plans, service agreements and budgets are often only available in English.

## CASE STUDY

ADAA's multicultural advocate provided advocacy support to a visually impaired, Arabic-speaking woman who had approval for a Level 4 Home Care Package (HCP). The client accepted a package with a mainstream service, as this was the only organisation that had a Level 4 package available in her area. Prior to the Increasing Choices in Home Care reforms being introduced, this service had refused to broker to an organisation with Arabic-speaking staff; it tried to employ its own Arabic-speaking staff, but was unsuccessful. As an alternative, the service suggested

that the client use funding from her HCP to purchase a \$2,000 communication device that would allow her to communicate with its English-speaking staff. This would have unnecessarily drained the client's budget and been ineffective because of her visual impairment, which would have restricted her use of the device. Thanks to the Increasing Choices reforms and the support of the advocate, this client has transferred her package to an ethno-specific service with Arabic-speaking staff.

# GUARDIANSHIP report

ADA Australia's Guardianship Advocacy Service offers advocacy support to adults who must attend a Queensland Civil and Administrative Tribunal (QCAT) guardianship hearing. It also provides support and information to people who are considering submitting a guardianship application to QCAT.

ADA Australia's guardianship team has had another productive and rewarding year in 2016-17, handling over 300 cases. These included 40 referrals from QCAT, 30 referrals from the Office of the Public Guardian (OPG) and 30 NDIS clients.

Our guardianship advocates have worked hard to deliver important education and information across the state over the past 12 months. They ran:

- 9 Mental Health Advanced Health Directives workshops for 54 attendees
- 16 guardianship workshops for 278 attendees, and various ADA education sessions for QCAT and the OPG.

The team also participated in a number of networks, conferences and working groups, which were vital to raising ADA Australia's profile and enhancing the services we provide. In 2016 - 17, these events and activities included the ADA Australia inaugural Conference, UQ law student mentoring events, QUT law student placements, holding displays at the Older Persons Mental Health Symposium in Herston, and the NAIDOC Week celebrations at Musgrave Park.

## CASE STUDY

Gina\*: ADAA was contacted by a friend of Gina's while Gina was an inpatient in hospital after a stroke. While she was unwell, the hospital had worked with her children, under an Enduring Power of Attorney, to make an accommodation decision that would remove Gina from her home of 50 years and place her 80 kilometres away from her local area, to a location she had no connection to. ADA provided education and advice to Gina's children, who recognised that this decision was causing irreparable harm to their relationship with their mum. The plan for relocation failed to consider Gina's very strong ties to her own community or to understand that she had been recovering well from her health scare. With our help, Gina's children accepted that her preference was to return home with services, at least on trial, and to engage with Gina in any future decision-making about her life. Gina is now home and thriving, and looks forward to repairing her relationship with her family.

Additionally, the guardianship team contributed to several government and legislative inquiries and submissions that are integral to empowering clients and improving the services available to them.

Our advocates:

- made submissions to the Australian Law Reform Commission's Elder Abuse Report and the Supported Elder Mediation Project;
- established an Enduring Power of Attorney stakeholder group for Queensland statutory and non-statutory bodies;
- became a stakeholder for the OPG's Decision Making Support and National Disability Advocacy Framework Review; and
- became a Steering Committee member of Queensland Health to deliver Advanced Health Directives training to mental health consumers.



\* Name has been changed for privacy reasons

# ABORIGINAL AND TORRES STRAIT ISLANDER DISABILITY NETWORK OF QUEENSLAND

## report

ADA Australia is proud to support the Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ), which continues to grow at a rapid pace and provide vital resources to its members and the wider disability network.

The ATSIDNQ project is funded by the Department of Communities, Child Safety and Disability Services and ADA Australia auspice its support through Queenslanders with Disability Network (QDN).

ATSIDNQ membership experienced 82 per cent growth this financial year, increasing from 327 members in 2015 - 16 to 609 members as of June, 2017. The largest growth in membership was experienced during July to September, with a total of 207 new members recruited. This surge reflects ATSIDNQ's successful involvement in significant cultural events held during this time, such as NAIDOC Week, and we anticipate that this membership boost will become an annual pattern.

In line with this rising membership, ATSIDNQ has also raised its social media profile during 2016 - 17. Facebook posts have increased by 126 per cent, with 406 posts this financial year compared with 179 in the previous year. Over 300 of these posts were made in a closed membership group, where members were encouraged to share their stories and experiences following the introduction of the NDIS.

