

Annual Report 2023-24

# Aged Care and Disability Reforms Front and Centre



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ADA Australia acknowledges the Traditional Custodians of the land and pays respect to Elders past and present.

*Aboriginal and Torres Strait Islander people are warned that this report contains images of deceased persons.*





# 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 located in many locations across Queensland. ADA Australia provides advocacy services to older people and people with disability in metropolitan, regional, rural and remote areas.

Our vision is that older people and people with disability exercise their rights and make choices about how they live their lives.

Our purpose is to empower older people and people with a disability through information, education and advocacy.

## 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, information & education services across Queensland
- Delivery of elder abuse support for people in residential aged care across southeast QLD

### National Disability Advocacy Program (NDAP)

- Australian Government funded program
- Delivery of disability advocacy in Gold Coast and Central Queensland regions

### Mental Health Legal Support (MHLS)

- Queensland Government funded program
- Delivery of legal support to people with mental health conditions including representation at the MHRT and at QCAT, legal information and advice and referrals
- Delivery in the Townsville region

### National Care Finder Program

- Australian Government funded program
- Delivery of specialist support for those older people who need extra help to navigate and access aged care
- Delivery in Primary Health Network regions: Darling Downs & West Moreton, Brisbane South, Western Queensland, Northern 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 Network of Queensland (ATSIDNQ) (contract ended 30 September 2024)

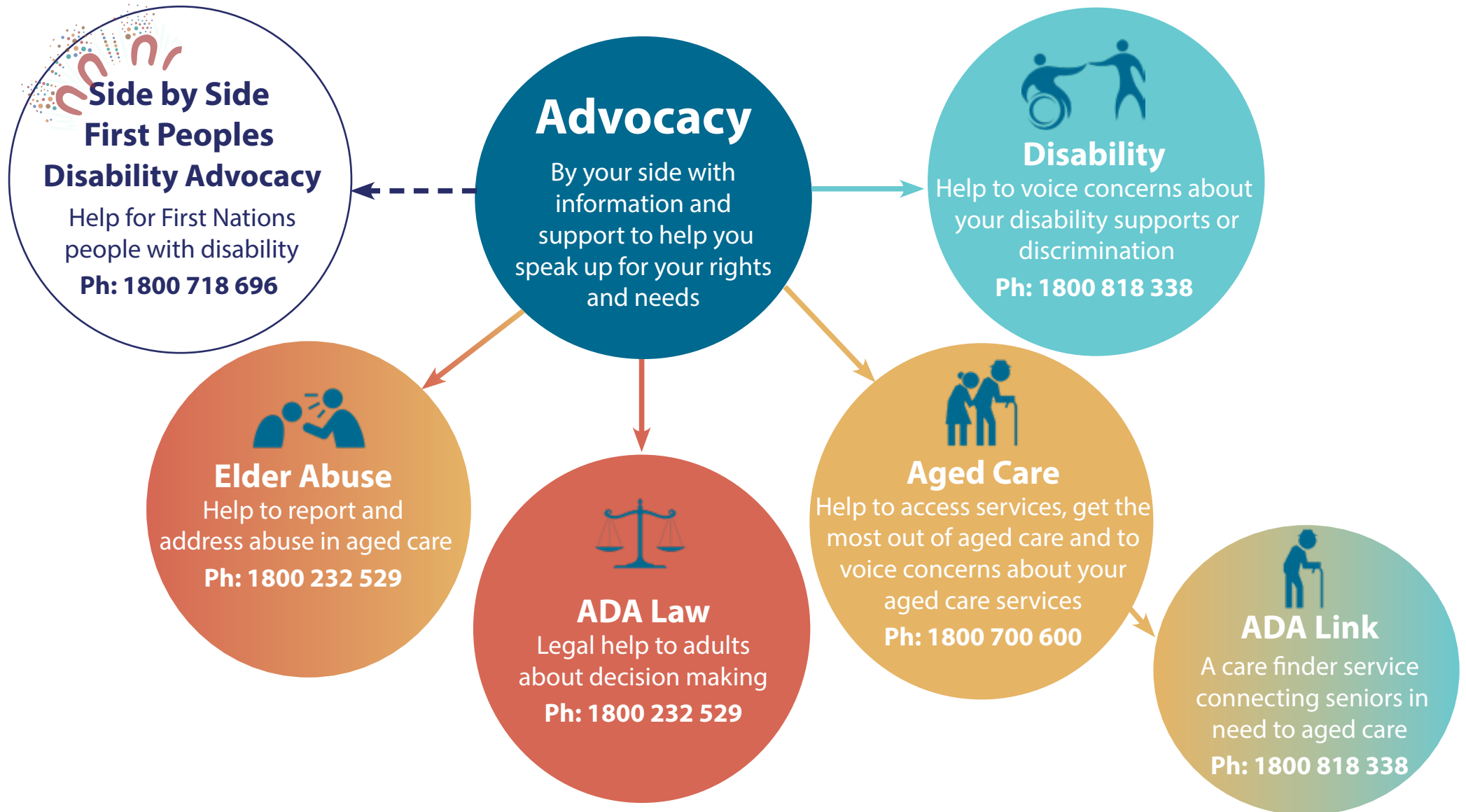
### Queensland Community Legal Centre (QCLC)

- Queensland community legal centre funded by the Queensland Government and Australian Governments as part of the Legal Assistance Strategy Funding.
- ADA Law supports people whose capacity is impaired or questioned with guardianship and administration matters including representation at the QLD Civil and Administrative Tribunal

### QLD Seniors Legal and Social Support Service (SLASSS)

- Queensland Government funded program
- Delivery of legal and social work support to seniors with concerns about elder abuse, mistreatment or financial matters
- Outreach service to western and outback Queensland

# ADA Australia Services



# Chair's Report



Major reforms in both the aged care and disability sectors will have long-lasting impacts on our aged care and disability support systems, and the people who rely on them that we support.

If we named our annual report years, 2023-24 would be the Year of Reform.

Major reforms in both the aged care and disability sectors will have long-lasting impacts on our aged care and disability support systems, and the people who rely on them that we support.

At the end of 2023, we welcomed the Australian Government's release of a draft rights-based Aged Care Act. As advocates who have long campaigned for the human rights of older people to be at the heart of the aged care system, it was critical that we contributed to subsequent government and public consultations to make sure the needs and opinions of older people were represented and considered.

The resulting Aged Care Bill 2024 was introduced to Parliament on 12 September 2024, and while it did not include everything we asked for, importantly, older peoples' rights are now enshrined through a Statement of Rights.

2024 also marked a year of review and reforms for people with disability and the disability sector, including the release of the final report of the Disability Royal Commission (DRC), the NDIS Review final report and subsequent changes to NDIS legislation. Again, we made submissions to share and amplify the views of the disability community and identify systemic issues. Transformative change is needed in the NDIS and this requires co-design and consultation with the disability community to inform the change.

Alongside our participation in these reform processes, we continued to provide advocacy and legal services to support vulnerable Queenslanders. In 2023-24, we supported more people with an almost 20% increase in advocacy cases and information, and referrals overall.

This growth is the result of a tremendous effort by the organisation to quickly establish and consolidate an expanded service portfolio, including more advocates and team leaders on the ground, as well as deliver new services including care finder, legal support for people with mental health conditions, and seniors legal & social support service outreach.

The growth also reflects the increasing demand and continued need for advocacy services, particularly through this year of reform and as people deal with societal issues such as cost of living challenges, housing shortages, domestic violence, and elder abuse.

This year we lost our colleague and friend Paul Johnson, who sadly passed away in 2024. Paul served as a Board director from 2014 until 2023. He was highly regarded for his knowledge of the aged care sector and commitment to the human rights of older people. On behalf of the Board, I would like to say it was a privilege to know and work with Paul and he is greatly missed.

I would also like to acknowledge and thank Board Director Jennifer Pouwer who resigned from the Board in September 2023, and welcome three new Directors who joined us during the year - Preya Pillay and Steve Cunningham who bring extensive financial and ICT management expertise respectively, and Barry Riddiford, who has a wealth of experience in understanding the issues that impact Aboriginal and Torres Strait Islander people, and brings cultural understanding and perspectives to our Board.

