



Annual Report 2021-22

Celebrating 30 Years

From then to now and building the future of advocacy

Contents

03	About ADA Australia
04	What we do
05	ADA Australia 30 years supporting Queenslanders
06	Chair's Report
07	CEO's Report
09	Advocacy Services Snapshot
11	Aged Care Advocacy
12	Aged Care System Navigator
13	Disability Advocacy
14	-Disability Royal Commission
15	Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ)
16	-Side by Side First Peoples Advocacy
17	ADA Law
20	Advocating for Diverse Need
21	Systemic Advocacy
23	Communications & Resources
24	-New resources
25	2021-22 Financial Snapshot
27	Board Members
30	Organisational Structure
31	Glossary of Terms

About ADA Australia

Aged and Disability Advocacy (ADA) Australia is a not-for-profit, independent, community-based advocacy and education service that supports and improves the wellbeing of older people and people with disability in Queensland.

With headquarters in Brisbane and advocates in Cairns, Townsville, Rockhampton, Bundaberg, Fraser Coast, Sunshine Coast, Toowoomba and the Gold Coast, ADA Australia provides advocacy services to older people and people with disability in metropolitan, regional, rural and remote Queensland.

Our mission 'to enable people to be heard, informed, and exercise their rights' is achieved through provision of accurate information, education and valuable individual advocacy support across a range of programs that have a consumer directed focus.



ADA Australia Funding and Services

National Aged Care Advocacy Program (NACAP)

- Australian Government funded program through the Older Persons Advocacy Network (OPAN)
- Delivery of aged care advocacy, elder abuse advocacy, information and education services across Queensland

Queensland Disability Advocacy Program (QDAP)

- Queensland Government funded program
- Delivery of disability advocacy in Gold Coast, Logan, Redlands and Beenleigh regions
- Delivery of Side by Side First Peoples Advocacy service statewide, as part of the Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ)

National Disability Advocacy Program (NDAP)

- Australian Government funded program
- Delivery of disability advocacy in Gold Coast and Central Queensland regions
- Delivery of advocacy support for the Disability Royal Commission in Gold Coast and Central Queensland regions (until 31 December 2022)

Aged Care System Navigator Trial

- Australian Government funded program
- Assisting people to understand and access aged care in Wide Bay and Brisbane South regions

Queensland Community Legal Centre (QCLC)

- Australian and Queensland Government funded community legal service through the Department of Justice and Attorney-General
- ADA Law supports people whose capacity is impaired or questioned with guardianship and administration matters including representation at the Queensland Civil and Administrative Tribunal (QCAT) and Mental Health Review Tribunal



What We Do



ADA Australia 30 years supporting Queenslanders

ADA Australia is proud to have been supporting Queensland seniors and people with disability for 30 years.

From humble beginnings in 1991, with funding for a small team of three hosted by the Northern Suburbs District Senior Citizens' Centre – a service within a service - offering advocacy support to older people within the Home and Community Care Program, to a statewide advocacy organisation. We thank those who went before us and through their hard work and determination have built ADA Australia into what we are today.

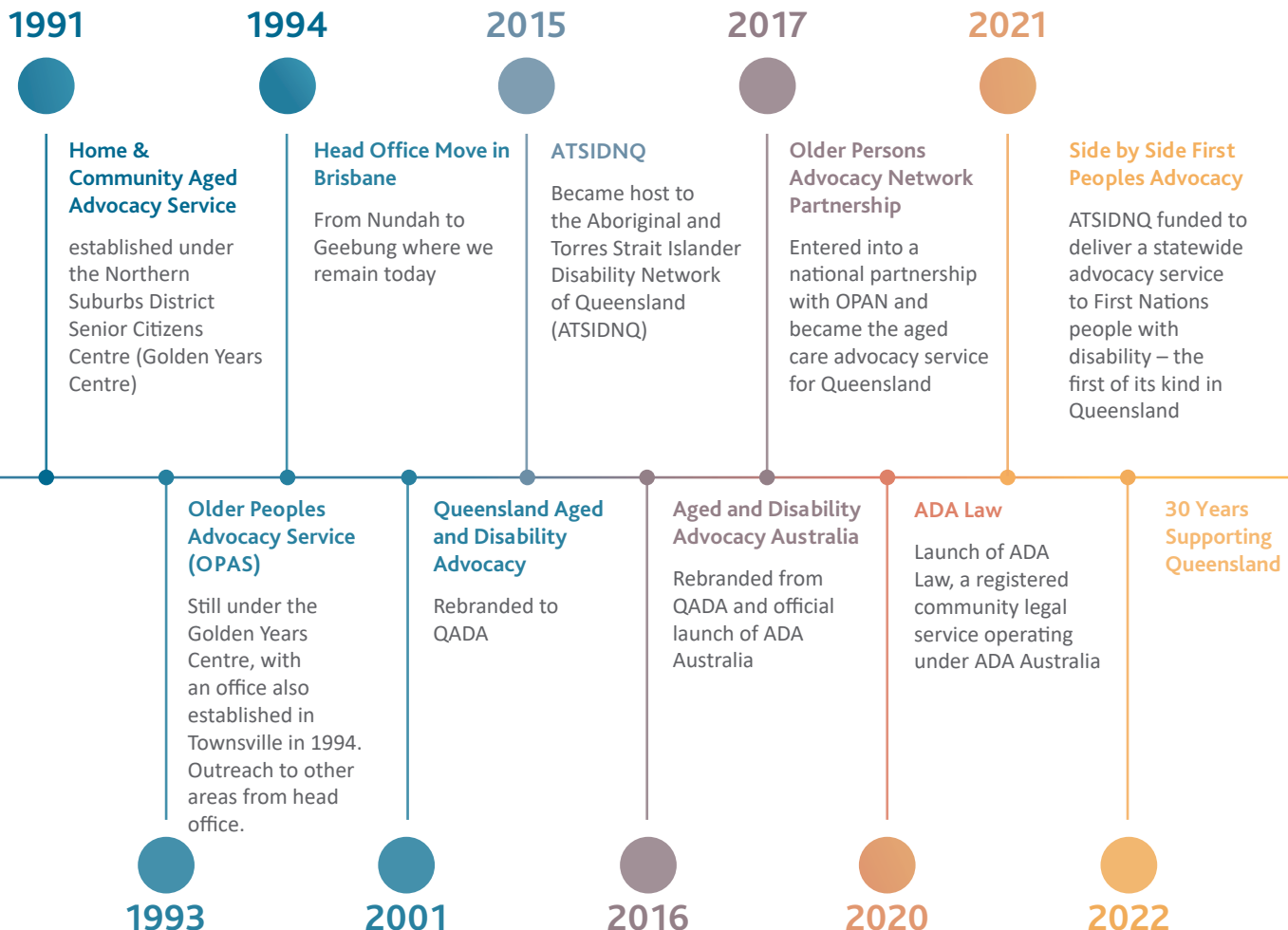


“ The government and community became increasingly aware of how much an advocacy service was needed to uphold the rights of older people within the Home and Community Care Program.

Wendy Skitch, then manager of Northern Suburbs District Senior Citizens Centre, Host of QLD's Home and Community Care Advocacy (HACCAD) which would become ADA Australia



Evolution of ADA Australia



Chair's Report



The 2021-22 financial year brought both challenges and celebrations for ADA Australia.

We continued to deal with the impacts of the COVID-19 pandemic on older people and people with disability. Towards the end of 2021, as vaccination rates increased, there was optimism that we might be turning a corner and we were looking forward to catching up with family and friends as interstate borders opened.

Sadly, the Omicron wave created more challenges for people living in aged care and the aged care sector. The crisis was compounded by repeated lockdowns and isolation for residents, separating them from friends and family. Staff shortages resulted in some cases of inadequate care, despite best efforts.

I applaud our ADA Australia team, who once again stepped in to help by facilitating numerous 'Town Hall' meetings between residential aged care facilities and families of residents and, at a systemic level, promoted and advocated for urgent measures to address key issues.