ATSIDNQ has also supported nine yarning group meetings this year, which successfully engaged over 119 participants across the Mackay, Bowen, Maryborough and Brisbane regions. These yarning groups are an excellent platform for sharing information and gathering feedback from members about topics that are important to them.

Our ATSIDNQ staff have enjoyed engaging with an estimated 7,000 people across the communities of Brisbane, Rockhampton, Cairns, Mackay, Bowen, Dalby, Chinchilla, Miles, Ayr, Woorabinda, Mossman, Toowoomba, Wide Bay, Mount Isa, Cloncurry, Palm Island, Townsville, Kingaroy, Cherbourg, Inglewood, Goondiwindi, Ipswich, Doomadgee, Murgon, Bundaberg, Hervey Bay, St George, Bamaga, Weipa, Napranum and the Torres Strait and Thursday Islands.



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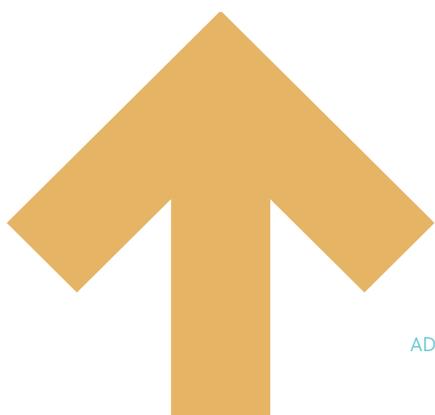
ATSIDNQ members have also informed a range of policy submissions and consultations on the issues affecting Aboriginal and Torres Strait Islander people with disability in Queensland. Policy submissions informed by the ATSIDNQ membership in 2016-17 include:

- Joint submission with ADA Australia in response to the Aged Care Legislated Review consultation
- Submission to the Department of Communities, Child Safety and Disability Services consultation paper, 'Towards an all abilities Queensland'
- Joint submission with ADA Australia in response to the National Disability Insurance Scheme—Code of Conduct Discussion Paper
- Joint submission with ADA Australia in response to the discussion paper 'Improving the delivery of advocacy for Aboriginal and Torres Strait Islander people with disability'
- Support for the QDN report to the Minister for Transport and Commonwealth Games on removing the Taxi Subsidy Scheme.

ATSIDNQ has also started to establish itself as an essential resource for industry consultation and various service providers and other organisations are increasingly engaging with us. The organisation is now regularly approached to provide insights into relevant industry consultation topics. Over the past year, ATSIDNQ participated in the following consultations:

- Advisory Group for the Queensland Review to address the impact of domestic and family violence on people with disability (facilitated by Disability Australia Incorporated)
- The First and Second Brisbane Region NDIS Yarning Circle (facilitated by the Department of Communities, Child Safety, and Disability Services)
- National Disability Coordination Officer Regional Queensland Advisory Committee
- Consultation on the review of the Recognised Entity Program (facilitated by the Queensland Aboriginal and Torres Strait Islander Child Protection Peak in Partnership with the Department of Communities, Child Safety and Disability Services)
- Consultation Forum on the next iteration of the Implementation Plan for the National Aboriginal and Torres Strait Islander Health Plan
- Northern Queensland Primary Health Interagency Indigenous Aged Care Community Forum, which sought feedback on strategies and policy regarding Aboriginal and Torres Strait Islander health and aged care.

ATSIDNQ looks forward to another busy year as we continue to expand and engage with more members, service providers and relevant organisations, and to give Aboriginal and Torres Strait Islander peoples with a disability a strong, clear voice.



# CONFERENCE Wrap

In March 2017, ADA Australia hosted its inaugural national conference on the Gold Coast. Themed *Human Rights and Social Justice; Shifting Client Control*, the conference challenged, inspired and motivated delegates to consider their role in increasing human rights and social justice through the empowerment of a client cohort who have been historically disempowered.

Offering a world-class program of aged care, disability and guardianship leaders, the conference brought together CEO's and senior managers, professionals, policy makers, advocates, academics and researchers working in the areas of aged care, disability and community law across Australia.