I would also like to acknowledge and thank CEO Geoff Rowe, Company Secretary Kathy Chandler, the executive team and the dedicated team at ADA Australia for their efforts in successfully establishing and delivering the range of advocacy and legal support services the organisation offers today. Our team is simply the best and we are proud to part of their achievements.

Reforms to the aged care and disability sectors continue. With the Australian Government accepting just 13 of the 222 recommendations made in the final report from the DRC, and the Aged Care Act reforms yet to be fully implemented, there is certainly more work for us to do in the year ahead.

We will continue to listen and help older people and people with disabilities make their voices heard as we work towards a better future for all of us.

**Liz Kearins**  
Chair

# CEO's Report



Every year as I reflect on the year that was for the Annual Report, I continue to be amazed by the amount of work accomplished over the year and the continued developments in the organisation, and the sector.

For ADA Australia, 2023-24 was about consolidating the operations of new services, continuing to meet growing demand for advocacy and legal support, and gearing up for more new projects. All this against a backdrop of significant national reform in both the aged care and disability sectors.

The much-anticipated new Aged Care Act was released for consultation in late 2023. This is a rare opportunity to change how we deliver aged care in Australia for the better, and we took every opportunity to give feedback, and ensure the voices of older people were represented in consultations.

As advocates we have long called for a human rights-based aged care system that puts the focus on the people in aged care, rather than the business of aged care. We were pleased to see the Act include a Statement of Rights that providers will have a positive duty to uphold. Does it go far enough? We had called for more enforceability measures for rights, but we are now waiting for detailed information on how the Act will be implemented and will continue to advocate for rights to be upheld with adequate protections.

At the same time, there were significant reforms underway in the disability sector. We know that many people with disability have concerns about how they will be impacted, and again we took every opportunity to provide feedback on the experiences of people with disability we support. Refer to the list of submissions detailed in the Systemic Advocacy section this report. The new NDIS legislation came into effect from 3 October 2024, and we are continuing to provide support as people navigate through the changes.

I was also pleased to see the conversation about human rights taking centre stage in 2023-24. I presented at a number of government public hearings, including inquiries into a national human rights framework, and potential legislation, and reduction and elimination of restrictive practices for people with disability.

## Disability Reform

- Final Report of the Disability Royal Commission
- Final Report NDIS Review
- NDIS Provider and Worker Registration Taskforce
- **Foundational Supports Strategy**
- NDIS Amendment (Getting the NDIS Back on Track No. 1) Act 2024

ADA Australia continued to meet high demand for advocacy services in 2023-24. The high demand required us to monitor and manage service wait times throughout the year. We delivered 6,391 advocacy cases and 6,825 information and referrals. Overall, it was a 20% increase in service delivery, but a massive 46% increase in the number of advocacy cases.

The organisation also continued to take up new opportunities and we were successful in our bid to deliver a new project supporting people with disability under the Information, Linkages and Capacity Building (ILC) program – Words 2 Action. We often say we hope we don't see our clients a 2nd time. What we mean by that is that our ultimate goal is to educate and empower people with disability to be able to advocate for themselves in the future. Words 2 Action will deliver specific strategies to build confidence and skills in self-advocacy. This project will also see us extend our service reach in 2024-25 over the border into northern NSW for the first time.



**Another major development for the organisation in 2023-24 was in regard to the Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ). ADA Australia has proudly been host to ATSIDNQ since 2016, building the Network to a 1,200 strong membership of people with disability, friends, family, carers and service providers, and establishing the Side by Side First Peoples Advocacy service.**

However, it was always our and ATSIDNQ's vision that we would support ATSIDNQ in becoming a stand-alone community-controlled organisation, and in 2023 we were excited to commence the transition process. ATSIDNQ became a standalone independent entity on 6 June 2024. ADA Australia's Side by Side First Peoples Advocacy service contract concluded on 30 September 2024.

As I said, a lot happens in a year. But we did also take the time to get out in the community throughout the year, hosting and attending local events and expos, talking with seniors in aged care and in the community, talking with service providers and community organisations, and launching another fantastic Seniors Calendar.

Of course, all this work can't happen without a dedicated team making it happen, and I would like to thank the team at ADA Australia for their continued passion and commitment to what we do. I also extend my sincere thanks to Liz Kearins, ADA Board Chair and all Board Directors for their wisdom and guidance. And I acknowledge the funding commitment to advocacy and legal services by the Australian and Queensland Governments that allows us to provide these important services to older people and people with disability in the community.

On a final personal note, I would like to acknowledge and remember former Board member Paul Johnson who passed away in 2024. A long-time ADA Board member, colleague and friend, I would like to thank Paul for his commitment to ADA Australia and for the values and spark he brought to the organisation. Paul was well-known and loved by many in the sector and our thoughts are with his family. Gone too soon. Vale Paul.

**Geoff Rowe**  
CEO



# Advocacy Services Snapshot

Overall, there was a large increase of 46% in 2023-24 in the number of advocacy cases, but less so with information and referrals, only increasing slightly by 3%. This is likely due to new services such as ADA Link and Seniors Legal and Social Support Service now being available to provide individual support so previous information & referrals now may be cases in these services.

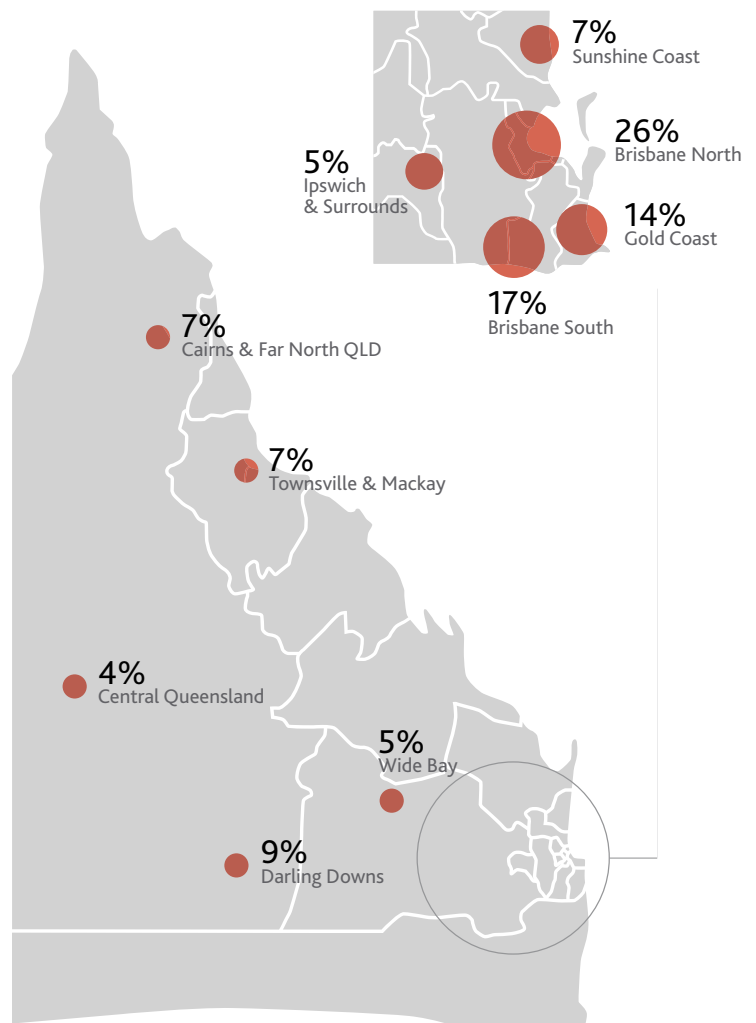
Significant increases were expected in ADA Link care finder as induction and onboarding in Northern and Western Queensland were finalised and they celebrated the first full year in operation. ADA Link delivered 778 cases, approximately 7 times more than in the previous year.

With the addition of the Seniors Legal and Social Support Service (SLASSS) and a mental health legal service in Townsville, cases and information and referrals for ADA Law increased significantly by 70% to 1,194 from 700 in the previous year.