ADA Australia reached the milestone of 30 years of service in 2021-22. It was an opportunity to look back to celebrate how far we have come as an organisation and in the services we deliver. We have grown significantly from a small team of three delivering aged care advocacy in Brisbane to a statewide organisation. Today we support seniors, people with a disability (including a dedicated service for First Nations people with disability), and those with impaired or questioned capacity with guardianship and administration matters...more services helping more Queenslanders.

But as advocates we must also look to the future to meet the changing needs of the people we support. The complexities of the COVID-19 pandemic and other pressures, such as cost of living and the housing crisis, mean that advocacy support is needed now more than ever.

Throughout 2021-22, we grew our organisation and service delivery thanks to the Commonwealth Government's investment of \$94 million in aged care advocacy across Australia. We increased the size of our advocacy team, introduced specialists in financial advocacy and community development, and supported the team with lead practitioners. This growth has already seen us manage a significant rise in cases and the number of people we are



supporting.

Another significant achievement was the start of a new advocacy service for the Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ), Side by Side First Peoples Advocacy. This is the first service of its kind in Queensland and provides individual advocacy support to First Nations people with disability across the state. As the host organisation for ATSIDNQ, ADA Australia has long supported Aboriginal and Torres Strait Islander people with disability and has built a strong workforce of Aboriginal and Torres Strait Islander advocates.

At the heart of all the work we do is upholding and fostering human rights for all. This year we joined the global call for a UN Convention on the Rights of Older Persons. It's hard to believe that this is still not in existence despite 70+ years of engagement on the issue. We will continue to support campaigning for this through the Rights of Older Persons Australia.

In closing, I would also like to acknowledge and thank my Board colleagues who have provided support and guidance to ADA Australia throughout what again has been a year with significant challenges.

In particular, I would like to acknowledge Director Dan O'Sullivan who resigned from the ADA Australia Board during the year. Dan served on the Board for 12 years and I thank him for his contribution of time, energy and experience over such a significant period.

I would like to acknowledge and thank CEO Geoff Rowe, Company Secretary Kathy Chandler, the dedicated ADA Australia team, and all of those who have gone before. We are where we are today because of our people who have all worked tirelessly to provide vital support to vulnerable Queenslanders and to affect real change in the systems that support them.

Liz Kearins, Chair

CEO's Report



The 2021-22 Financial Year marked the 30th Anniversary of ADA Australia. Starting with funding for a small team of three, thirty years ago it would have been difficult to imagine just what our organisation would look like today.

Celebrating 30 Years

But here we are, with more than 70 staff, offices located across the state, providing aged care and disability advocacy services and specialist legal advice and representation through a community legal service. And most recently, we added a dedicated advocacy service for First Nations Queenslanders with disability.

I want to thank those who went before us and through their hard work and determination have built ADA Australia into what we are today, and I am proud to have shared a part in that journey.

Another difficult year with COVID-19

While we all hoped that Christmas 2021 would be the start of reconnecting with family, friends and loved ones, we were greatly saddened that it was a disaster for many older people living in aged care facilities and their families. Over half the deaths from COVID-19 in 2022 have been in aged care.

We musn't lose sight that behind the statistics there are people, loved ones who had lives - fathers, mothers, grandparents, close friends, mentors and much more, and my condolences go out to those who lost loved ones.

We continued to see the toll staffing shortages and repeated lockdowns were having on aged care residents' physical and mental health and their level of care. We also saw the impact of COVID-19 on people with disability, posing significant risks to their health and access to basic essential supports.

ADA Australia focused on systemic advocacy to urgently address these issues. We strongly advocated in the media for government and the sector to address issues related to the COVID-19 crisis in aged care and disability services - strategies to address



staffing shortages, stepping up the lagging booster rollout, better access to Rapid Antigen Tests and PPE, and allowing partners in care as essential visitors.

Investing in Aged Care Advocacy

In response to the Royal Commission into Aged Care Quality and Safety, the May 2021-22 Federal Budget included an aged care investment of \$17.7 billion over five years. This included a \$94 million additional investment in aged care advocacy nationally which was greatly welcomed by ADA Australia and other member organisations of the Older Persons Advocacy Network (OPAN).

The additional investment aims to increase aged care advocacy reach to 5% of Australians receiving aged care services. The investment over two years will result in an additional 29.5 FTEs for ADA Australia, with 19.5 FTEs allocated and appointed in 2021-22. This has allowed us to expand our services and

our reach.

Two Community Development Officers whose focus is to increase the understanding in the community of advocacy services and how they can assist aged care consumers. A Financial Advocate to support aged care consumers to better understand aged care costs and pricing to promote consumer choice and control. Also a lead practitioner in the area of elder abuse to provide leadership and guidance to the advocate team in this area.

To make the most of our expanding advocacy services, ADA Australia undertook a review of management arrangements to ensure the right support structures will be in place. This recommended the creation of 4 Team Leader roles and 4 Lead Practitioner roles to lead practice across LGBTIQ, First Nations and CALD communities as well as Quality Complex Care. These roles will be operationalised in early 2022-23.

Queensland Disability Advocacy Program (QDAP)

In 2020-21 the Queensland Government extended its commitment to the funding of disability advocacy services for a further two years, creating QDAP. Advocacy organisations were required to tender for service delivery and ADA Australia was successful in its applications for providing disability advocacy services in the Redlands, Logan, Beenleigh and Gold Coast areas. We were disappointed that this meant ADA Australia was no longer providing mainstream disability advocacy statewide as we had been for many years.

Side by Side First Peoples Advocacy

ADA Australia proudly hosts the Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ). Under the QDAP, ATSIDNQ was approved to deliver a new individual advocacy service for First Nations people with disability across Queensland, the first of its kind.

This new service for ATSIDNQ is called Side by Side First Peoples Advocacy and its doors opened from 1 January 2022.

Other Highlights

To celebrate Queensland Seniors Month in 2021, ADA Australia produced the inaugural Queensland Seniors Calendar. Launched by the Minister for Seniors and Disability Services, Craig Crawford MP, the Calendar is a handy reference guide for seniors to the supports and services available to them. They were very well received with 30,000 copies distributed to seniors across Queensland.

In May 2022, we welcomed a new Federal Government, with a commitment to implement aged care reforms. In the lead up to the election ADA Australia joined forces with other advocacy and community organisations to put

forward the immediate priorities for older people and people with disability to ensure their rights and wellbeing.

We have since welcomed two key pieces of legislation to start reform of the aged care system and a review into the NDIS has also recently been announced.

With many issues and changes occurring in the aged care and disability sectors, our systemic advocacy work continued to intensify in 2021-22 and is increasingly important, which you can read more about in this report.

We are proud to have been supporting Queensland seniors and people with disability for 30 years and look forward to serving for many more.

Finally, I would like to extend my sincere thanks to Liz Kearins, ADA Board Chair and all Board Directors for their wisdom and guidance. My thanks also to my Executive Management Team and staff of ADA Australia, for their commitment to the organisation and our clients during this challenging time.

We are proud to have been supporting Queensland seniors and people with disability for 30 years and look forward to serving for many more.

Geoff Rowe, CEO

Queensland Seniors Calendar 2022



Advocacy Services Snapshot










Demand for advocacy continued to increase significantly in 2021-22 with an increase of around 30% over the previous year for advocacy and information and referrals combined. We see this as a result of a number of factors including:

- Increased demand for advocacy support due to COVID-19 crisis in aged care, issues with the NDIS, homelessness and other cost of living pressures.
- Increased number of advocates employed by ADA Australia with increased community development and capacity for service delivery.
- Continued focus on awareness building of ADA Australia’s range of services undertaken across 2020-21 and 2021-22.

There were also 554 requests for assistance that were out of scope for our support services and were referred to alternative services.


The regional breakdown remains consistent and is representative of the spread of population and ADA Australia resources.