Over the duration of the event, presenters explored topics including dignity, risk, human rights, discrimination, sexuality, LGBTI inclusiveness, elder abuse, and consumer rights in aged care. To provide a rich experience for attendees, we included plenary sessions, keynote speeches from prominent figures in the aged care, disability and law sectors, panel discussions, Q&A interviews and a networking function.

We were proud to present 26 exceptional speakers, ranging from respected legal community elder, the Hon. Michael Kirby, and leading academic and President of the Australian Law Reform Commission, Emeritus Professor Rosalind Croucher, to the Disability Discrimination Commissioner Alastair McEwin and the Hon Ken Wyatt, Minister for Aged Care and Indigenous Health. Other speakers and panelists included the Aged Care Complaints Commissioner Rae Lamb, Human Rights lawyer and former Disability Discrimination Commissioner Graeme Innes AM and Public Advocate for Queensland, Mary Burgess.

The ABC were strong supporters of the event, with veteran broadcaster Angela Catterns AM taking the role of Master of Ceremonies and Richard Fidler joining us for an hour-long conversation to conclude the second day. In the lead up the event, ADA Australia engaged the support of Emma Griffiths from ABC Radio Brisbane's Drive Program, who helped to publicise the program and gave away ten subsidised conference tickets to keen listeners.

ADA Australia was fortunate to have the support of key sponsors, Queensland Department of Communities, Child Safety and Disability Services and the Commonwealth Department of Health as platinum sponsors. The Public Trustee of Queensland was our conference partner sponsoring consumer participation.

We were overwhelmed by the positive feedback we received after the event and were thrilled to hear participants found the topics and discussions insightful and educational. Through post-event evaluations, delegates said they left feeling inspired by the great work, research, collaboration and changes happening in the ageing, disability, legal and guardianship space. 100 per cent of respondees said the event was worthwhile and indicated they would attend another ADA Australia conference in the future.



**26**  
presenters



**178**  
delegates



#ADAAConf17 hashtag reached

**69,786**  
user accounts and had

**159,013**  
impressions



**709,728**  
people reached through  
earned media coverage



Professor Rosalind Croucher AM, President, Australian Law Reform Commission



Christopher Robb, ADA Australia Advocate, Dr Catherine Barrett, Celebrate Ageing Director and Brian Day, OAM



Conference delegates



The Hon Michael Kirby, AC CMG and ADA Australia CEO, Geoff Rowe



Angela Catterns AM and Rae Lamb, Aged Care Complaints Commissioner



The Hon Ken Wyatt AM, MP. Minister for Aged Care and Indigenous Health

# mhWISE report

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ADA Australia's mhWISE (Mental Health, Wellbeing, Information, Skills, Education) program offers training opportunities for those working at all levels in residential and community care. These training programs enable workers to develop stronger awareness and understanding of older persons' mental health, and embrace best practices for person-centred engagement.

It's been an exciting year for ADA Australia's mhWISE program, which is increasingly being recognised and valued as an essential form of training for residential and community care workers. The program addresses a range of skills, from increasing staff confidence and communication to enhancing staff knowledge of mental health, and helping staff develop strategies to engage professionally with challenging behaviours.

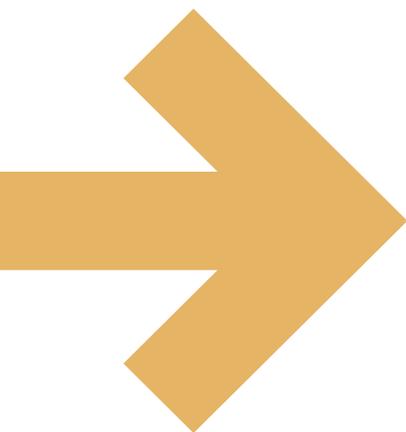
The three mhWISE training programs on offer are:

- mhWISE Community Care: for enrolled nurses, assistants in nursing, personal care workers, domestic staff, lifestyle/activities officers and volunteers
- mhWISE Residential Care: for enrolled nurses, assistants in nursing, personal care workers, domestic support staff, disability support workers and volunteers or similar
- mhWISE Senior Staff: for endorsed enrolled nurses, registered nurses, allied health and diversional therapists or similar.

No prior knowledge is necessary to participate in any of the three programs, which cover all of the basics along with more in-depth skills and information. Organisations across the sector can purchase mhWISE training programs in-house and these can be conducted in a four or six-and-a-half hour workshop format.