Disability advocacy cases also show increased demand (31%). Note in 2023-24 the government introduced a new reporting methodology for disability advocacy cases, based on services provided. Refer to the Disability Advocacy section in this report for more detailed reporting.










The proportion of services delivered by program area remain generally reflective of funding levels for each program – aged care advocacy (NACAP), disability advocacy including for First Nations people (QDAP), ADA Link (care finder) and ADA Law (QCLC, SLASSS, MHLS).

## Regional Breakdown of Service Delivery



ADA Australia continues to uphold a strong commitment towards being a quality organisation. In June 2024 ADA Australia was certified against the Australia and New Zealand Standards (AS/NZS) International Organisation for Standardisation (ISO) 9001:2015 Quality Management Standards and the National Standards for Disability Services (NSDS). Audits included interviews with staff and clients, and review of processes and documentation.



| Information and Advocacy<br>by Program Area                                       |                                     | 2022-2023         |                           | 2023-2024         |                           |
|---|-------------------------------------|-------------------|---------------------------|-------------------|---------------------------|
|   |                                     | Advocacy<br>Cases | Information &<br>Referral | Advocacy<br>Cases | Information &<br>Referral |
|  | Aged Care Advocacy                  | 2,794             | 4,712                     | 3,881             | 5,491                     |
|  | Aged Care System Navigator          | 104               | 29                        | n/a               | n/a                       |
|  | ADA Link Care Finder                | 95                | 10                        | 785               | 16                        |
|  | Disability Advocacy                 | 696               | 906                       | 913               | 791                       |
|  | Disability Royal Commission         | 60                | 12                        | n/a               | n/a                       |
|  | ADA Law                             | 323               | 187                       | 481               | 264                       |
|  | Elder Abuse                         | 239               | 300                       | 254               | 195                       |
|  | Side by Side First Peoples Advocacy | 63                | 74                        | 77                | 68                        |
|  | Out of Scope - Referral             | 0                 | 377                       | n/a               | n/a                       |
| Total   |                                     | 4,374             | 6,607                     | 6,391             | 6,841                     |
| Total Information & Advocacy  |                                     | 10,981            |                           | 13,216            |                           |





Community Connectors Charbel Trad & Marlana Enkelmann & CDO Scott Green at Ipswich Seniors Expo.



# Aged Care Advocacy



## 2023-24 Highlights




- Leadership team realignment to provide better support to the aged care advocacy team and to consolidate the significant growth over the last year.
- Community Development team realigned to communications and marketing team for a more targeted whole of organisational approach.
- Recruited additional temporary regional advocate positions to support demand across regional and remote areas.
- Recruited additional positions to the intake team to assist with high call volumes across all programs.
- Consolidated and operationalised a full team of advocates resulting in surpassing our aged care advocacy cases and information supports; achieving the highest number of supports to people to date.
- 25% increase in aged care information and advocacy cases, and 17% Increase in financial advocacy cases.
- Creation of quality indicators to ensure best advocacy practice across the team.
- Implementation of aged care provider tools for supporting clients with income tested fees.
- Presenting issues and solutions at ACCPA provider meetings.
- Successful community development program with Community Conversation events.

## Service Delivery

| Aged Care Advocacy  |              |                                  |
|---|--------------|----------------------------------|
|   | 2022-23      | 2023-24                          |
|  | 2,794        | 3,881<br>Advocacy cases          |
|  | 4,712        | 5,491<br>Information & referrals |
| <b>Total</b>  | <b>7,506</b> | <b>9,372</b>                     |

| Financial Advocacy  |            |  |
|---|------------|--|
|   | 2022-23    | 2023-24  |
|  | 319        | 404<br>Financial advocacy case & information                       |
|  | 212        | 218<br>Consultation & information provided to other advocacy cases |
| <b>Total</b>  | <b>531</b> | <b>622</b>   |

| Community Development   |              |   |
|---|--------------|---|
|   | No, Sessions | No, Attendees   |
|  | 85           | 3,157<br>Presentations to community groups and networks |
|  | 193          | 22,845<br>Public events and presentations               |
| <b>Total</b>  | <b>278</b>   | <b>26,002</b>   |

| Education Snapshot  |         |  |
|---|---------|--|
|   | 2022-23 | 2023-24  |
|  | 800     | 1,123<br>Number of education sessions                  |
|  | 8,543   | 15,205<br>Number of consumers receiving education      |
|  | 3,592   | 5,849<br>Number of aged care staff receiving education |

## Key Issues

Advocates supported aged care consumers with a number of key issues during 2023-24 including:

- Home Care Package (HCP) inclusions and exclusions.
- Lack of availability of Commonwealth Home Support Program (CHSP) services, including urban and regional areas.
- Underfunding and low prioritization of CHSP services.
- Lack of palliative care options.
- Service agreements, fees and charges lack of information and understanding.
- Income tested fees within HCP not explained at sign on and significant debts incurred.
- Additional services in Residential Aged Care Facilities (RACF) not being utilised by residents but still being charged full amount.
- Transfer of funds when changing HCP providers and unable to find a new provider. This has resulted in clients losing their unspent funds when more than 70 days has passed.
- Education strategy successful with significant increase in number of sessions by 40%, although there is more work to be done in terms of accessing more RACFs to deliver education sessions.

Aged Care Advocates  
Joanne Jamieson &  
Dianne Hull at  
Rockhampton Seniors Expo





# Care Finder – ADA Link



## 2023-24 Highlights

Full year of operation across all regions demonstrates the true picture of demand for service that is vast, highly complex and at times confronting. Often the people we are assisting have ‘fallen through the gaps’ or find themselves ‘invisible’ or without a voice. They often have experienced or are experiencing complex trauma, violence, abuse or significant health issues that leave them isolated, vulnerable or marginalised.

- Onboarding and Induction of ADA Link North QLD team and ADA Link Western QLD team.
- Appointed 2 Aboriginal and Torres Strait Islander Community Connectors across Northern Qld and 1 in Cherbourg. In Northern Qld alone more than 30% of clients identify as Aboriginal and/or Torres Strait Islander peoples, which is a direct result of the work the Aboriginal and Torres Strait Islander Community Connectors have done within community to create awareness, build trust and increase our internal capabilities to respond to people’s cultural needs.
- ADA Link team fully established with currently 30 team members, across five central offices, with six outpost workers from Mt Isa to the Scenic Rim.
- Launch events held in Cairns, Townsville, Mossman, Innisfail, Ingham, Ayr and Charters Towers.
- ADA Link sponsorship of Cairns NAIDOC for Elders Luncheon.
- Development of Aboriginal and Torres Strait Islander resources.
- Celebrated ADA Link one year anniversary. More than 23,000 hours work conducted on behalf of clients, an average of 30 hours per case. There were 778 people that received a service with almost three referrals received for every work day over the last year. More than 4,600 outbound referrals to assist client’s needs or an average of six referrals per person. More than 230,000 kms travelled across the state to assist older Australians requiring services and support to promote their safety and wellbeing while often in vulnerable and marginalised situations.
- ADA Link Assertive Outreach has developed extensive networks across most of the state which include, physical health medical services, mental health services, housing and homeless services, emergency relief services, community and neighbourhood centres, hostels and shelters, libraries and other community locations.

| Regional Service Delivery    |           |            |
|------------------------------|-----------|------------|
|                              | 2022-23   | 2023-24    |
| Brisbane South               | 8         | 74         |
| Darling Downs & West Moreton | 81        | 399        |
| Northern Queensland          | 6         | 266        |
| Western Queensland           | n/a       | 39         |
| <b>Total</b>                 | <b>95</b> | <b>778</b> |

Note 2022-23 reflects that service only operational for one month in the financial year, with Western Queensland not yet operational.



Our experience has shown us that the national care finder model: its focus on rapport and trust building between client and worker face to face; not being time limited; being person driven; and focused on the holistic needs of the older person through a trauma informed lens, leads to significant positive outcomes for older people.

