

The road to real change and securing advocacy services



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



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 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

National Disability Advocacy Program (NDAP)

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

Queensland Disability Advocacy Program (QDAP)

- Queensland Government funded program
- Delivery of disability advocacy in Gold Coast, Logan, Redlands and Beenleigh regions
- Delivery of Yarn 2 Action First Nations disability advocacy service statewide

Information, Linkages and Capacity Building (ILC)

- Australian Government funded programs
- Words 2 Action - self advocacy skill building for people with disability in locations across Queensland and northern NSW
- Yarn'n Strong - self advocacy skills and leadership building for First Nations people with disability in partnership with local community organisations

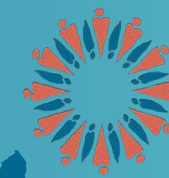
National Legal Assistance Program (NLAP)

- Queensland community legal centre funded by the Queensland and Australian Governments.
- ADA Law supports people whose capacity is impaired or questioned with guardianship and administration matters including representation at the QLD Civil and Administrative Tribunal.
- Delivery of Mental Health Legal Service for adults in North Queensland with mental health conditions who need assistance with legal matters.

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



ADA Australia
Your Aged and Disability Advocates



Chair's Report



“ I am delighted to report that ADA Australia secured funding for all programs for the next 4-5 years — a significant achievement that reflects the essential role our organisation plays and the trust placed in our work.”

In 2024–25, Australia embarked on what we hope will be a real and lasting transformation of aged care. The new Aged Care Act passed through Parliament on 25 November 2024—a landmark moment placing older people at the centre of the system and enshrining their rights through a clear Statement of Rights. While the Act did not include everything we advocated for, it represents a fundamental shift towards an aged care system built on kindness, compassion, dignity and agency.

Providing feedback on how the Act will operate through the Rules—and preparing older people, families, carers and advocates for the change—remained a key priority for ADA Australia and the national Older Persons Advocacy Network (OPAN). The Act's commencement has since been deferred to 1 November 2025, reflecting sector-wide concerns about readiness. This delay highlights the scale and complexity of reform, and the need for sustained commitment and vigilance to make change happen.

As advocates for older people, our responsibility is clear. We must continue to amplify the voices of those we serve, push for timely and effective implementation, and ensure that the promises made to older Australians translate into real improvements in care and quality of life. We must also continue to advocate for reform beyond the Act.

2024–25 also marked a pivotal year for ADA Australia, as it was the final year of funding across our full service portfolio—including aged care advocacy, care finder, disability advocacy and legal services. I am delighted to report that ADA Australia secured funding for all programs for the next 4-5 years—a significant achievement that reflects the essential role our organisation plays and the trust placed in our work.

The importance and impact of aged care advocacy were further reinforced by the independent evaluation of the National Aged Care Advocacy Program (NACAP), conducted by Australian Healthcare Associates. As Chair of ADA Australia and a member of the OPAN Board, I was pleased to see the findings confirm that advocacy plays an essential role in aged care, delivers meaningful improvements in people's lives, and is reaching more older people than ever.

Over the year, ADA Australia delivered 11,993 instances of information and referral support, and individual advocacy related to aged care, including 5,287 advocacy cases—a 28% increase overall and a 36% increase in advocacy matters. This extraordinary growth is a tribute to our dedicated and hardworking team through education, engagement and support.

Our disability advocacy services also continued to expand. We launched two self-advocacy programs for people with disability, including a program specifically supporting First Nations people, and we started planning for delivery of the new Supported Employment Advocacy Program across Queensland.

Each year, I take a moment to reflect on how far we have come. When I first began working with ADA Australia's predecessor organisation, QADA, 13 years ago, we had around 30 staff and were advocating strongly for increased funding and longer-term contracts. Today, our team numbers are at 137, and ADA Australia has earned a national reputation for leadership and excellence in aged and disability advocacy. I am incredibly proud—and privileged—to play a small part of this journey.

Our success is made possible by an outstanding Board who bring deep expertise, integrity and commitment to supporting vulnerable people. I acknowledge and thank:

- Director Natalie Siegel-Brown, who resigned in September 2024 to take up the inaugural role of Inspector-General of Aged Care. We are confident that with Nat in this critical role, positive change will be prioritised and advanced.
- Director Lucille Chalmers, who resigned in April 2025 after making an invaluable contribution through her healthcare and leadership expertise.
- Michelle Roach, who joined the Board toward the end of the year, bringing substantial experience in financial stewardship, capital governance and strategic transformation.

My thanks also go to CEO Geoff Rowe, Company Secretary Kathy Chandler, our Executive Team and the dedicated staff of ADA Australia. Your passion, persistence and professionalism have secured the continuation of vital advocacy services for Queenslanders over the next five years. There is much to celebrate—and much more to achieve.

For more than 30 years, ADA Australia has stood beside older people and people with disability. We look forward to continuing to serve Queensland communities for many years to come, working toward a future where every person is valued, heard and supported to live with dignity and choice.

