



## **POSITION DESCRIPTION**

### **NON-EXECUTIVE DIRECTOR & CHAIR**

**June 2025**

## 1. COMPANY BACKGROUND

Aged and Disability Advocacy Australia (ADA Australia) is a company limited by guarantee and charity registered with the Australian Charities and Not-for-profits Commission. As a statewide not-for-profit, independent, advocacy and education service, ADA Australia has more than 30 years' experience in supporting and improving the wellbeing of older people and people with disability. Headquartered in Brisbane, ADA Australia provides free and confidential services to consumers in metropolitan, regional, rural, and remote communities across Queensland, with the potential to expand into other states and territories.

ADA Australia has undergone significant growth over the past 5 years, increasing its service offerings, and expanding its workforce to 130+ staff, with an annual revenue of \$20M. ADA Australia is ISO 9001:2015 certified and committed to excellence and continuous improvement.

### Vision

To empower older people and people with a disability to exercise their rights and make choices about how they live their lives.

### Mission

To empower older people and people with a disability through information, education, and advocacy.

### Values

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

### Strategic objectives

- ADA Australia's thought and practice leadership in human rights advocacy for older people and people with disabilities, amplifies their voices and achieves systemic change.
- Strengthen and expand Disability advocacy.
- Strengthen and expand ADA Law.
- Ensure ADA Australia has the internal capacity, capability and diversity to deliver on its strategic direction.

### Services

ADA Australia is funded by both the State and Commonwealth governments offering a range of services in the following areas:

- **Aged Care** – ADA Australia provides information and individual advocacy support to people who have issues related to Australian government funded aged care services in Queensland.
- **Care Finder** – ADA Link is a care finder service providing individual support to vulnerable seniors to access aged care and other services in the community.

- **Legal Service** – ADA Law is ADA Australia’s community legal service. ADA Law provides a human rights legal and advocacy service to support adults whose capacity is in question. The service provides legal advice, representation, and non-legal advocacy with guardianship and administration matters, including Enduring Power of Attorney, and support before the Queensland Civil and Administrative Tribunal (QCAT) and Mental Health Review Tribunal (MHRT).
- **Elder Abuse** – ADA Australia provides information and individual advocacy support to older people living in residential care who are experiencing or at risk of elder abuse.
- **Disability** – ADA Australia provides information, referrals or individual advocacy support to people with disability who are experiencing issues with support services, disability discrimination, or unfair treatment.
- **Systemic Advocacy** – ADA Australia regularly engages with both consumers and providers of aged care, disability and guardianship services. This ongoing engagement helps inform our understanding of the service and system issues impacting consumers.
- **Education** – ADA Australia provides education and information sessions to older people, service providers and community organisation about advocacy and client rights.

## 2. THE BOARD

ADA Australia is governed by a voluntary Board elected and appointed in accordance with the constitution. Under its constitution, ADA Australia’s Board may comprise of up to eight directors.

The Board is responsible for setting the strategic direction for the company and ensuring that ADA Australia achieves its objectives ethically, responsibly, and within its legislative and regulatory obligations. The company’s objects as set out in the constitution are to:

- enable people to be heard, informed and exercise their rights
- give vulnerable people a voice through the provision of individual advocacy support, information and education, and
- inform and educate the wider community of the rights, responsibilities and issues surrounding those who are vulnerable.

The Chief Executive Officer (CEO) is responsible for the day-to-day management of ADA Australia.

In accordance with the Board charter, the Board’s functions include the following:

- setting, through its behaviour and expectations it sets for the CEO, an appropriate organisational culture or ‘tone at the top’ for ADA Australia
- setting the overall strategic direction and policies of ADA Australia and monitoring the CEO and management’s implementation of that strategy
- monitoring ADA Australia’s operational and financial performance including the approval of annual budgets and verifying annual financial statements
- monitoring ADA Australia’s compliance with legal and regulatory obligations including adherence to relevant guidelines as set out by its funding bodies, including, but not limited to the Older Persons Advocacy Network (OPAN), and relevant Government departments
- ensuring that effective audit and risk management systems are in place to protect ADA Australia’s assets and to minimise the possibility of ADA Australia operating beyond acceptable risk parameters
- selecting and appointing the CEO, determining their conditions of service, monitoring their performance against established performance objectives, and planning for CEO and executive manager succession
- accounting to members and other stakeholders for ADA Australia’s performance, and
- representing ADA Australia in formal interactions with key stakeholders and ensuring that the good reputation of the organisation is upheld.

The Board has established the following committees to assist it in the performance of its functions:

- Finance, Audit & Risk Sub-Committee, and
- Governance & Performance Sub-Committee

### 3. THE POSITION

The Board is seeking experienced Board Director candidates with Chair aspirations, who are passionate about ADA Australia's work, and meet the selection criteria as outlined in item 7 below.

Successful candidates would be mentored by the existing Chair, prior to transition to the Chair role via an election process at the Annual General Meeting in November 2025.

#### **IMPORTANT: Additional Board Directorship required of Chair**

It is important to note, that the ADA Australia Chair also sits on the independent Older Persons Advocacy Network (OPAN) Board, the aged care advocacy peak body in Australia and holder of the National Aged Care Advocacy Program (NACAP) head contract. ADA Australia is a network member of OPAN and is subcontracted to deliver NACAP services in Queensland. OPAN is governed through a federated model with network member organisations from each state and territory able to nominate a director to sit on the OPAN Board. Therefore this role will suit someone who has the capability and capacity to both chair ADA Australia and, over time, assume ADA Australia's position on the OPAN Board. The current ADA Australia Board Chair will continue with the OPAN directorship for the first 12 months of the new Chair's tenure to enable the incoming Chair to learn more about the two organisations before fulfilling both directorships.