### Key Issues

Community Connectors supported vulnerable seniors across a number of key areas during 2023-24 including:

- Lack of services or thin service markets to meet the demand of an ageing population across the state. This is further compounded in rural, remote and very remote areas of Queensland.
- Lengthy wait times for assessments, approvals and allocation of government subsidised supports.
- Impact of cost of living such as housing affordability and sustainability and the level of homelessness.
- The impact of hoarding and/or squalor to maintain tenancies or have services enter the home.

The efforts of the Community Connectors across the state to foster and nurture existing and emerging relationships within the aged care and health sectors have led to greater integration between the sectors and better outcomes for older people. This collaborative approach has allowed for innovation, enhancement of best practice and efficiencies that ultimately positively impact all of community.

- Lack of timely referrals for physical and mental health supports, including allied health supports.
- Impact of nil or minimal transport options or access to financial assistance for the costs associated with transport.
- Prevalence of domestic and family violence and/or elder abuse that clients experience.
- Impact of not having trusted individuals in your life that can assist you to navigate services and advocate with and for your needs.
- Access to care finder is dependent on where you live. Only two staff are available to service a million square kms in western Queensland.



Arief Hudson, Community Connector, Cairns Positive Ageing Expo



Community Connectors Catherine Russo, Desree Shepherd, Arnold O'Kello and Aged Care Advocate Christine Toia at Townsville Seniors Expo



ADA Link launch Innisfail







# Disability Advocacy

## 2023-24 Highlights

- Continuation of NDAP contract to deliver services in Central Queensland and the Gold Coast.
- Extension of contract and additional QDAP funding to deliver individual disability advocacy throughout Redlands, Logan, Beenleigh and Gold Coast to 2027 and statewide First Nations Disability Advocacy Service to 30 September 2024.
- Service demand increased with some wait times extended to 12 weeks.
- Disability Royal Commission Final Report released 28 September 2023. Responses made to final report and to the responses of state and federal governments.
- Disability Clinics trial commenced in early 2024 to address the volume of NDIS access and Disability Support Pension access requests as well as service wait times and test alternate service delivery models.
- ADA Australia and ATSIDNQ met with members of the NDIA Board Kurt Fearnly (Chair), Dr Grame Innes, Dr Richard Fejo and Estelle Pearson in Townsville.
- Notice of successful tender application for the Information, Linkages and Capacity Building grant. ADA Australia was successful in receiving full funding to deliver the Words 2 Action, self-advocacy project from July 2024 to June 2027 across regions in Queensland and Northern New South Wales.

## Service Delivery

| Disability Advocacy   |              |                         |
|---|--------------|-------------------------|
|   | 2022-23      | 2023-24                 |
|    | 696          | 1,704<br>Advocacy cases |
|  | 906          | 349<br>Unmet Demand     |
| <b>Total</b>  | <b>1,602</b> | <b>2,053</b>            |

\*Note that reporting requirements changed in 2023-2024 to incorporate advocacy and information support provided. Unmet demand reflects out of location or scope where we are unable to assist.



Queensland Independent Disability Advocacy Network (QIDAN)



## Key issues

Disability advocates supported people with disability with a number of key issues during 2023-24 including:

- The NDIS continued to be the main area where people needed support, making up 44% of cases in 2023-24. Particularly:
  - NDIS access – Lack of alternative services for people with disability and concerns related to perceived impending changes to NDIS eligibility has seen a significant increase of people wanting to access the scheme.
  - NDIS changes - introduction of the new PACE system and change in scope for Local Area Coordinators have resulted in increased requests for NDIS access support.
  - NDIS plan misuse - Increase in requests for support from participants who have had self-management taken out of their plan due to misuse of funding.
  - Supports for people with disability not eligible for NDIS: There continues to be a serious shortage in supports and services available for people with disability who do not have access to the NDIS. This is impacting on the volume of people attempting to access the scheme.
  - Housing crisis: Increase in clients experiencing housing pressures/homelessness and an increase in requests to support sourcing stable accommodation.

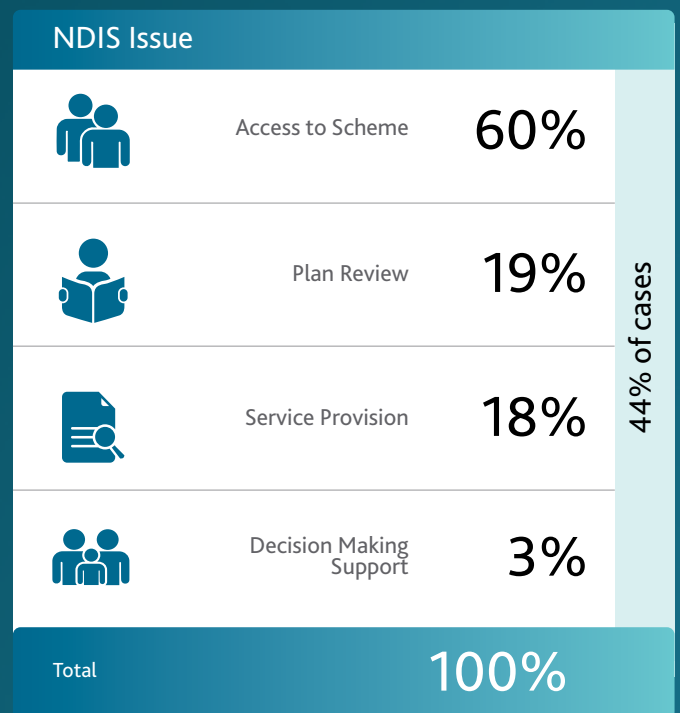
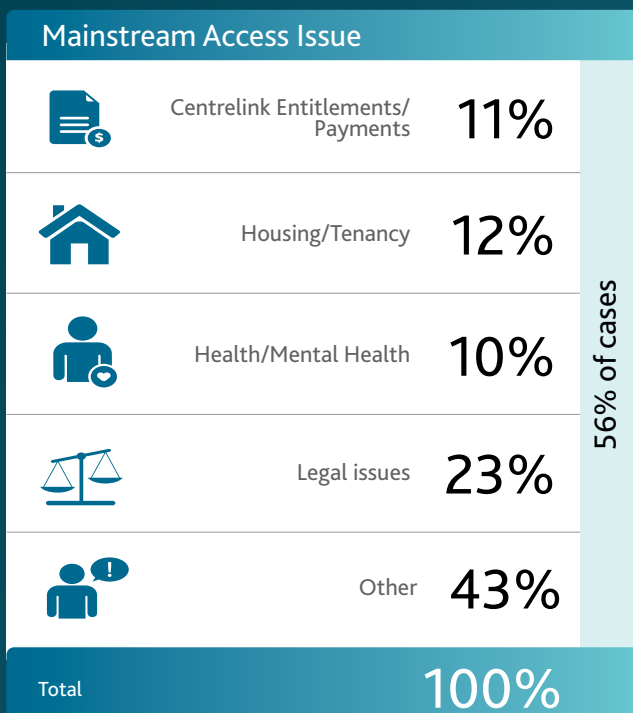
- Recommendations of the DRC
- Response by Federal and State Governments to the recommendations of the DRC
- Recommendations of the NDIS Review
- National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No.1) Bill 2024
- Disability Services and Inclusion Bill 2023
- Targeted Foundational Supports
- Queensland State Government Disability Reform
- Federal Joint Parliamentary Committee – submission in response to Inquiry about a Federal Human Rights Act (5 July 2023).

ADA Australia has continued to be an active member in the Queensland Independent Disability Advocacy Network (QIDAN) and has contributed to the following:

- Feedback and recommendations regarding the Queensland Community Support Scheme (QCSS) and the Office of the Public Guardian (OPG)
- Department of Social Services, Developing the National Housing and Homeless Plan – Issues Paper
- Data analysis submission to Queensland Treasury on the Queensland Disability Advocacy Program (QDAP) and budget requests
- Inquiry into the provision and regulation of Supported Accommodation in Queensland
- Anti-Discrimination Bill 2024
- Engaged key Ministers and local MPS to discuss disability reforms and advocacy funding, including engaging with Minister Charis Mullen, Minister for Child Safety, Seniors and Disability Services.