Information and Advocacy by Program Area

	Advocacy Cases	Information & Referral
 Aged Care Advocacy	1,356	3,348
 Aged Care System Navigator	254 ^{>}	17
 Disability Advocacy	974	406*
 Disability Royal Commission	236	11
 ADA Law	372	74
 Elder Abuse	171	200
 Side by Side First Peoples Advocacy	49	n/a
 Out of Scope - Referral	0	554
 Total	3,412	4,610

Education Snapshot

 **5,228**
Number of consumers receiving education

 **461**
Number of education sessions

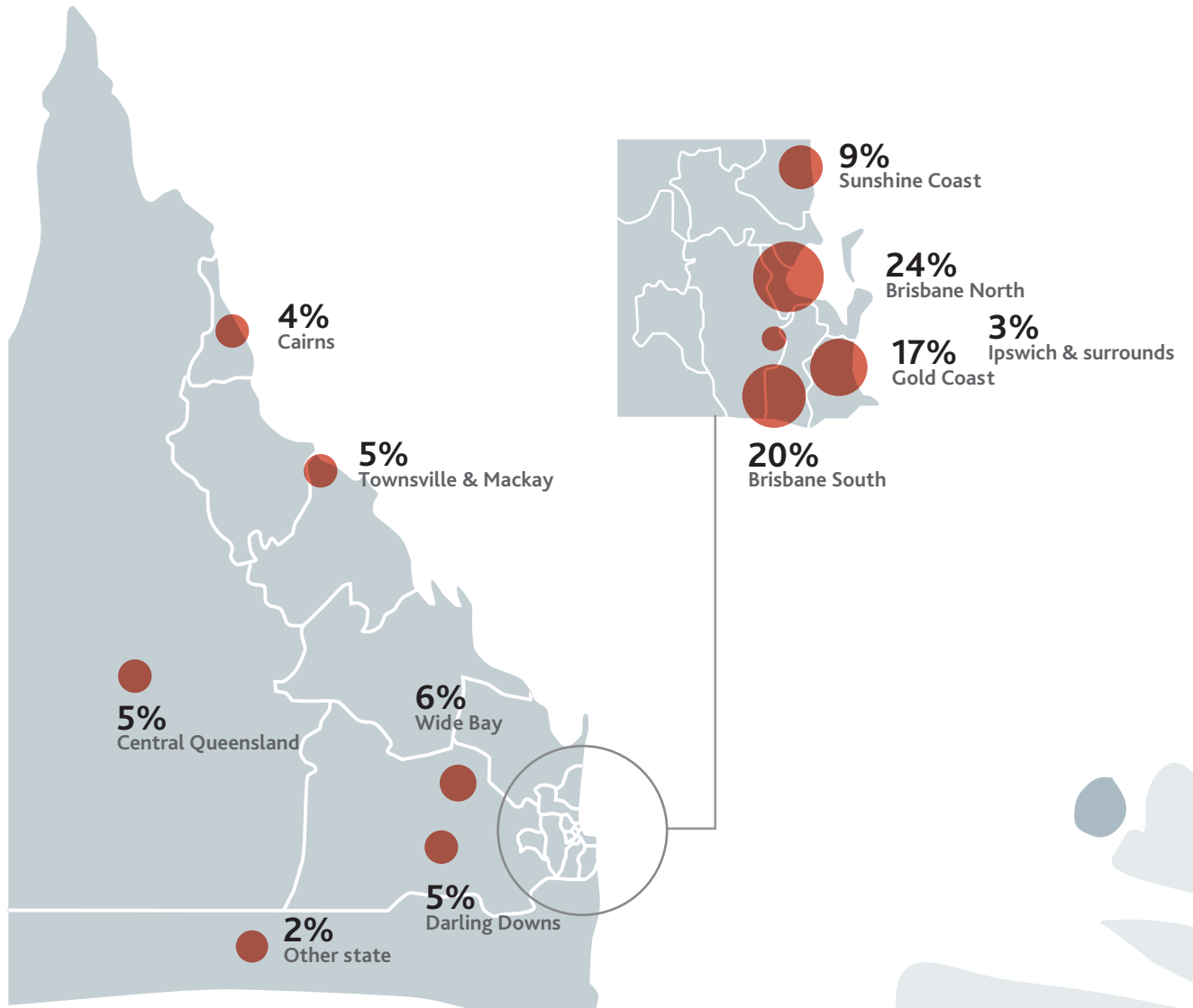
 **2,883**
Number of aged care staff receiving education

Total Information & Advocacy 8,022

* Unmet demand where enquiry referred to other services
> Includes casework longer than 2 hours



Regional Breakdown of Service Delivery



Your aged care
advocates



Aged Care Advocacy

2021-22 Highlights

- Additional \$94 million investment to OPAN nationally for aged care advocacy across two years. For ADA Australia this has delivered the following in 2021-22:
 - 13 x aged care advocates
 - 1 x lead practitioner
 - 1 x elder abuse advocate
 - 1.5 intake advocates
 - 1 x financial advocate
 - 2 x community development officers
- Introduction of new community development officers to help educate the community about advocacy and the ways in which it can support older people.
- Introduction of new financial advocate role, growing advocacy support to help older people better understand aged care costs, pricing schedules and financial statements related to their aged care services, promoting greater consumer choice and control.
- 15% increase in advocacy cases and information referrals from 4,082 to 4,704.
- 14% increase in information and referrals from 2020-21, as we started to see work from additional staff generate increased calls.

Key issues

Advocates supported aged care consumers with the following key presenting issues during 2021-22:

- Crisis in aged care with Omicron wave of the COVID-19 pandemic:
 - older people in residential aged care again found themselves in extended lockdowns, with issues accessing visitors and impacts on mental health and wellbeing
 - staff shortages across residential aged care and home care resulting in cases of inadequate levels of care
 - unable to access in-person advocacy support or attend advocacy education sessions.
- Aged care facilities not understanding the role of attorneys and allowing attorneys to make decisions without the person's input or against their wishes.
- Limited availability of service providers for Commonwealth Home Support Program (CHSP) services such as domestic support and home maintenance, particularly in regional areas.
- Difficulties accessing timely assessments to access aged care services.



Financial Advocate
Heidri Brook





Community Development Officers,
Scott Green & Matilda Marsh

- Uncertainty and inconsistency about what items can be purchased with Home Care Package (HCP) funds.
- Changes to the SCHADS Award which introduced a 2-hour minimum shift for home care workers, resulting in changes to care and/or costs for those with shorter care visits.



Aged Care Advocacy

	2020-21	2021-22
 Cases	1,151	1,356
 Information & Referrals	2,931	3,348
Total	4,082	4,704

Financial Advocacy

	37
Financial advocacy & information	
	25
Consulation & information provided to other advocacy case	
Total	62

Community Development

	29	297
Presentations to community groups & networks		attendees
	12	2,465
Public events and presentations		attendees
Total	41	2,762

*Financial advocacy and community development data reflects 2 months only. Roles commenced in May 2022.

Aged Care System Navigator

2021-22 Highlights

- 2021-22 final full year of service delivery for this program with final trial commencing in August 2021. Program ends 31 December 2022.
- Significant increase in delivery in Wide Bay with an advocate based in Hervey Bay and Bundaberg, and continued promotion in the region.
- Change to grant requirements for Brisbane South service – funded to provide individual client support only.
- To be replaced by Australian Government funded Care Finder Program, managed through Primary Health Networks (PHNs).
- PHNs contracting to organisations for local delivery of the program.
- ADA Australia is currently tendering for delivery of the Care Finder service in locations across Queensland.