This year, ADA Australia launched a 'train the trainer' model for mhWISE, which was designed to support large organisations with existing training teams by allowing them to roll out mhWISE training to significant numbers of staff. ADA Australia also undertook its own internal 'train the trainer' program in 2016 - 17, upskilling two more ADA Australia staff to meet future demand for in-house workshops, which we've continued to run over the past 12 months.

mhWISE continues to be desirable and well-received in the aged care sector, and we look forward to being able to offer the training programs in a webinar format for remote organisations in the future.



# CORPORATE SERVICES report

## Our Staff

Despite the initial uncertainty of funding, ADA Australia retained the majority of its dedicated and professional staff base throughout 2016-17. Our advocates have extensive experience and skills in the community care, disability, and aged care sectors, with professional backgrounds in nursing, social work, human services, diversional therapy, rehabilitation, education, and law.

ADA Australia prides itself on being an employer of choice, creating a work culture that attracts, retains and grows the best people by actively promoting and catering for positive work/life balance. In order to further foster this culture, ADA Australia has been trialling work from home offices in two regional locations. An independent analysis of these arrangements is currently being conducted, and the results may guide future delivery of our services.

ADA Australia has continued to enhance the skills, capabilities and knowledge of its valuable employees by providing regular training and development opportunities, including participation in the organisation's inaugural Human Rights and Social Justice National Conference on the Gold Coast. Our enthusiastic volunteers and students support our staff, providing many hours of assistance in areas such as administration, information/referral and advocacy support.

## Information Technology and Communication (ICT) Efficiencies

2016-17 has seen some major ICT developments for ADA Australia. All servers and software were fully migrated to Cloud based computing and accounting, including the deployment of

Microsoft Office 365 across all devices. Communications with regional staff was also enhanced with the rollout of Skype for Business as the company's web conferencing tool.

A Virtual Private Network (VPN) was built and deployed allowing employees to securely access the corporate intranet while located outside the office environment, allowing for improved productivity while on the road. As we move into the new financial year we will be decommissioning our Citrix servers, and removing the legacy physical server hardware. This will produce significant financial savings in both licensing and Cloud hosting costs.

## ISO 9001:2008 Certification – Successful Surveillance Audit

ADA Australia continues to demonstrate its commitment to being a quality organisation through retaining certification against the International Organisation for Standardisation (ISO) Quality Management System 9001 Standards, and recently passed the annual external surveillance audit.

A new set of Standards - ISO 9001:2015 has replaced the existing ISO 9001:2008 Standards, with a three-year transition phase and thus, ADA Australia will be audited against the ISO 9001:2015 Standards next year in 2018.

ADA Australia also successfully passed its triennial quality review, conducted by the Australian Aged Care Quality Agency, in demonstrating compliance against the Home Care Standards.





## Client Satisfaction and Feedback

### Advocacy Casework

ADA Australia is proud to continue achieving high satisfaction rates from our clients. This year, we achieved a satisfaction rate of 97 per cent from more than 150 evaluation forms. We are proud to report that 79 per cent of our clients indicated that after the support they received from ADA Australia, they now felt more confident to raise issues in the future by themselves, and 86 per cent of our clients indicated they felt that ADA Australia's support made a positive difference to their situation. We are thrilled that we are continuing to make a positive difference to peoples' confidence and situations.

### Education Sessions

As part of delivering information, ADA Australia aims to provide quality and informative education sessions. This was proved once again with ADA Australia achieving a satisfaction rate of 98 per cent from 2000 evaluations received from our participants, and 95 per cent of participants also indicated that content covered within the education session was of useful.

It's extremely rewarding to know that our service continues to make a positive difference to people's lives; whether that be through addressing issues on an individual level, or being able to increase peoples' awareness of their rights and the support that's available to them.

## Some feedback from our clients:

"It was a relief, because someone of my age prefers to speak about issues and concerns face-to-face with an individual, instead of computer voice instructions of information. Thanks ADA for a much-needed, personal service."

"It was a pleasure meeting (the advocate) and (their) help and advice was of great assistance to me, making life a lot less stressful. I could not be more grateful for all the help and advice given."

"We thank (the advocate) yet again for their invaluable assistance, wisdom and knowledge. We continue to hope to see a positive change in 'care' across Australia. It would have been a much more difficult struggle without your guidance and support. Bless you."