## Systemic Advocacy

ADA Australia has provided a response or input into major reform including:



# Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ)

## 2023-24 Highlights

- Ongoing delivery of Side by Side First Peoples Advocacy service, with QDAP contract extended until 30 September 2024. Queensland Government advised that after this time First Nations advocacy services would be contracted to community-controlled organisations going forward.
- Extensive work undertaken to transition ATSIDNQ to a stand-alone community-controlled organisation including:
  - ATSIDNQ Membership Survey
  - 6 Community Gatherings held in locations across the state, with over 50 attendees
  - Formation of a founding group to assist in the transition to a community-controlled entity.
  - ATSIDNQ registered with Office of Registrar of Indigenous Corporations in June 2024
  - Input into Queensland Government Disability Reform
- Side by Side presentations delivered to:
  - National Centre for Disability Advocacy: Culturally safe advocacy for First Nations clients
  - Queenslanders with Disability Network Disability Conference.
- Attended the Cherbourg Disability Forum 30 April.
- ATSIDNQ met with members of the NDIA Board in Townsville to discuss, cultural considerations, workforce, training and the future priorities of the NDIS.
- Service delivery targets met and exceeded by 60%.





ATSIDNQ with NDIA Board in Townsville



Aboriginal & Torres Strait Islander Advocates Melissa Grundon and Elsja Dewis with QLD Public Advocate John Chesterman at Cherbourg Disability Forum

## Service Delivery





| Side by Side Advocacy   |                        |            |
|---|------------------------|------------|
|   | 2022-23                | 2023-24    |
|  | 63                     | 77         |
|   | Advocacy cases         |            |
|  | 74                     | 68         |
|   | Information & Referral |            |
| <b>Total</b>  | <b>137</b>             | <b>145</b> |







Uncle Willie Prince & Melissa Grundon back on Country at Cherbourg, with Elsa Dewis



Aged Care Advocate Venessa Piron at NAIDOC celebrations in Bundaberg

| NDIS Issue  |                         |     |
|---|-------------------------|-----|
|  | Access to Scheme        | 42% |
|  | Service Provision       | 25% |
|  | Plan Review             | 22% |
|  | Decision Making Support | 12% |
| <b>Total</b>  | <b>100%</b>             |     |

45% of cases

| Mainstream Access Issue   |                      |     |
|---|----------------------|-----|
|  | Housing/Tenancy      | 28% |
|  | Health/Mental Health | 7%  |
|  | Legal issues         | 9%  |
|  | Other                | 55% |
| <b>Total</b>  | <b>100%</b>          |     |

55% of cases



# ADA Law

## 2023-24 Highlights

- Ongoing consolidation of establishment of the new SLASSS Outback Outreach service – development of resources, understanding the community “hubs” for older people in the far west and north west of the state and organising for regular visits to three main hubs of Mt Isa, Longreach and Charleville.
- Appointed Team Leader to assist with team support, consistency of processes and reporting requirements.
- Work with OPAN to improve focus on rights and supported decision-making in new Aged Care Act.
- Work to extend pro bono partnerships.
- QCAT stakeholder meetings continued with successful outcome of information about the role of legal representatives adopted and added to the QCAT website.
- Principal Solicitor Karen Williams appointed Chair of QLS Health and Disability Committee
- Solicitor Rebecca Anderson appointed Chair of QLS Elder Law Committee.
- Published QLS Proctor Article “Intergenerational changes - Are our legal systems adjusting fast enough?”

## Presentations

- Supported Decision Making Guide: Presentation to Community Legal Centre Queensland members July 2023  
National Centre for Disability Advocacy February 2024.
- ‘That Won’t Happen to Me’ Workshops in collaboration with COTA QLD, National Seniors and Public Trustee, in Aspley, Mackay, Toowoomba, Cairns.
- Legalwise Webinar Presentation on Supported Decision Making, Why, When, How June 2024.
- Supported Decision Making Workshop Department of Health and Aged Care May 2024.






‘The best way to protect yourself from harm is to choose the right support team’

–Karen Williams  
Principal Solicitor at ADA Law

OPAN  
Older Persons  
Advocacy Network





## Service Delivery

| Case by Type Comparison  |            |  |
|--|------------|--|
|  | 2022-23    | 2023-24  |
|   | 175        | 162  |
|  |            | Legal Service  |
|   | 131        | 163  |
|  |            | Mental Health Review Tribunal                            |
|   | 190        | 273  |
|  |            | People experiencing elder abuse in residential aged care |
|   | 5          | 86   |
|  |            | Townsville Mental Health Legal Service (MHLS)            |
|  | 1          | 51   |
|  |            | Seniors Legal & Social Support Service (SLASSS)          |
| <b>Total</b>   | <b>502</b> | <b>735</b>   |

- Significant increase in cases as expected due to full year operation of SLASSS and Townsville MHLS.
- Within OPAN Elder Abuse Advocacy program, 78 QCAT hearings were attended, indicating increased complexity surrounding decision-making arrangements in residential aged care that include Restrictive Practices and concerns around the role of attorneys.

### ADA Law Advocacy & Legal Support

| 2023-24   |                                     |
|---|-------------------------------------|
|    | 735                                 |
|   | Advocacy cases                      |
|    | 459                                 |
|   | Information & Referral              |
| <b>Total</b>  | <b>1,194</b>                        |
|  | 21                                  |
|   | Elder Abuse educations              |
|  | 6                                   |
|   | Supported Decision Making workshops |

ADA Law Principal Soliciter Karen Williams presenting at WEAAD Elder Abuse Action & Prevention Forum



## Case Study 1



Miguel is an older man from Townsville who was living at home with his second wife prior to having a stroke and being admitted to hospital. For a period, he had insufficient capacity to make all his own decisions. His wife was his attorney under an Enduring Power of Attorney document, and she was delaying his discharge home, reporting that she could not cope with him at home. She did not advise the hospital that she and Miguel were in an estranged

relationship, and that she had plans to sell their home and keep the proceeds to buy herself a new home. Miguel's daughters learnt what was happening and referred Miguel to our service for assistance. The actions of the attorney were putting Miguel at risk of homelessness, as well as possibly reducing his ability to pursue his rights to a property settlement through Family Law provisions and unnecessarily lengthening his hospital stay.

ADA Law met with Miguel and assisted him to lodge urgent QCAT applications, seeking a review of his current decision-making arrangements. It was also apparent that he was needing a housing option while the situation was worked out, so a referral to a

housing and supports linking service (ADA Link) was made. While Miguel was now living safe from harm, ADA Law helped him prepare for his QCAT hearing, and supported him to obtain up to date medical evidence and financial records

Now the problem is solved, at the QCAT hearing, the wife acknowledged what she had been doing, and agreed to stand down as attorney. The tribunal determined that Miguel now had capacity to make his own decisions, and he plans to make a new EPOA, once he's considered suitable candidates. ADA Law will assist him with completing this.

## Case Study 2

Jing is a young woman who lives with very complex disabilities, requiring 24 hour supports. Her parents have been divorced for many years, and Jing was previously subject to family law proceedings that provided joint parental responsibility, and equal sharing of time spent living with each parent. However, now that Jing is an adult, the Family law proceedings are no longer relevant.

Unfortunately, her parents continue to disagree on most parts of Jing's life and care, and the support providers have found it very challenging to work through. Jing was apparently indicating her distress after spending time with either parent. As a result, a QCAT application was lodged, seeking an appointment of a guardian and

administrator for Jing. Each parent wished to be appointed as the decision maker. Without clearer decision making, Jing was at risk of losing her support, access to the community, and access to some other family members. QCAT made a referral to ADA Law requesting separate representation to Jing in the QCAT proceedings.

ADA met with Jing and with the assistance of Jing's support worker, we obtained a good understanding of her situation, her communication strategies, health care, social needs, and family dynamics. We were able to have a brief discussion with Jing using her assistive communication device to confirm her preferences. We were then able to obtain information from both Jing's parents, the support agency, and

give each of the parties some basic information about what to expect at the hearing. We also viewed the QCAT file. From there we compiled a separate representative submission for the tribunal and attended the hearing. The information we were able to provide the tribunal helped to synthesize the issues before the tribunal and added Jing's views to the discussion.