Wide Bay



Client Cases*
1,085



Client support hours
784



Information sessions and presentations
11

Brisbane South



Client Cases*
182



Client support hours
1,704



Information sessions and presentations
n/a

*Includes all casework regardless of time spent



Disability Advocacy

2021-22 Highlights

- Queensland Government funded disability advocacy services contracts awarded under the Queensland Disability Advocacy Program (QDAP):
 - ADA Australia was approved to deliver disability advocacy in the Redlands, Logan, Beenleigh and Gold Coast areas, and is no longer delivering mainstream disability advocacy services statewide as per previous arrangements.
 - The Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ) was approved to deliver Queensland’s first dedicated advocacy service for First Nations people with disability.
- ADA Australia’s contract to deliver disability advocacy services in the Gold Coast and Central Queensland regions under the National Disability Advocacy Program (NDAP) was extended to June 2025.
- Partnered with seven other disability advocacy organisations to deliver the Queensland Online Election Forum – a chance for people with disability in Queensland to hear from key party representatives in the 2022 Federal Election and raise disability issues. Representatives from the Labor, Greens, United Australia, One Nation and Katter Parties attended.
- In January 2022, ADA Australia and ATSIDNQ supported an open letter calling on the Australian and Queensland Governments for immediate actions to prioritise COVID-19 safety measures for Queenslanders with disability, as the Omicron wave posed significant risks for people’s access to basic essential supports.
- ADA Australia and ATSIDNQ joined the newly created state network of disability advocacy organisations formed in January 2022 – Queensland Independent Disability Advocacy Network (QIDAN).



Key Issues

In 2021-22 key presenting issues for people with disability seeking advocacy support were:

- Access to the NDIS which remains an issue for people needing assistance with the access process and obtaining the right evidence.
- Indiscriminate cuts to NDIS support plans and increased cases taken to the Administrative Appeals Tribunal (AAT).
- Homelessness and lack of appropriate housing and tenancy management support, impacting on ability to access disability supports and increasing the complexity of the circumstance.
- Impacts of the COVID-19 pandemic and accessing support workers, health care and other essential services.



QDAP Launch

Disability Advocacy



974
Cases

406
Unmet demand

Total 1,380

- The volume of disability advocacy cases and information referral remained consistent with the previous financial year.
- Almost half of disability advocacy cases – 45%, related to the NDIS.



ADA Australia team at the Gold Coast Disability Expo

Disability Royal Commission

- 2021-22 was the final full year of providing advocacy support to help people with disability participate in the Disability Royal Commission.
- Submissions to the Disability Royal Commission close 31 December 2022.
- Delivery of information and advocacy services for the Disability Royal Commission increased from just 60 in 2020-21 to 236 in 2021-22, seeing results of continued awareness building campaigns.



Supported **236** people with disability and their families and carers to share their experiences with the Disability Royal Commission



Aboriginal & Torres Strait Islander Disability Network of Queensland (ATSIDNQ)



2021-22 Highlights

- Exciting changes for ATSIDNQ with the addition of a new individual advocacy service, Side by Side First Peoples Advocacy.
- Current ATSIDNQ branding remained as is to maintain established brand recognition, but new tagline added - *supporting our mob with disability*.
- ATSIDNQ now provides support by:
 - First Peoples Side by Side Advocacy – information, referrals and individual advocacy support to Aboriginal and Torres Strait Islander people with disability.
 - The Disability Network – a network for Aboriginal and Torres Strait Islander people with disability and their families and carers, which supports people to connect, share stories and contribute to conversations about disability.
- Feedback sought from ATSIDNQ Network members via a survey to help shape the Side by Side service and the future of the network.
 - Most respondents indicated that support in accessing services and the community, including the NDIS, should be a priority for the advocacy service.
 - Most respondents wanted information and education and regular group activities from the Network.
- Following a hiatus on in-person events due to COVID-19, ATSIDNQ restarted events for members in the community.
 - Partnered with the Wuchopperen Health Service to host two Yarning Circles in Cairns, and
 - Maryborough Yarning Circle over coffee and a cuppa at the Portside Cafe.

1,375
Network
Members

- ATSIDNQ continued to be supported by Network Champions Uncle Willie Prince (Brisbane), Aunty Semah Mokak-Wischki (Brisbane), Aunty Ruth Miller (Cairns), Cody Skinner (Brisbane), MC Chosen Shaun Fabila and Leon Petrou (Brisbane).
- Champions Manual developed to provide guidance on the role and entitlements.



Cairns Yarning Circle, Wuchopperen Health Service, 7 October 2021

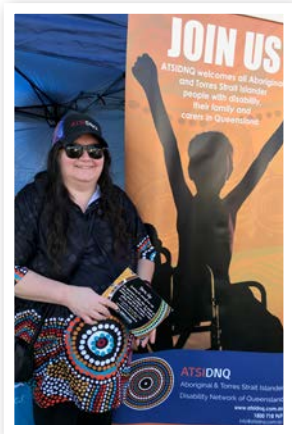


NAIDOC 2021

- NAIDOC 2021 saw a return of NAIDOC public events, and ATSIDNQ/ADA Australia attended many events across the state including:
 - NAIDOC Community and Family Fun Day Toowoomba
 - Hervey Bay Family Fun Day
 - Logan NAIDOC Family Fun Day
 - RockNAIDOC, Rockhampton
 - NAIDOC Family Day, Cairns
 - Deadly Day Out Townsville



Auntie Ruth and ADA Advocate James at NAIDOC Family Day, Cairns



ATSIDNQ member Christine at RockNAIDOC

Side by Side First Peoples Advocacy

 **49** Advocacy cases

2021-22 Highlights

- Service officially commenced 1 January 2022.
- First service of its kind in Queensland.
- The team includes 2 dedicated Side by Side staff and is supported by ADA Australia's Aboriginal and Torres Strait Islander advocates based in Brisbane, Toowoomba, Rockhampton, Townsville and Cairns.

Key issues:

Advocates supported First Nations people with disability with a number of key presenting issues:

- Access to funding, services and supports including the NDIS
- Support for NDIS reviews
- Raising issues with service provision
- Support with other issues including housing, payments, community inclusion, access and participation.



Side by Side First Peoples Advocacy team



Side by Side First Peoples Advocacy resources

ADA Law

2021-22 Highlights

- Achieved accreditation under the National Accreditation Scheme for Community Legal Centres, recognising good service delivery practice, and quality assurance processes.
- An additional advocate and Lead Practitioner for elder abuse joined the ADA Law team, as part of the additional investment in aged care advocacy.
- Strengthening responses to abuse of older Queenslanders:
 - Funding received through the Legal Aid Queensland CLE Collaboration Fund to develop a Continuing Legal Education package for legal, health and community sector professionals.
 - Worked in collaboration with the Elder Abuse Prevention Unit and the Office of the Public Guardian to develop an education package for the Gold Coast Elder Abuse Panel.
 - Strengthening Responses to Abuse of Older Queenslanders webinar held on 14 June - 100 people attended the webinar and over 100 people viewed the recording online post event.
- ADA Law team continued to publish and contribute to articles:
 - Journal of Aging Law & Policy, Advocacy and the Rights of the Vulnerable Older Person, Karen Williams & Sue Field. Contemporary issues surrounding advocacy and the rights of older vulnerable persons to have someone advocate for them in various situations where they cannot speak for themselves.
 - UQ Proctor, Working the last resort – mediation with principals and attorneys, Karen Williams and Rebecca Anderson. Safe and appropriate mediation alternatives for disputes rather than the Queensland Civil and Administrative Tribunal.
- Developed healthcare decision making resources in collaboration with the UQ Pro Bono Centre, including the legislative framework, obtaining consent or refusal, the decision-making hierarchy, case studies and analysis - <https://adalaw.com.au/healthcare-decision-making>:
 - Hosted subsequent webinar Healthcare decisions in Queensland, for healthcare professionals, with 121 views.
- Participation in the Ready to Listen project, a project to educate providers about preventing and responding to sexual assault of older people in aged care.
 - Participated in OPAN's Ready to Listen webinar.