"Knowing I was not facing this alone and had an advocate to support me gave me invaluable peace of mind. I also very much appreciated (the Advocate's) regular follow up of the issue."

# COMMUNICATIONS report

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Communication is central to ADA Australia's mission and services. Over the past year, ADA Australia has successfully harnessed a range of communication tools and strategies to help our clients, engage our communities and raise awareness of the work we do.

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In 2016 - 17, media relations played a vital role in bringing press attention to relevant issues affecting ADA Australia and our clients. We have been regularly featured on television and radio and in print and online media, and this exposure has allowed us to highlight important issues currently impacting older people and people with disability. Our media profile continues to grow in Queensland and interstate, with journalists approaching us directly for commentary on matters of concern in the aged care and disability sector. One notable example is the opinion editorial we submitted to *Australian Ageing Agenda* in response to the Australian Law Reform Commission's Elder Abuse Inquiry.

One of our major priorities over the past 12 months has been to give our clients greater control over their choices. In March 2017, the ADA Australia National Conference titled *Human Rights and Social Justice—Shifting Client Control* offered those working in the aged care, disability and community care sectors the opportunity to explore the sector's changing landscape in the wake of reforms that aim to empower the vulnerable and marginalised.

The conference was a huge social media success, with the #ADAAConf17 hashtag being used almost 160,000 times across nearly 70,000 accounts. Our marketing efforts in the lead-up to the event also allowed us to reach 709,728 people through combined media coverage, including more than 82,780 academic staff and students. We were able to secure 178 delegates for the two-day conference, and received significant positive feedback after the event.

We again produced a Senior's Diary this year to help older Queenslanders understand their rights and responsibilities and seek advice on a range of topics relevant to them. This was successfully promoted across the state, including on ABC Radio (612 ABC Brisbane, ABC North Queensland Townsville) and 96.5 Family FM and in print media (*Bowen Independent*, *Caboolture Shire Herald*, *Bundaberg News Mail*, *The Chronicle*, *SeniorAU* and *Bribie Weekly*).

ADA Australia continues to build engagement with our clients and community through our bi-monthly newsletter, *The Advocate*, and through our social media platforms. To raise awareness of the important work we do, we now feature an interview with a different advocate in each issue of our newsletter, giving them the opportunity to discuss their role and what they most enjoy about their job. Similarly, to educate readers on the role of the ADA Australia Board, we've introduced a 'Meet the Board' section that profiles a different board member each issue, allowing them to share their views about the important work of the organisation.

Our Facebook engagement is steadily growing—we moved from 1,840 page likes to 1,916 during 2016 - 17, representing an annual increase of almost 5 per cent.

ADA Australia continues to engage Cole Lawson Communications for strategic marketing and communications projects and initiatives, which allows us to speak with a louder voice on issues of importance to ageing Australians and people with disability.

This year, ADA Australia has further developed relationships with key stakeholders by initiating meetings with State and Federal Members of Parliament. This past financial year has been particularly notable in terms of reform and consultation, and ADA Australia has been very active in offering input to a number of consultations and inquiries across the areas of aged care quality, elder abuse, disability and advocacy. These include submissions to the:

- Draft National Aged Care Advocacy Framework
- Australian Law Reform Commission's Elder Abuse Issues Paper
- Australian Law Reform Commission's second Elder Abuse Issues Paper
- Australian Competition and Consumer Commission's Consumer with Disability (CWD) Education Project
- NDIS Code of Conduct Discussion Paper
- National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse (CALD) Backgrounds Review
- National LGBTI Ageing and Aged Care Strategy Review
- Discussion Paper Improving the Delivery of Advocacy for Aboriginal and Torres Strait Islander People with Disability
- Consultation Paper to Inform the Development of the Aged Care Diversity Framework
- Single Aged Care Quality Framework—Draft Aged Care Quality Standards
- Single Aged Care Quality Framework—Options for Assessing Performance against Aged Care Quality Standards

ADA Australia looks forward to another busy and rewarding year of engaging our communities and enabling our clients to speak with confidence and knowledge about the issues that matter to them.

# FINANCIAL *snapshot*

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Financially 2016-17 was a very successful year for ADA Australia. Overall, actual income for the year was \$3,532,766, up by \$376,150 from the previous year.