Now the problem is solved, at the QCAT hearing, the tribunal found that neither parent could put Jing's needs and views ahead of their own and appointed the statutory bodies (Public Guardian and Public Trustee) for a 1 year period. This will provide some independent oversight, and hopefully allow the conflict to settle down or be less problematic for Jing.



# 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 continuing to include greater diversity in the team at ADA Australia.

## 2023-24 Highlights

- Lead Practitioners established roles in providing guidance and practice for delivering appropriate and safe advocacy services across LGBTIQ, First Nations and Culturally and Linguistically Diverse (CALD) communities, along with areas of complex needs such as those living with dementia, and those experiencing elder abuse.
- Establishment of resources and information hubs for the above areas on staff intranet.
- Continuing dementia-friendly organisation recognition process with environmental audit in head office at Geebung in March 2024.

Participated in research and consultation:

- Delphi study/expert panel to develop and validate the key indicators to monitor and report on mental health practices within residential aged care (MHICare: Mental Health Benchmarking Industry Tool for Residential Aged Care)

- Evaluation of the National Dementia Support Program
- Dementia Australia's Digital Community Dementia Education Toolkit
- Development of aged care advocacy information specifically for CALD communities, and translation into 47 languages.
- CALD Working Group continued to assist staff with issues concerning advocacy and services to clients from CALD backgrounds.
- Participated in the Ageing in Diversity Action Group and the LGBTIQAN+ networks.
- Networking and engagement at community events specifically for the LGBTIQ community.
- Partnered with QC Council for LGBTIQ Health on two Seniors Month events providing a safe space for older LGBTIQ adults to celebrate and connect.

• Overall increases may be due to improved data collection of diverse needs.

## Cases Snapshot

2022-23      2023-24



**243**      **684**  
people from Aboriginal and Torres Strait Islander communities



**527**      **1,508**  
people who live rurally or remotely



**443**      **1,053**  
CALD backgrounds



**2**      **9**  
parent separated from their children by forced adoption or removal



**56**      **93**  
Veterans



**105**      **240**  
people who are homeless or at risk of homelessness




**16**      **51**  
LGBTIQ

- A significant increase in people who live rurally or remotely due to new outreach services from Seniors Legal and Social Support Service, and ADA Link care finder services established in these locations.



# Systemic Advocacy

With major reforms taking place in the aged care and disability sectors, 2023-24 meant that systemic advocacy was a key focus for ADA Australia. We made a number of submissions, participated in consultations and spoke to the media across a range of matters impacting our clients, representing the consumer voice.

 12  
Submissions

 4  
Public Hearings

## Our Submissions & Public Hearings

- Disability Services (Restrictive Practices) and Other Legislation Amendment Bill 2024 – Community Support and Services Committee
- Respect at Work and Other Matters Amendment Bill 2024 – Community Safety and Legal Affairs Committee (proposed changes to the Anti-Discrimination Act)
- Financial Services Regulatory Framework in Relation to Financial Abuse – Parliamentary Joint Committee on Corporations and Financial Services
- National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No.1) Bill 2024 – Senate Standing Committee on Community Affairs
- Exposure Draft Aged Care Act – Department of Health and Aged Care
- Inquiry into the provision and regulation of supported accommodation in Queensland – Community Support and Services Committee
- Achieving Greater Consistency in Laws for Financial Enduring Powers of Attorney – Australian Attorney-General’s Department
- Inquiry into Australia’s Human Rights Framework – Australian Parliamentary Joint Committee on Human Rights
- Criminal Law (Coercive Control and Affirmative Consent) and Other Legislation Amendment Bill 2023 – Legal Affairs and Safety Committee
- Health and Other Legislation Amendment Bill (No. 2) 2023 – Health and Environment Committee
- Victims of Crime Assistance and Other Legislation Amendment Bill 2023 – Community Support and Services Committee
- Disability Services and Inclusion Bill 2023 | Exposure Draft – Disability Act Review, Department of Social Services

## Consultations

- Aged Care Act - meetings with the Department of Health and Aged Care regarding inclusion of advocacy and supported decision making.
- Older Persons Advocacy Network (OPAN) Aged Care Rights Paper.
- Public Trustee Queensland – fees and charges reform, Financial Independence Pathway program
- Systemic financial issues in home care - Department of Health and Aged Care, and stakeholders
- Use of ECT and the Mental Health Review Tribunal - Queensland Health review
- A new model for regulating Aged Care Consultation Paper No.2: Details of the proposed new model – Australian Department of Health and Aged Care.
- A New Aged Care Act: the foundations. Consultation Paper No. 1 – Australian Department of Health and Aged Care.
- Review of the Succession Act 1981 Public Policy Paper, Intestacy Entitlements and Family Provisions Applications – Department of Justice and Attorney-General.
- Care Finder program Evaluation – Australian Department of Health and Aged Care.
- Contribution to the Public Advocate’s Expanding Horizons – Examples of Supported Decision Making in Queensland publication.

# Systemic Advocacy

## Forums

- **Queensland Elder Abuse Forum (Data, Practice, Reform, Connections)**  
ADA Australia partnered with the Office of the Public Advocate and Caxton Legal Service to host the Queensland Elder Abuse Forum at Parliament House on 9 November 2023.
- **ACCPA Queensland State Conference**  
CEO participated in panel: The New Aged Care Act - What it Means for Providers.  
ADA Law presentation on Restrictive Practices concept model for lawful approaches in residential aged care. ADA Australia was a conference exhibitor.
- **WEAAD Elder Abuse Action & Prevention Forum**  
For World Elder Abuse Awareness Day, ADA Australia partnered with Brisbane City Council and the Queensland Government to host a forum at Brisbane City Hall on 13 June 2024. The forum focus was on more coordinated responses to elder abuse from key *service providers* and was attended by Robert Fitzgerald AM, Age Discrimination Commissioner.
- **Qld Law Society(QLS) WEAAD Forum**  
June 2024 at QLS House, including a panel with John Chesterman Queensland Public Guardian, Robert Fitzgerald AM Age Discrimination Commissioner. Chaired by ADA Law's Rebecca Anderson and included an Elder Abuse education session for Solicitors.

## Proud Sponsors

### Turn up the Volume! 2024 Australian Elder Abuse Conference

ADA Australia was a Silver Sponsor at the 2024 Australian Elder Abuse Conference in Adelaide July 2024.

ADA Law Practitioners Karen Williams and Rebecca Anderson presented a session introducing ADA Australia's Supported Decision Making Guide.

Elsja Dewis, Aboriginal and Torres Strait Islander Advocate, was in the panel discussion about perspectives from First Nations communities.

ADA Australia was also an exhibitor at the conference.



### Embolden 2023 Words Make Worlds



ADA Australia was a sponsor of this annual event hosted by Celebrate Ageing, which addresses the problem of ageism and changing the narrative.

Words make worlds considered ageist language and the power of language to lead to change. How to reclaim the word 'old' to reflect the power of wisdom, experience and freedom of ageing.





## Our Media Coverage



14  
Radio Interview



3  
TV Appearances



20  
Print & Online



### In Print

HelloLeaders/HelloCare:

- Safety vs Rights – new Aged Care Act in danger of unintended consequences
- How aged care advocacy can help you navigate aged care
- Attorneys in Aged Care: Your rights and supported decision-making's importance

The Last Post Magazine:

- Think more hotel, less hostel. The potential silver lining of a user-pays aged care model.
- Aged Care Australia Magazine: Are you getting it right? Top presenting issues for older people in aged care.