ADA Law Advocacy & Legal Support

 **543**
Cases

 **274**
Information & Referrals

Total 817

Case by Type Comparison

	2020-21	2021-22
 Legal Services	268	215
 Mental Health Review Tribunal	62	103
 People with disability (decision making support)	100	54
 People experiencing elder abuse in residential aged care	77	171
Total	507	543

- ADA Law delivered a total of 817 advocacy cases and information referrals in 2021-22.
- Number of cases remained consistent, but a significant increase in the number of information and referrals over the previous financial year, due to staffing increases and closer collaboration between teams.
- A decrease in decision-making support cases reflected ADA Australia's reduced footprint in disability advocacy services under the Queensland Disability Advocacy Program.
- A significant increase in elder abuse cases of 122% attributable to additional staff and ongoing awareness building.
- A 60% increase in representation at the Mental Health Review Tribunal, as a result of Solicitor and Senior Policy and Research Officer, contributing part-time to legal casework in addition to policy work.

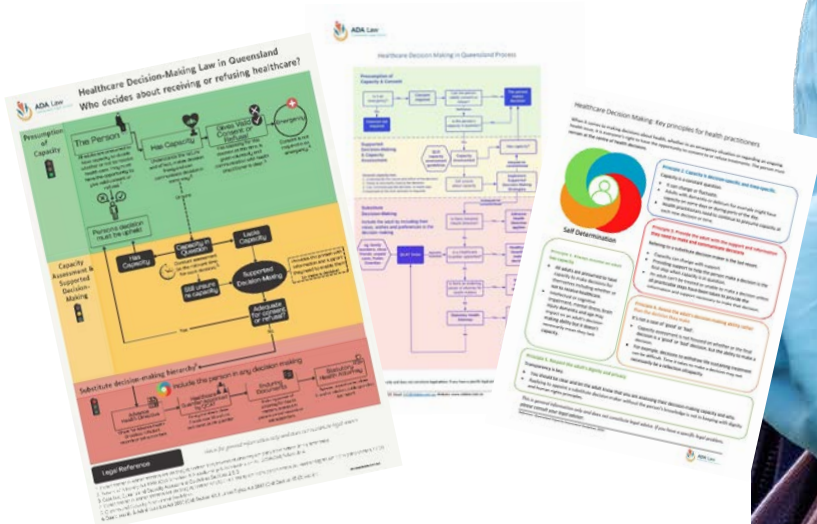
Key issues

The ADA Law team supported clients with a number of key presenting issues during 2021-22:

- Upholding the right to decision-making, including supported decision making, to return home from a hospital stay or aged care.
- Negotiation with decision makers on QCAT Guardianship and Administration matters.
- Mediation with decision makers and attorneys.
- Issues of elder abuse in aged care including:
 - misuse of Enduring Power of Attorney
 - financial abuse
 - restrictive practices.



ADA Law Team



Healthcare Decision Making Resources



Case Study1 (Elder Abuse)



ADA Law received a referral to visit Francoise in an aged care facility. Francoise had requested help to complain about her attorney, her son Phillippe. She found that Phillippe was being overly restrictive, both with information and money, and that he had restricted her friends from visiting.

ADA Law attempted to speak with Francoise but were told by the staff at the facility that they could not connect us unless the attorney gave approval, and that the residential aged care facility manager would seek the attorney's consent and get back to us.

Instead, the attorney sought legal representation, and ADA Law received a legal notice denying our request to

contact Francoise, as she did not have capacity.

This highlights the challenge many of our clients encounter, when practitioners (legal, health and aged care) fail to understand that regardless of a person's capacity, we each always retain our human rights.

Those rights include the right to complain, the right to be heard, the right to autonomy, and in the aged care setting, the right to an advocate.

Eventually the matter moved to QCAT, where ADA Law sought to support Francoise and help her present her views, will and preferences, as is her right under the Guardianship and Administration Act 2000. The Tribunal found that Phillippe, while meaning well, had been overly restrictive, and he was replaced as the attorney by Francoise's niece, Lorelle, for a term of five years. The Tribunal found that Francoise is able and should be free to choose who she spends time with and when, so no guardian was required.

Francoise was happy that the Tribunal had understood her views and preferences and was glad that her original decision remained.

Case Study 2 (EPOA & AHD)

Cathy is a 75-year-old lady who lives independently in her unit in Brisbane. Cathy contacted ADA Law because she was thinking about making an enduring power of attorney (EPOA) and advance health directive (AHD). Whilst visiting the hospital in 2021, Cathy was advised that she should consider making these documents. Cathy does not drive and was hoping that an ADA Law practitioner could visit her at home to discuss making the documents.

After speaking with Cathy on the telephone, an ADA Law solicitor visited her for an initial consultation at her home. The solicitor explained what each of the enduring documents are, how they work, and the process for making one. Through conversation, Cathy's capacity to make the documents was evident. Whilst discussing who she would like to nominate as her attorney, Cathy felt comfortable enough to disclose information about her relationships with family members and some concerns she felt about family dynamics

– including, how these might impact her if she were to become reliant on others to assist her with decision-making. With this information, the solicitor recommended appointing additional attorneys who are required to make decisions jointly. Cathy considered this and decided to nominate her niece, in addition to her two sons. She had been under the assumption that she should not nominate her niece, who lives in north Queensland, because of the distance. Cathy was pleased to be able to include her niece as an attorney.

The solicitor left the meeting with instructions to continue drafting the AHD and EPOA, and a follow up meeting to discuss the documents with Cathy would be arranged. Once the documents were drafted, the solicitor and Cathy discussed the documents over the phone, and at a further visit to Cathy's home. The solicitor provided instructions about the steps that Cathy was to follow to finalise the documents, including making an appointment with her doctor to complete the AHD.



Once the AHD was completed and witnessed, and on instruction from Cathy, the solicitor provided a copy of the executed AHD to the Office of Advance Care Planning. Cathy was given instructions for finalizing the EPOA, including getting each attorney signing their consent to act. Cathy advised that this step would be completed when her niece visited her the following month.

Cathy was pleased that she was able to make an EPOA and AHD and felt comfortable that she would be respected by her attorneys should they be required to step in and assist her make decisions in the future.

Advocating for Diverse Needs

Everyone has the right to be supported. ADA Australia embraces inclusivity and welcomes and encourages clients from diverse age groups, genders and abilities, cultural backgrounds, sexualities and religious or spiritual beliefs.

We also know that people from diverse backgrounds can experience additional barriers to accessing support or speaking up for their rights and needs.

As an organisation we continued our focus on inclusive practice and addressing these imbalances and are 'walking the talk' with including more diversity in the team at ADA Australia.

Diversity Project

In 2021-22 it was confirmed that ADA Australia will be one of the first to roll out a new diversity education training program for aged care providers across Queensland.

The program is in response to Recommendation 30 of the Royal Commission into Aged Care: Designing for diversity and complexity. The Older Persons Advocacy Network (OPAN) has been commissioned by the Australian Department of Health and Aged Care to deliver the program across Australia.

ADA Australia will receive funding over two years to deliver the program in Queensland which includes funding for three diversity educators.

The program was to commence from 1 July 2022 but has been delayed until February 2023.

Ways we embed inclusive practice

- LGBTIQ+ Working Group
- Multicultural advocates
- Side by Side First Peoples Advocacy - dedicated Aboriginal and Torres Strait Islander team
- Trauma Informed Care Working Group
- Diversity employment strategies

2021-22 Cases Snapshot



195
people from Aboriginal and Torres Strait Islander communities



823
people who live rurally or remotely



375
CALD backgrounds



4
parent separated from their children by forced adoption or removal



38
Veterans



25
people who are homeless or at risk of homelessness



Systemic Advocacy

ADA Australia continued to take a key role in fostering and protecting the rights and wellbeing of older people and people with disability across the systems that support them. In addition to media and collaboration with peak bodies and government, ADA Australia also made a number of submissions and participated in consultations across a range of matters impacting our clients, representing the consumer voice at a systemic level. We also met with Government officials and MPs at state and federal levels to discuss systemic issues of concern raised by the people we support.