In late 2016-17, ADA Australia was successful in securing longer term Commonwealth Government funding through the Older People's Advocacy Network (OPAN) for the National Aged Care Advocacy Program (NACAP). Not only does this ensure that older vulnerable people continue to be heard and supported, it allows ADA Australia to maintain its current level of Department of Health funding over the next three years, giving the organisation funding certainty that it has not seen for many years.

In recognition of our work providing LGBTI consumers with support to negotiate and establish culturally safe access to care, ADA Australia received funding from The Sidney Myer and the Gay and Lesbian Fund of Australia (GALFA) Funds to host LGBTI Residential Aged Care forums in Cairns and on the Gold Coast. The forums provided service providers with skills to enable increased awareness and inclusiveness of LGBTI residents in Residential Aged Care Facilities.

In acknowledging the success of ADA Australia's Guardianship Advocacy Service, we were also successful in securing funding from Queensland Health for a joint project with Queensland Advocacy Inc (QAI) to develop, focus-group test, and deliver an Education Package to assist consumers in completing Advance Mental Health Directives, and appointing nominated support people. This funding allowed us to develop an information booklet, scenario film, voice over video, DVD, and provision of 34 training sessions throughout the state. In addition, in late 2016-17, ADA Australia was approached by Queensland Health to deliver an Advanced Mental Health Directive Consumer Education Package for clinicians in the 2017-18 financial year.

Throughout 2016-17, ADA Australia has continued to partner with the Queenslanders with Disability Network (QDN) to undertake a range of key activities to support a dedicated statewide

network for Aboriginal and Torres Strait Islander people with disability. Through support from the Queensland Government Disability Community Events Grants, ATSIDNQ will be hosting a mini Indigenous Disability Sporting and Careers Expo - "Deadly Options - Which Way?" in the coming months. The purpose of this event is to provide Aboriginal and Torres Strait Islander People with disability an opportunity to celebrate Disability Action Week in a culturally safe environment, and to showcase sporting and employment opportunities for people with disability.

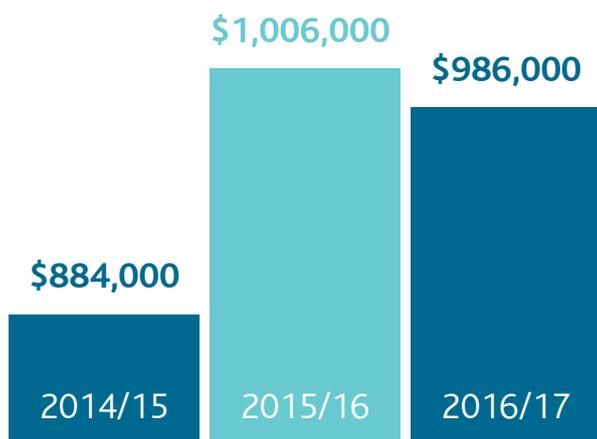
Unfortunately, ADA Australia's additional funding from the Department of Justice and Attorney General - through the Community Legal Services Program to provide additional guardianship advocacy services to Aboriginal and Torres Strait Islander people entering the National Disability Insurance Scheme (NDIS) - will not be continued beyond 2016-17.

Total expenditure for the year was \$3,545,748, an increase of \$356,800 from the previous year. This escalation in expenditure is predominantly due to continued investment in staff wages and associated direct service delivery costs, to meet the increasing client demand for our services.

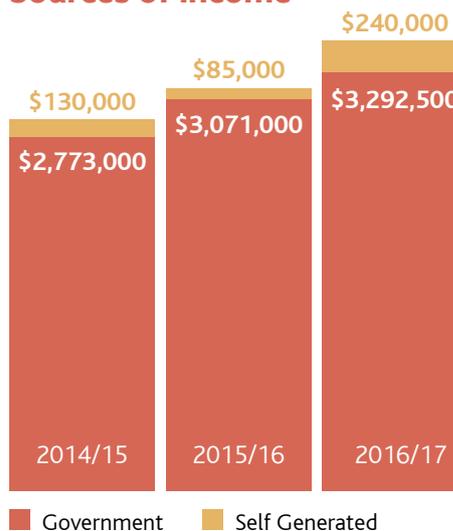
ADA Australia's cash position decreased slightly with a closing cash balance of \$986,225 at the end of the financial year, down by \$20,446 from the previous year. The closing cash balance has been impacted due to grants and funding received prior to year-end being reflected in the financial report as unexpended funds carried forward.