# Communications, Resources & Projects

## 2023-24 Highlights

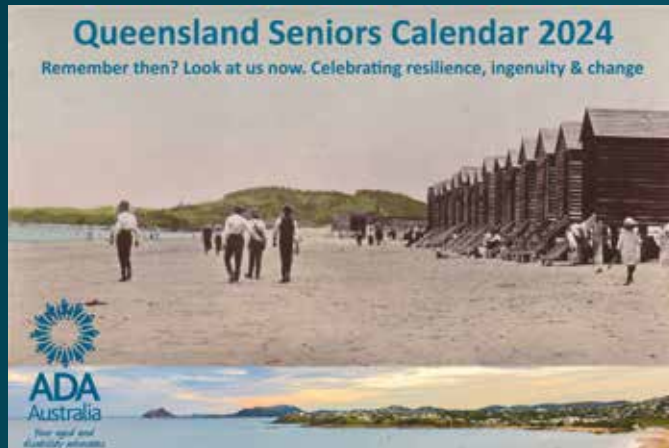
- Aged care was a key topic for media throughout 2023-24 with media commentary provided by ADA Australia on a range of issues – the new aged care act, the star rating system, release of the Aged Care Taskforce Report with recommendations for aged care funding, and delays in the home care system.
- ADA Australia also actively garnered media coverage through events, editorial and sponsored content, including ADA Link official launch in Townsville, calling for enforcement of rights in the new aged care act, top presenting issues for people in aged care, elder abuse awareness and general information about advocacy services.
- Brisbane region GP brochure and poster campaign 'Are you lost in the aged care maze?' targeting Brisbane, Redlands, Moreton Bay, Logan and Ipswich LGAs (Jun-Nov 2024). 350 GP Clinics, 352 Posters installed, 2,633 brochures removed.
- The Community Development team hosted 12 Aged Care Conversation events in local communities in partnership with Dementia Australia, Wellways and Services Australia, providing seniors information sessions and a meet and greet with service providers. Events held in Townsville, Mackay, Rockhampton, Bundaberg, Hervey Bay, Maryborough, Dalby, Toowoomba, Warwick, Cairns, Ingham.
- New-look ADA Australia website launched.
- Established a new Intranet site for all ADA staff to access latest news, information and resources, facilitating communication across the organisation.



Marketing & Communications  
Officer Narelle Kerr at The ADA  
Exhibit ACCPA Conference

## Resources

We developed resources in 2023-24 to support new areas of service delivery. This included 30,000 copies of the Queensland Seniors Calendar 2024 edition.



Mayor of Livingstone Shire Council Andrew Ireland and Councillor Clint Swadling admiring our Seniors Calendar front cover, featuring Yeppoon 'then and now'.

## Information and Resources for the SLASSS Service



The team continued to attend a wide range of community events and expos



Nicky Adjei Advocacy Team Leader and Naomi O'Neill Aged Care Advocate at ACCPA Conference



Scott Green Community Development Officer at Brisbane Care Expo.



Scott Green and Matilda Marsh, Community Development Officers at Queensland Government Seniors Expo.



# 2023-24 Financial Snapshot

Financially 2023-24 was a very successful year for ADA Australia. Overall, actual income for the year was \$14,585,926, up by \$4,745,457 from the previous year.



- Total expenditure for the year was \$14,591,573, an increase of \$4,749,540 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 \$4,003,988 at the end of the financial year, down by \$310,947 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.



Business Services Support Team L-R:  
Rochelle Hogg, Margaret Payton, Taylor Counihan, Michelle Kay, Bozena Wisiniewska,  
Roberta King, Aurelia Coser, Dilpreet Kaur, Deeanne Pocock, Kathy Chandler.



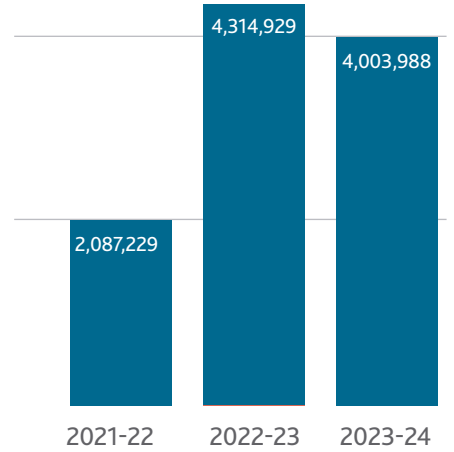
Where the money came from - 2023-24



Total  
**\$14,585,926**

- **\$14,336,676**  
Government (98.29%)
- **\$249,250**  
Self Generated (1.71%)

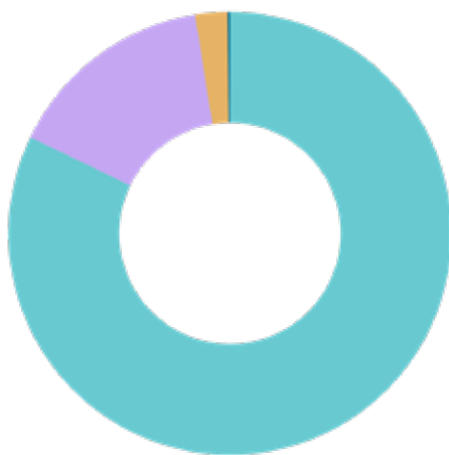
Cash at end of year (\$)



Sources of Income

|                | 2021-22            | 2022-23            | 2023-24             |
|----------------|--------------------|--------------------|---------------------|
| Government     | \$6,733,773        | \$9,753,814        | \$14,336,676        |
| Self Generated | \$308,023          | \$86,655           | \$249,250           |
| <b>Total</b>   | <b>\$7,041,796</b> | <b>\$9,840,469</b> | <b>\$14,585,926</b> |

How money was spent - 2023-24



- **82.15%**  
Staffing
- **15.33%**  
Operational
- **2.35%**  
Amortisation/Depreciation
- **0.17%**  
Interest of Lease Liabilities

# Board Members



## Liz Kearins

Chair – ADA Australia elected  
November 2019

(Board Director, ADA Australia,  
February 2016)

(Board Director, QADA December 2012)

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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 Chief Operating Officer at performance culture consultancy Actrua, where she leads project strategy, design and delivery to help organisations and leaders engage, inspire and empower people to be their best. In addition to her ADA Australia Board role, Liz serves as a Director of the Board for the Older Persons Advocacy Network, chairs OPAN's Finance, Audit and Risk Committee, and serves on the Governance and Performance 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 Communications and Public Relations Australia and the Institute of Executive Coaching and Leadership.



## John Devereux

Deputy Chair – Elected to Board 2021

*BA/LLB, Doctorate of Philosophy of Law  
and member of AICD*

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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 (in Law) from Magdalen College, Oxford University.

John has spent the last 30 years working in different areas of law, with a special focus on health law. He has worked as a Law Reform Commissioner for Queensland, a member of the Social Security Appeals Tribunal, a member of the Administrative Appeals Tribunal and as the Assistant Commissioner (Legal) of the Health Quality and Complaints Commission. John currently serves on the Administrative Review Tribunal. He has taught medical law at Universities in Australia and abroad.



## Lucille Chalmers

Director – Elected to Board 2021

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

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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.

# Board Members



## Natalie Siegel-Brown

Director – Elected to Board 2021  
Resigned from Board Sept 2024  
*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. 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 was also the Commissioner (Australian Social Policy), at the Australian Productivity Commission during 2023-24. Natalie resigned from the ADA Australia Board on 30 September 2024, to take up the role of the inaugural Inspector-General of Aged Care, to provide independent oversight of the Australian Government's aged care system.



## Preya Pillay

Director – Elected to Board 2023  
*Chartered Accountant and Graduate Member of AICD*

Preya is a Chartered Accountant who brings more than 25 years' experience in finance, treasury, investments, strategic procurement and property, having worked with major listed companies, the public sector and more recently the not-for-profit/for purpose sector in health and care settings. She has held senior finance roles in Anglicare Southern Queensland and Southern Cross Care Qld within the aged and disability sectors.

Preya holds extensive experience in business turnaround and growing financial sustainability with a focus on financial stewardship and insight driven decision making. She has implemented significant change initiatives in implementing large scale enterprise resource planning systems, business process improvements and increasing value in Strategic Procurement and infrastructure projects.

She is a passionate advocate for social justice and is driven to improve outcomes for marginalised, disadvantaged and isolated individuals and communities, irrespective of their background, race or gender. Preya is currently the Chief Financial Officer and Company Secretary for Yourtown.