Our Submissions

Department of Health and Aged Care, A new model for regulating Aged Care Consultation Paper 1

Submission to Queensland Parliament's Health and Environment Committee on the Public Health and Other Legislation (COVID-19 Management) Amendment Bill 2022

Submission to Senate Standing Committees on the Aged Care Amendment (Implementing Care Reform) Bill 2022

Review of the Guardianship and Administration Regulation 2012

Review of the National Disability Advocacy Framework 2022-2025

Criminal Procedure Review – Magistrates Court

Independent Commission of Inquiry into Queensland Police Service responses to domestic and family violence

Submission to Women's Safety and Justice Taskforce Discussion Paper 3 – Women and girls' experience of the criminal justice system as victims-survivors of sexual violence and also as accused persons and offenders

Review of Queensland's Anti-Discrimination Act 1991

Mental Health Select Committee Inquiry into the opportunities to improve mental health outcomes for Queenslanders

Office of Advance Care Planning, Queensland Health - Review of the Statement of Choices

Review of the Authorisation Framework for the use of restrictive practices in NDIS and particular disability service settings in Queensland

Inquiry into the provision of primary, allied, and private health care, aged care and NDIS care services and its impact on the Queensland public health system

National Legal Assistance Partnership Strategy and Action Plan Project

Review of the operation and efficacy of the serious violent offenses scheme in the Penalties and Sentences Act 1992 (Qld)

Submission to Queensland Parliament's Community Support and Services Committee on the Public Trustee (Advisory and Monitoring Board) Amendment Bill 2021

Submission to Senate Standing Committees on Community Affairs on the Aged Care and Other Legislation Amendment (Royal Commission Response No.2) Bill 2021

Submission to Joint Standing Committee on the National Disability Scheme on general issues around implementation and performance of the NDIS and current scheme implementation and forecasting for the NDIS

Submission to NDIS Act Review Consultations Department of Social Services regarding NDIS Amendment (Participant Service Guarantee and Other Amendments) Bill 2021

Submission to Queensland Parliament's Community Support and Services Committee on social isolation and loneliness in Queensland

Submission to Serious Incident Response Scheme (SIRS) Consultation Team, Australian Department of Health on the expansion of SIRS for Commonwealth funded in-home aged care services



26 Submissions



4 Public Hearings

Our Submissions continued

Submission to Women's Safety and Justice Taskforce Discussion Paper 2 Women and girls' experience of the criminal justice system

Submission to Women's Safety and Justice Taskforce Discussion Paper 1 Options for legislating against coercive control and the creation of standalone domestic violence offence

Submission to the Disability Royal Commission about the experiences of culturally and linguistically diverse people with disability

Submission to the Australian Attorney-General's Department regarding proposed National Register of Enduring Powers of Attorney

Submission to the Queensland Parliament's Health and Environment Committee on the proposed Voluntary Assisted Dying Bill 2021

Participation in Public Hearings

Queensland Parliament's Health and Environment Committee Inquiry into the provision of primary, allied and private health, aged care and NDIS care services and its impact on the Queensland public health system.

Queensland Parliament's Community Support and Services Committee Public Trustee (Advisory and Monitoring Board) Amendment Bill 2021

Queensland Parliament's Health and Environment Committee Voluntary Assisted Dying Bill 2021

Queensland Parliament's Mental Health Select Committee Inquiry into the opportunities to improve mental health outcomes for Queenslanders.



Communications & Resources

The impacts of the COVID-19 Omicron wave on residents in aged care, home care services and people with disability, saw many requests for interviews across radio, television and print media. A particular focus was isolation in aged care. With up to half of aged homes subject to lockdown we used media opportunities to call on the Australian and Queensland Governments to urgently change public health advice to include ‘partners in care’ as essential visitors. Other key discussion points were delays in booster vaccinations, staffing shortages in aged care and difficulties for people with disability accessing essential services.

We also continued to develop a range of resources during 2021-22 to address information gaps in the community and to inform our clients about the ways in which ADA Australia can support them. This included 30,000 copies of the Queensland Seniors Calendar, 2022 edition. The seniors calendar is a handy reference guide to supports and services for Queensland seniors, and is popular among senior community groups. The calendar was launched by the Honourable Craig Crawford Minister for Seniors and Disability Services, at a launch event in partnership with Multilink Community Services.

Our Media Coverage



98
Channels



64
comments/interviews
across 98 channels



29
Radio Interviews



15
TV appearances



24
Print & online



8
Publish articles



6
Editions of
Advocate (e-news)



5
Media Releases

In Print

Aged Care Australia Magazine

Navigating decision-making under Enduring Powers of Attorney: dealing appropriately with client attorneys in aged care

Diversity to become core business in aged care: how well do you know your community?

The Last Post Magazine

Advocacy in Action for older Veterans

Carers are not saints. Why we need to change the narrative about support work

Financial advocacy: Graeme does the maths on home care support

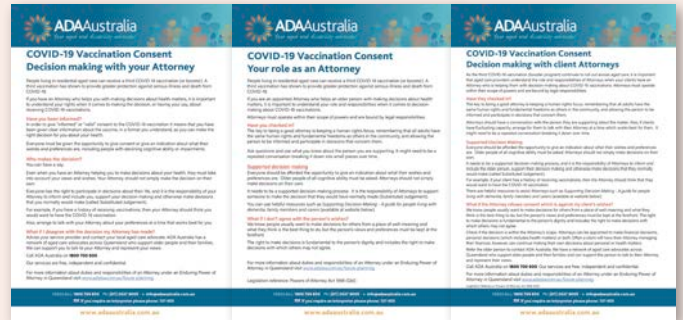
First of many steps to better aged care

Your Time Magazine

Aged Care Rights Services are available to help those at home

Queensland Law Society Proctor Magazine

Working the last resort – mediation with principals and attorneys by Karen Williams and Rebecca Anderson, ADA Law.



Information for aged care residents, attorney and service providers on residents' rights and attorney responsibilities in providing COVID-19 vaccination consent



Resources



Introducing ATSIDNQ's disability advocacy service for First Nations people with disability, Side by Side First Peoples Advocacy



Education about the roles and responsibilities of Attorneys under an Enduring Power of Attorney and upholding decision-making rights



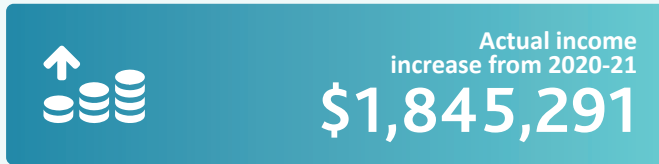
New disability advocacy footprint and updated service delivery



ADA Australia's inaugural Queensland Seniors Calendar, a reference guide to supports and services for older Queenslanders, 30,000 copies distributed

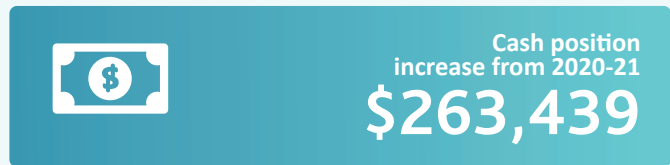
2021-22 Financial Snapshot

In 2021-22, ADA Australia achieved growth in income, with overall actual income for the year at \$7,041,796, up by \$1,845,291 from the previous year.