# 2016 - 17 FINANCIAL *snapshot*

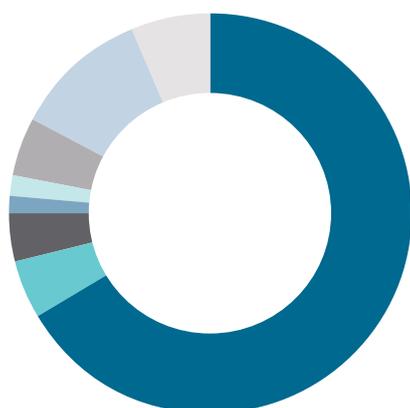
## Cash at End of Financial Year



## Sources of Income

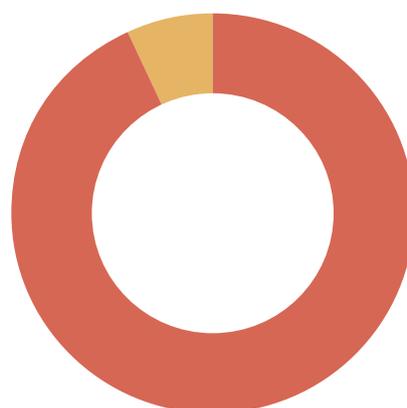


## Expenditure 2016/17



- Staffing (69.84%)
- Travel (4.88%)
- Premises/Accommodation (3.98%)
- Equipment, Furniture, IT, etc (1.69%)
- Promotion (1.58%)
- Travel (4.88%)
- Contracted services (11.59%)
- Communication (6.43%)

## Income Sources 2016/17



- Government (93.21%)
- Self Generated (6.79%)

## How money was spent - 2016/17

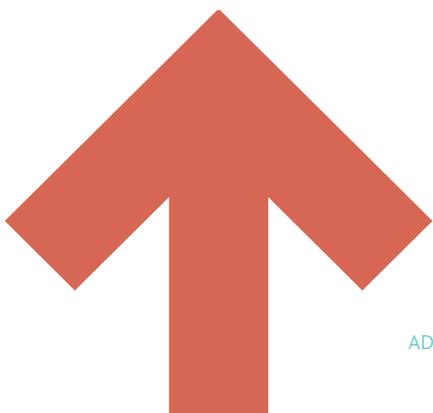
Staffing (69.84%)	\$2,476,000.00
Travel (4.88%)	\$173,000.00
Premises/ Accommodation (3.98%)	\$141,000.00
Equipment, Furniture, IT, etc (1.69%)	\$60,000.00
Promotion (1.58%)	\$56,000.00
Communication (6.43%)	\$228,000.00
Contracted services (11.59%)	\$411,000.00
<b>Total</b>	<b>\$3,545,000.00</b>

# GLOSSARY OF *key terms*

<b>ATSIDNQ</b>	Aboriginal and Torres Strait Islander Disability Network of Queensland
<b>CALD</b>	Culturally and Linguistically Diverse
<b>CDC</b>	Consumer Directed Care
<b>CHSP</b>	Commonwealth Home Support Program
<b>HCP</b>	Home Care Packages
<b>LGBTI</b>	Lesbian, Gay, Bisexual, Trans,* Intersex
<b>NACAP</b>	National Aged Care Advocacy Program
<b>NAIDOC</b>	National Aboriginal & Islander Day Observance Committee
<b>QCAT</b>	Queensland Civil and Administrative Tribunal
<b>QCCS</b>	Queensland Community Care Services
<b>MAC</b>	My Aged Care

\* The term "trans" means "across from". Currently in Australia, people are classified at birth as female or male. Female-classified children are raised as girls. Male-classified children are raised as boys. A female-classified person who identifies as a boy or man might describe himself as a trans man or simply as a man. Similarly, a woman classified as male might describe herself as a trans woman or simply as a woman. Some trans people identify trans as their gender. We use "trans\*" in this document as a collective term to describe these diverse life experiences. The term is also sometimes used as an umbrella term for anyone whose gender characteristics differ from their society's expectations.

National LGBTI Health Alliance Health Information Sheet Inclusive Language on Intersex, Trans\* and Gender Diversity v3 July 2013



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