## Steve Cunningham

Director – Elected to Board 2023  
*Masters ICT/Business Process Management, Member AICD*

With over 20 years' experience across numerous industries including Defence, Financial Services, Health Care and Community Services, Steve is a recognised digital transformation, cybersecurity and risk management thought leader known for enabling the requisite strategic vision and key relationships across many boundaries to guide innovative and sound business direction at the forefront of the Executive agenda within a range of private, public and Not for Profit organisations.

Steve has been involved at all levels of senior management by building knowledge and capability particularly in the community services and NFP sector and has devoted his skills to cover not just the technology, but the broader business and governance requirements through which many purpose driven and service-based organisations rely upon.

As a long-term member of Australian Institute of Company Directors, and with lived experience across mental health, disability and aged care practicalities, Steve has constantly shared his dedication and experiences that have focused him on assisting our community in numerous engagements and volunteer undertakings.

Steve is currently Managing Director at Centrado.



# Board Members



## Barry Riddiford

Director - Elected to Board 2024

*Diploma in Teaching (Primary)*

*Certificate IV in Front Line Management,  
Business Governance, Business,*

*Graduate of AICD*

Barry is an Australian who takes great pride in his connections to the Wiradjuri people of central New South Wales through his maternal lineage and Welsh heritage from his father.

Barry's career journey reflects a diverse range of fields, including education, Aboriginal culture and heritage management, corporate governance, community development, and strategic leadership. He has served in roles such as station hand, teacher/principal, university lecturer, aged care, advisor to government minister, and senior executive within Queensland and South Australian government departments. Barry also held the role of statewide manager for a mining company, overseeing government, community, and stakeholder relations. Currently, he is involved in research focused on Veteran well-being. For the past nine years, Barry has volunteered extensively, dedicating time to supporting Veterans as they transition from military to civilian life, with a particular emphasis on their post-service well-being. Barry is an open book, willingly sharing his wealth of knowledge, deep understandings, and rich experiences to benefit others.



## Jennifer Pouwer

Director - Elected to Board 2017

Retired from Board 2023

*Bachelor of Occupational Therapy and  
Graduate/Member of AICD*

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.



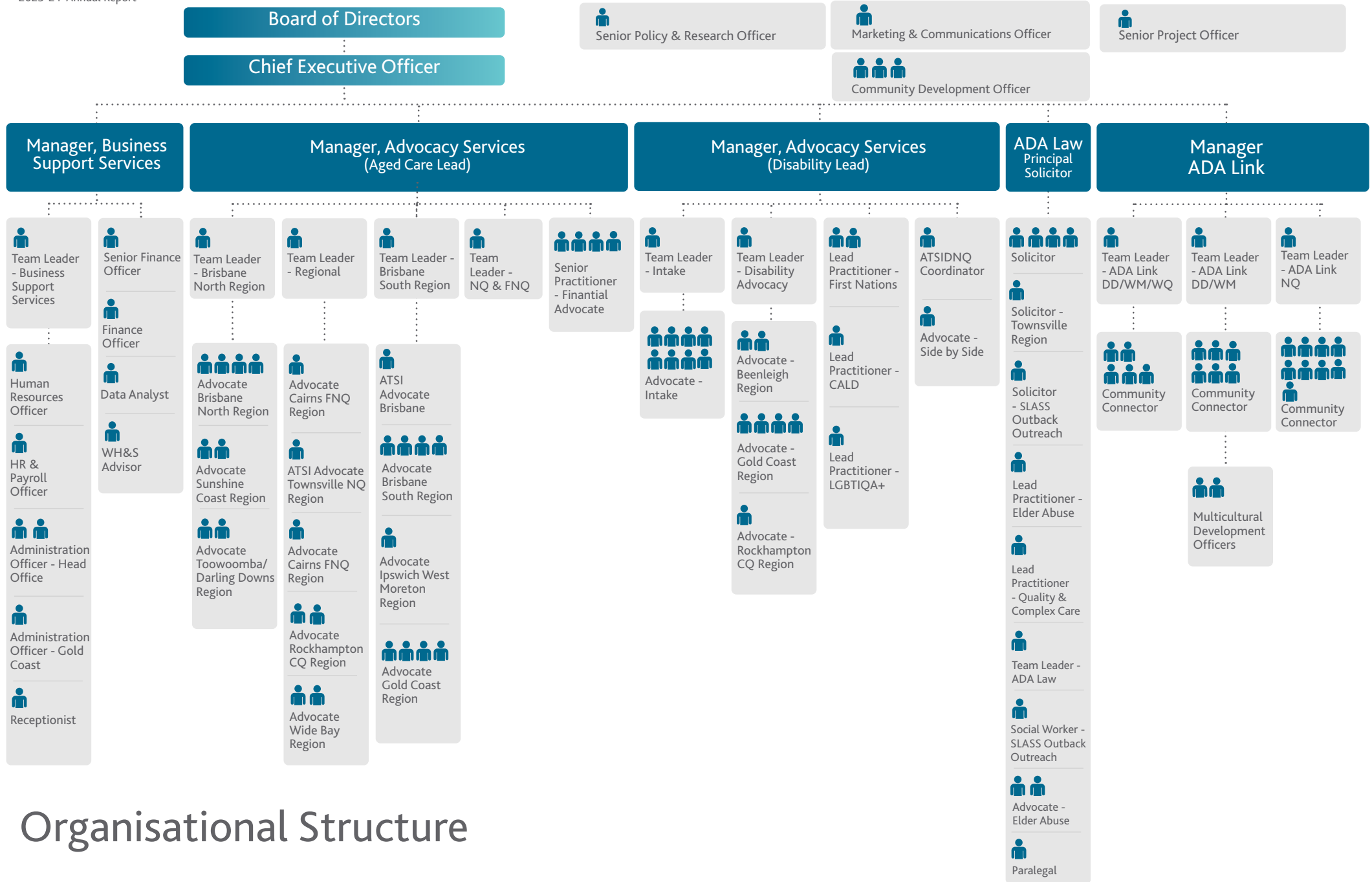
## Vale Paul Johnson

1975-2024

Elected to Board 2014 &

Resigned from Board July 2023

Paul joined the Management Committee of then QADA in 2014 and became a Board Director of ADA until his resignation in 2023. He brought his strong knowledge and understanding of the aged care sector to the Board, as well as his commitment to the delivery of human rights for older people accessing aged care. Vale Paul. It was a privilege to know and work with you, and you will be missed.



# Organisational Structure



# Glossary of Terms

**ACCPA**  
Aged & Community Care Providers Association

**ADA Australia**  
Aged and Disability Advocacy Australia

**ATSIDNQ**  
Aboriginal and Torres Strait Islander Disability  
Network of Queensland

**CALD**  
Culturally and Linguistically Diverse

**CDO**  
Community Development Officer

**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

**ISO**  
International Organisation for Standardisation

**KPI**  
Key Performance Indicator

**LAC**  
Local Area Coordinator

**LGBTI**  
Lesbian, Gay, Bisexual, Trans and gender diverse,  
Intersex

**MHRT**  
Mental Health Review Tribunal

**MHLS**  
Mental Health Legal Service (Townsville)

**NACAP**  
National Aged Care Advocacy Program

**NAIDOC**  
National Aboriginal & Islander Day Observance  
Committee

**NDAP**  
National Disability Advocacy Program

**NDIA**  
National Disability Insurance Agency

**NDIS**  
National Disability Insurance Scheme

**OPAN**  
Older Persons Advocacy Network

**PHN**  
Primary Health Network

**QCAT**  
Queensland Civil and Administrative Tribunal

**QDAP**  
Queensland Disability Advocacy Program

**QIDAN**  
Queensland Independent Disability Advocacy Network

**QLS**  
Queensland Law Society

**RACF**  
Residential Aged Care Facility

**SLASSS**  
Seniors Legal & Social Support Service





**ADA**  
Australia

*Your aged and  
disability advocates*

**Brisbane – Head Office**

121 Copperfield Street  
Geebung, QLD 4034

Email [info@adaaustralia.com.au](mailto:info@adaaustralia.com.au)  
Phone 1800 818 338  
Aged Care Advocacy Line 1800 700 600

[adaaustralia.com.au](http://adaaustralia.com.au)