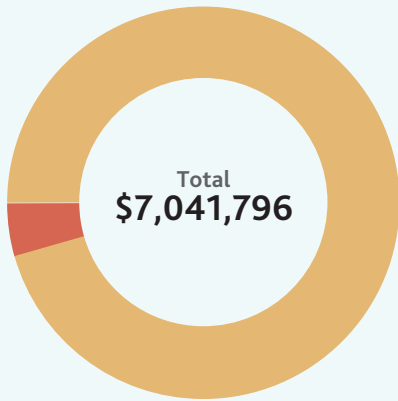


- Increased funding through Australian Government National Aged Care Advocacy Program (NACAP) and existing partnership with the Older Persons Advocacy Network (OPAN), to expand aged care advocacy reach.
- Continued funding for delivery of the Aged Care Navigator trial services in the Brisbane South and Bundaberg/Wide Bay regions, funded by the Australian Government.
- Renewed funding through to 2025, from the Department of Social Services through the National Disability Advocacy Program (NDAP) for delivery of disability advocacy in Rockhampton and Gold Coast regions.
- Continued funding for delivery of advocacy support for the Disability Royal Commission in Rockhampton and Gold Coast regions, funded through the Department of Social Services, National Disability Advocacy Program (NDAP).
- Awarded funding through the Department of Seniors, Disability Services & Aboriginal & Torres Strait Islander Partnerships Queensland Disability Advocacy Program (QDAP) for delivery of disability advocacy in Beenleigh and Robina regions.

- Funding awarded to ADA Australia’s Aboriginal & Torres Strait Islander Disability Network (ATSIDNQ), through QDAP to provide a statewide individual advocacy service that supports First Nations people with disability.
- Increased funding from the Department of Justice & Attorney-General, for ADA Australia’s specialist community legal service, ADA Law, to support adults with impaired decision-making capacity to resolve guardianship and administration issues.
- Funding awarded to ADA Law from the Department of Justice & Attorney-General to deliver specific projects: explore alternatives to QCAT Guardianship applications; and Continuing Legal Education project, strengthening responses to elder abuse.
- Total expenditure for the year was \$6,563,917, an increase of \$1,429,785 from the previous year. This escalation in expenditure is a direct result of the expansion of ADA Australia’s advocacy services across the state.
- ADA Australia’s cash position increased with a closing cash balance of \$2,087,229 at the end of the financial year, up by \$263,439 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.

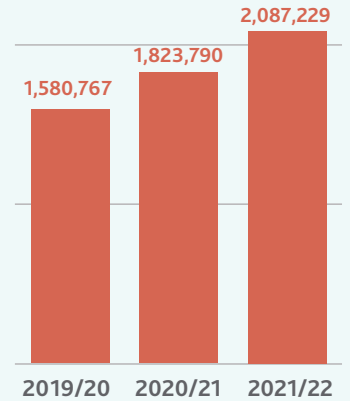


Where the money came from - 2021/22



- **\$ 6,733,773**
Government (95.63%)
- **\$ 308,023**
Self Generated (4.37%)

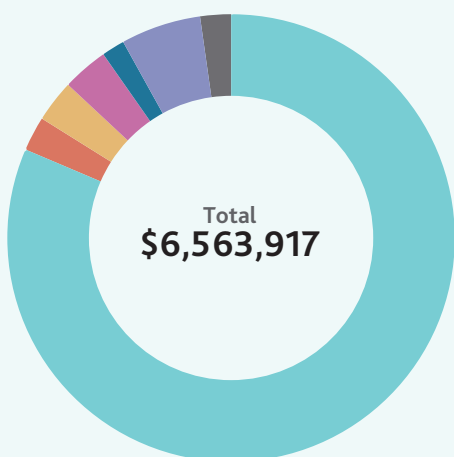
Cash at end of year (\$)



Sources of Income

	2019/20	2020/21	2021/22
Government	\$4,347,813	\$4,956,405	\$6,733,733
Self Generated	\$295,890	\$240,100	\$308,023
Total	\$4,643,703	\$5,196,505	\$7,041,796

How money was spent - 2021/22



- **\$ 5,359,579**
Staffing (81.46%)
- **\$ 106,199**
Promotion (1.61%)
- **\$ 164,514**
Travel (2.49%)
- **\$ 395,363**
Communication (5.99%)
- **\$ 185,460**
Premises/Accommodation (2.81%)
- **\$ 219,674**
Equipment, Furniture, IT, etc (3.33%)
- **\$ 133,128**
Contracted Services (2.3%)

Board Members



Liz Kearins

Chair – ADA Australia elected Nov 2019
(Board Director, ADA Australia, Feb 2016)
(Board Director, QADA Dec 2012)

Liz Kearins is an experienced senior executive, board director and consultant, with expertise in strategy, culture change, engagement, and communication. Her diverse background spans the management consultancy, utilities, healthcare, local government, environment, tourism, and media sectors.

Liz is the Director Performance Partnerships at Actrua Performance Cultures, where she leads project strategy, design and delivery to help organisations and leaders engage, inspire and empower people to be their best.

She also serves on the Board of Australia's Older Persons Advocacy Network (OPAN) and chairs OPAN's Finance, Audit and Risk Committee.

Liz is a Fellow of the Institute of Managers and Leaders, a certified Change Management Practitioner, and a member of the Australian Institute of Company Directors, Australian Human Resources Institute, the Public Relations Institute of Australia and the International Association of Public Participation.



Paul Johnson

Deputy Chair – Elected to Board 2014
*BSocSc (HumServ), DipBus(Frontline Mgt),
Cert IV TAA*

Paul brings professional and personal carer insights to his role on the ADA Australia Board. On a personal level, Paul navigates the health and aged care sectors as an enacted EPOA for a close family member.

Professionally Paul brings a wealth of experience from a career in the ageing industry spanning two states, over two decades and across the spectra of service provider, industry adviser and government official.

With qualifications in human services, training and management, Paul is passionate about ensuring the voices and lived experiences of older Australians are respected and celebrated. Paul is currently the Chief Opportunity Officer at BallyCara where he has executive leadership for People & Culture, Service Excellence, Compliance, Communications & Engagement and Business Development.

Paul actively engages with key stakeholders across Australia and continues to contribute to national policy development and reform of Australia's aged care system through his involvement with Aged & Community Care Providers Association. Paul has chaired ADA Australia's Quality & Compliance sub-committee during 2021-22.



Jennifer Pouwer

Treasurer – Elected to Board 2017
*Bachelor of Occupational Therapy and
MAICD*

Jennifer has extensive senior executive experience in the government (Commonwealth and State) and diverse non-government health and social services sectors. Since 2002 this experience has been supplemented by Corporate governance qualifications and through service to diverse not for profit Boards, supporting their governance, strategy and policy.

Presently Jennifer is also Deputy Chair, Checkup, a not for profit, non-government organisation assisting communities to address health inequities and contributes into consulting assignments.



Ian Edwards

Elected to Board 2015
MHA BBUS (HRM), Assoc Dip Bus (Mgt)

Ian has over 30 years of experience in the health and education sectors, including 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 retired in late 2020 and has been discovering a variety of new interests to continue his active lifestyle.



Natalie Siegel-Brown

Director – Elected to Board 2021

LLB, BA, Executive Certificate Harvard University, GradCert Corporate Management, Masters Public Politics and Public Administration

Natalie has unique experience leading organisations in all three sectors: government, NGO and private and she has been a senior executive in the Australian, Queensland and NSW Governments. Her diverse background has been singularly driven by a passion to make the world a better place. Natalie's work in Indigenous Affairs and legal service policy has been published internationally and in 2002, she was awarded the inaugural Gowling Lafleur Henderson Award (University of Toronto).

Natalie is passionate about advocating for the human rights of people experiencing vulnerability. Most recently, Natalie was the Queensland Public Guardian. She was the only Public Guardian in Australia to perform the role of child guardian and adult guardian simultaneously. Natalie is currently Commissioner (Australian Social Policy), at the Australian Productivity Commission.

Natalie is also a member of the Independent Interim Body moving forward the treaty process in Queensland.



Lucille Chalmers

Director – Elected to Board 2021

BAppSc, MPH, GradCertBus, Graduate of the Australian Institute of Company Directors

Lucille is a senior health and human services executive with a proven track record in change management, service re-design and increasing revenue to achieve strategic vision in the delivery of high quality and sustainable health services. She has held senior roles with large not for profit and government agencies and has significant experience in leading major change initiatives and designing new service delivery and capability building programs. Lucille has a particular passion for community driven co-design to address health inequities and improve health outcomes.