### 4. EXPECTATIONS

ADA Australia Directors are individually responsible to ensure that the Board fulfills its role as set out in the Board charter and comply with their legal duties and obligations as Directors. These duties include:

- to act with reasonable care and diligence
- to act in the best interests of ADA Australia and for a proper purpose
- not to improperly use information or their position as a Director
- to manage financial affairs responsibly
- to disclose and manage conflicts of interest, and
- not to allow ADA Australia to operate while insolvent.

Directors are expected to attend all Board meetings unless they have a reasonable excuse. In this regard, the Board meets every two months, alternating between a face-to-face meeting at a central Brisbane location, and via a virtual meeting platform. Board meetings typically run for 1½ hours but may at times be extended for consideration of strategic / high priority matters.

Directors are also expected to:

- participate in at least one Board committee (Board committees meet in accordance with a schedule as approved by the committee Chair)
- attend ADA Australia strategy workshops (approximately once per annum on a weekday or evening)
- attend ADA Australia and industry events
- participate in regular Board and individual performance evaluations
- undertake professional development (AICD membership is reimbursable)

- attend the annual general meeting, and
- engage in other Board-related activities as might reasonably be required.

Directors are required to commit an estimated 40 hours per annum to their role inclusive of preparation and travel time. Directors are expected to attend a minimum of 80% of Board meetings and other events. Directors receive no remuneration. However, reasonable expenses associated with attending to Board matters are met by ADA Australia. As an ongoing commitment to continuous improvement, Directors are provided with ongoing membership with the Australian Institute of Company Directors.

The usual term of appointment for a Director is two years.

## 5. PERSONAL ATTRIBUTES

The personal qualities expected of all Directors are as follows:

**Integrity:** A commitment to: (a) understanding and fulfilling the duties and responsibilities of a Director and maintaining knowledge in this regard through professional development; (b) putting the company's interests before any personal interests; (c) being transparent and declaring any activities or conduct that might be a potential conflict; and (d) maintaining Board confidentiality.

**Effective listener and communicator:** The ability to: listen to, and constructively and appropriately debate, other people's viewpoints; develop and deliver cogent arguments; and communicate effectively with a broad range of stakeholders.

**Emotional intelligence:** The ability to perceive and evaluate own and others' emotions and adapt thinking and actions accordingly.

**Constructive questioner:** The preparedness to exercise independent judgment and ask questions and challenge management and peer Directors in a constructive and appropriate way.

**Contributor and team player:** The ability to work as part of a team and demonstrate the passion and time to make a genuine and active contribution to the Board and the company.

**Commitment:** A visible commitment to the values on which the company operates, and its on-going success.

**Influencer and negotiator:** The ability to negotiate outcomes and influence others to agree with those outcomes.

**Critical and innovative thinker:** The ability to critically analyse complex and detailed information, readily identify key issues, and develop innovative approaches and solutions to problems.

**Leadership:** Innate leadership skills including the ability to: appropriately represent the company; set appropriate Board and organisational culture; and make and take responsibility for decisions and actions.

## 6. CHAIR

The Director duties and responsibilities and key selection criteria outlined above also apply to the Chair role. In addition, the Chair is expected to:

- lead the Board and facilitating constructive contributions by all Directors
- ensure the Board functions effectively and efficiently as a whole in discharging its responsibilities
- establish an effective working relationship with the CEO, and facilitating a good working relationship between the Board and CEO

- establish an effective working relationship with members and key stakeholders
- chair Board meetings and ensuring the effectiveness of those meetings
- guide the on-going professional development and performance reviews of the Board and Directors
- undertake a high-level representative role for ADA Australia, and
- willingness to sit on the Older Persons Advocacy Network (OPAN) Board (as this is a national board, meeting lengths range from 2-3 hours online (board quarterly plus subcommittee quarterly) to a full day plus travel twice annually. All OPAN meetings are conducted during standard business hours).

## **7. KEY SELECTION CRITERIA**

All Directors must be able to meet the following criteria:

1. An ability to play an active role in strategic planning including critically assessing strategic opportunities and threats, as well as supporting the delivery of strategic and business objectives.
2. An ability to analyse, critically assess and drive company performance.
3. Experience at Board level including a sound working knowledge of corporate governance systems and frameworks, and an ability to apply that knowledge to improve performance. Note: for this role Chair experience is essential, as it the ability and willingness to assume directorships of both ADA Australia and OPAN boards over time. A staged transition will be discussed with the successful candidate.
4. An ability to work effectively within a not-for-profit company context including liaising with, and gaining the trust and respect of, members and other stakeholders.
5. Excellent interpersonal, oral and written communication skills which accord with the outlined requisite personal attributes.

ADA Australia is inclusive and embraces diversity. The Board encourages applications from older people, people with disability, Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse communities, and people from rural and remote communities.

Along with Chair qualities, experience and aspirations, it would be desirable if candidates possessed backgrounds in at least one of the following areas, however candidates with other skills and experience are encouraged to apply:

- Organisation and/or Board Leadership
- Strategy
- Governance
- Financial management
- Executive management
- Lived aged and/or disability experience

## 8. APPLICATIONS

To apply, please email your resumé and a maximum two-page cover letter responding to the key selection criteria and outlining what you can bring to ADA Australia.

Please note that to ensure objectivity, and in line with funding contracts, applications cannot be accepted from an employee or director of an aged care or disability service provider.

Send your application to:

The Chair, Board of Directors, ADA Australia

Email: [info@adaaustralia.com.au](mailto:info@adaaustralia.com.au)

Post: 121 Copperfield Street, Geebung, Queensland 4034