Her current role is the Chief Executive Officer, Darling Downs & West Moreton Primary Health Network.



John Devereux

Director – Elected to Board 2021

BA/LLB, Doctorate of Philosophy of Law

John Devereux is Professor of Law at the University of Queensland. He is a Barrister of the Supreme Court of Queensland and the High Court of Australia. A Rhodes Scholar, John has degrees in Arts and Law from the University of Queensland, and a Doctorate of Philosophy of Law from Magdalen College, Oxford.

John has spent the last 30 years working in different areas of law, with a special focus on health law. As a Law Reform Commissioner for Queensland, a member of the Social Security Appeals Tribunal and the Assistant Commissioner (Legal) of the Health Quality and Complaints Commission. He currently serves on the Administrative Appeals Tribunal. John has taught medical law at Universities in Australia and abroad. His book *Australian Medical Law* is in its third edition. He recently co-authored a book for Cambridge University Press, *Health Law: Frameworks and Context*.



Stephanie Gallagher

**Director – Elected to Board 2017
(Resigned July 2021)**

BA, LLB, MHA

Stephanie has acted for Queensland Health and other health industry clients over the length of her career, which spans more than 30 years. Her experience includes acting in; matters arising from the public and private health sectors as both a solicitor and barrister, in an advisory capacity, in relation to and appearing on behalf of QH to defend claims, in litigation and before regulatory bodies and tribunals.

For more than 15 years she sat as a member of institutional ethics committees of tertiary hospitals.

Her extensive experience in the regulation of health professionals was recognised when she was asked by the Minister for Health to chair the interim Medical Board (in Queensland) upon his dissolution of the existing Board (in Queensland).

Her experience and expertise extend to matters of health service management. Her Master in Health Administration enables her to bring additional insight into advising clients in relation to matters involving the legal implications arising from clinical service delivery, policy and procedure and matters of public health and clinical governance.

Stephanie resigned from ADA in July 2021 upon her appointment as a Magistrate and Coroner.



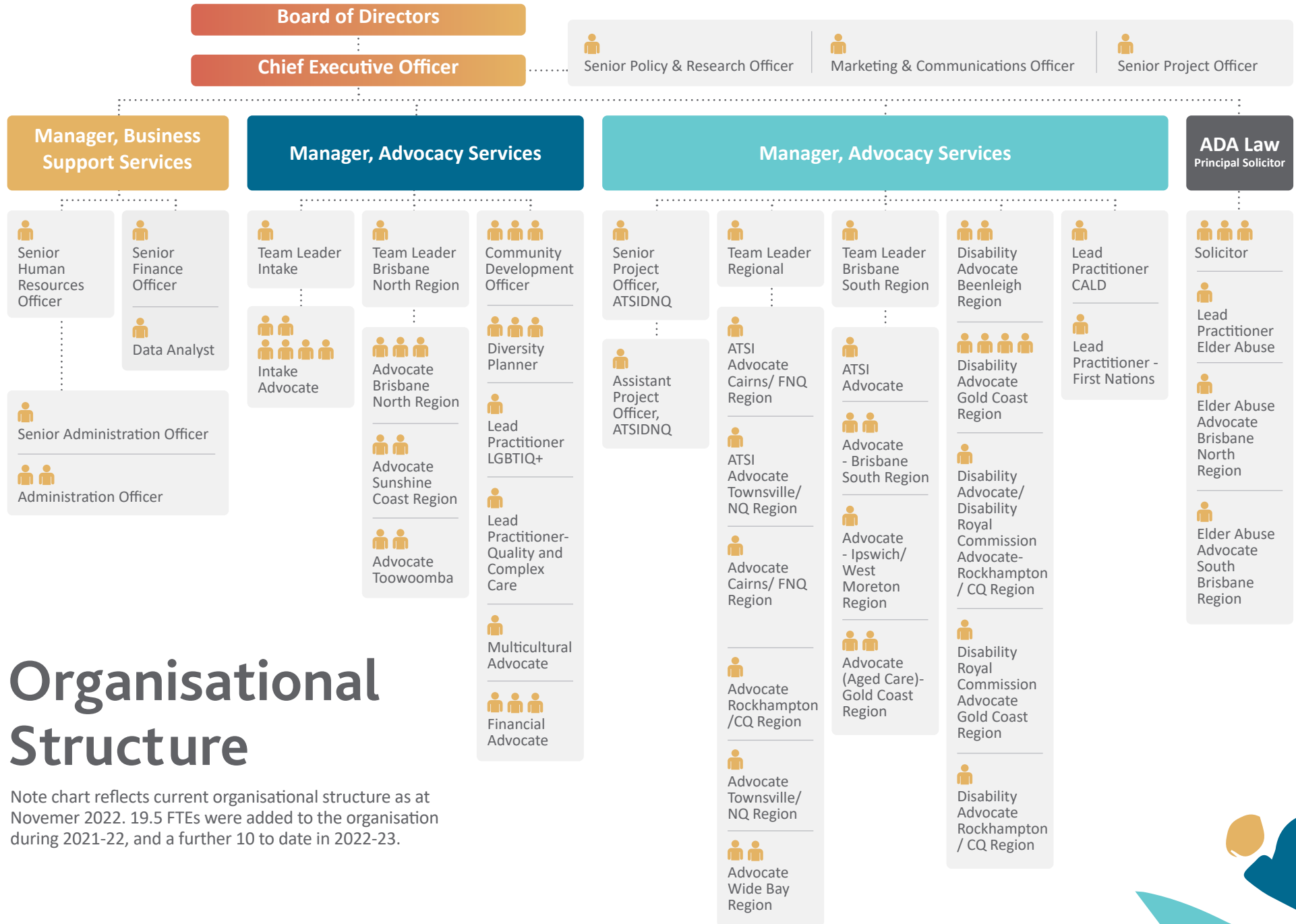
Dan O'Sullivan

**Director – Elected to Board 2009
(Resigned November 2021)**

*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 Capital and Asset Services Branch of Queensland Health.





Organisational Structure

Note chart reflects current organisational structure as at November 2022. 19.5 FTEs were added to the organisation during 2021-22, and a further 10 to date in 2022-23.

Glossary of Terms

AAT - Administrative Appeals Tribunal

ADA Australia - Aged and Disability Advocacy Australia

ADA Law - a registered Queensland Community Legal Service operating under ADA Australia

Aged Care Royal Commission - Royal Commission into Aged Care Quality & Safety

AHD - Advance Health Directive

ATSIDNQ - Aboriginal and Torres Strait Islander Disability Network of Queensland

CALD - Culturally and Linguistically Diverse

CLE - Continuing Legal Education

CHSP - Commonwealth Home Support Program

DRC - Disability Royal Commission

Disability Royal Commission - Royal Commission into Violence, Abuse and Neglect of People with Disability

EPOA - Enduring Power of Attorney

HCP - Home Care Packages

LGBTIQ+ - Lesbian, Gay, Bisexual, Trans and gender diverse, Intersex, Queer and questioning

MHRT - Mental Health Review Tribunal

NACAP - National Aged Care Advocacy Program

NAIDOC - National Aboriginal & Islander Day Observance Committee

NDAP - National Disability Advocacy Program

NDIS - National Disability Insurance Scheme

OPAN - Older Persons Advocacy Network

PHN - Primary Health Network

PPE - Personal Protective Equipment

QCAT - Queensland Civil and Administrative Tribunal

QCLC - Queensland Community Legal Centre

QDAP - Queensland Disability Advocacy Program

QIDAN - Queensland Independent Disability Advocacy Network

RACF - Residential Aged Care Facility

ROPA - Rights of Older Persons Australia

SCHADS Award - Social, Community, Home care & Disability Services Award

SIRS - Serious Incident Response Scheme in aged care



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