Liz Kearins
Chair

CEO's Report



In our world the headline for 2024-25 was without doubt the new Aged Care Act, which became a reality in November 2024.

We will be asking...Are the reforms hitting the mark? What are the unintended consequences? Are we listening to what older people are saying? What's not working?

Aged Care Act

In our world the headline for 2024-25 was without doubt the new Aged Care Act, which became a reality in November 2024.

We were pleased to see the new Act deliver on what advocates had long been calling for – rights-based aged care. The new Act puts older people at the centre of aged care versus the business of aged care and formalises the rights of older people through a Statement of Rights.

However, we can't just say job done. There are concerns about several aspects of the reform, particularly affordability and hardship provisions for the new user-pays support at home program.

We will continue monitoring as changes under the new Act are implemented and keeping check on whether we are seeing real improvements for older people in aged care. We will be asking...Are the reforms hitting the mark? What are the unintended consequences? Are we listening to what older people are saying? What's not working?

Commencement of the Act was delayed until 1 November 2025, but we maintain that providers don't need to wait to start embracing human rights – listening more, giving choices and allowing the dignity of risk. It is a change in the current ways of thinking and operating which will be fundamental to the success of reform in aged care.

Securing advocacy services

Another significant moment for ADA Australia in 2024-25 was the renewal of our funding contracts for the next 4 to 5 years across aged care advocacy, care finder, disability advocacy and community legal services.

I hope this gives certainty and comfort for older people and people with disability in the community who need and use our services.

As you will see in this report, demand for advocacy services has never been higher. We delivered a total of 16,463 advocacy cases and information and referrals. This is a substantial 24% increase over the previous year. Aged care advocacy services increased by 28%, disability advocacy by 20% and ADA Law by 19%. Overall, demand has been increasing between 20-30% for the last several years.

I think our work speaks for itself, but I would like to thank the ADA Australia team for a huge effort in achieving these results, and collating reports and information to make successful submissions.

I would also like to 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.

Elder abuse reform

A significant moment for older people in Queensland in 2024-25 was the start of the Queensland Government's Inquiry into Elder Abuse.

ADA Australia has been an active participant in state and national strategies addressing elder abuse at a service delivery and systemic level, and we took the opportunity to put forward what we see as priorities for elder abuse reform to the Inquiry:

- Creation of a stand-alone adult safeguarding agency with clear governance arrangements with existing legal, advocacy and support services

- Development of a robust Queensland plan to prevent and address elder abuse.

One of the key causal factors leading to elder abuse is ageism, and in 2024-25 we embarked on a different approach to elder abuse prevention through the Old is Beautiful project. Created by Celebrate Ageing Ltd, Old is Beautiful is a strategy which takes a creative approach to changing attitudes to ageing through awareness workshops and portrait photography. The Old is Beautiful project will be ongoing with portrait exhibitions planned.

Keeping the spotlight on elder abuse, we were also proud to announce that ADA Australia, in partnership with Caxton Legal Centre, will be the co-host of the 2026 Australian Elder Abuse Conference. The Stand Up, Speak Out Elder Abuse Conference will be held 27 to 29 July 2026 on the Gold Coast.

Disability advocacy

In 2024-25 we also continued expanding and consolidating our disability advocacy services. We officially launched Words 2 Action and Yarn'n Strong, two self-advocacy projects under the Information, Linkages and Capacity Building (ILC) program.

In addition, we were also contracted to deliver a new Supported Employment Advocacy program. Funded through the Disability Advocacy Network Australia (DANA), in 2025-26 we will deliver case-based advocacy support to people with disability across Queensland to resolve supported employment related issues.

The ADA team

Of course, none of this would be possible without the fantastic and committed team at ADA Australia. Our people are what makes this organisation successful, and we

invested in several learning and development opportunities during 2024-25, including: a staff development program over 2 days, Aboriginal and Torres Strait Islander cultural capability training and trauma responsive leadership training.

We also commissioned a review on our intake processes to look at the best ways to help resource our Intake team to manage high call volumes and build to a 100% real-time response.

As at 30 June 2025, we had a professional team of 130 employees based in 24 locations across QLD, delivering 10 different service streams.

ADA Australia Board

I would like to acknowledge and thank Board Directors Natalie Siegel-Brown and Lucille Chalmers who resigned from the ADA Australia Board during 2024-25 for their support and service, and welcome new Board Director Michelle Roach.

I also extend my sincere thanks to Liz Kearins, ADA Board Chair and all Board Directors for their wisdom and guidance.

On a final note, I sometimes question whether Annual Reports remain relevant with so much information available. But each year I find this a valuable exercise for reflecting on what the organisation has achieved but also if we are seeing real change in the systems and services that support our clients. This year I think we are.

Geoff Rowe

CEO

Interviewing advocate Grace Tame at our 2024 Staff Development Training was a highlight.



Advocacy Services Snapshot

Our services continued to grow and reach more Queenslanders, with a 24% increase in the total of advocacy and information and referral cases, across all case types in 2024-25.

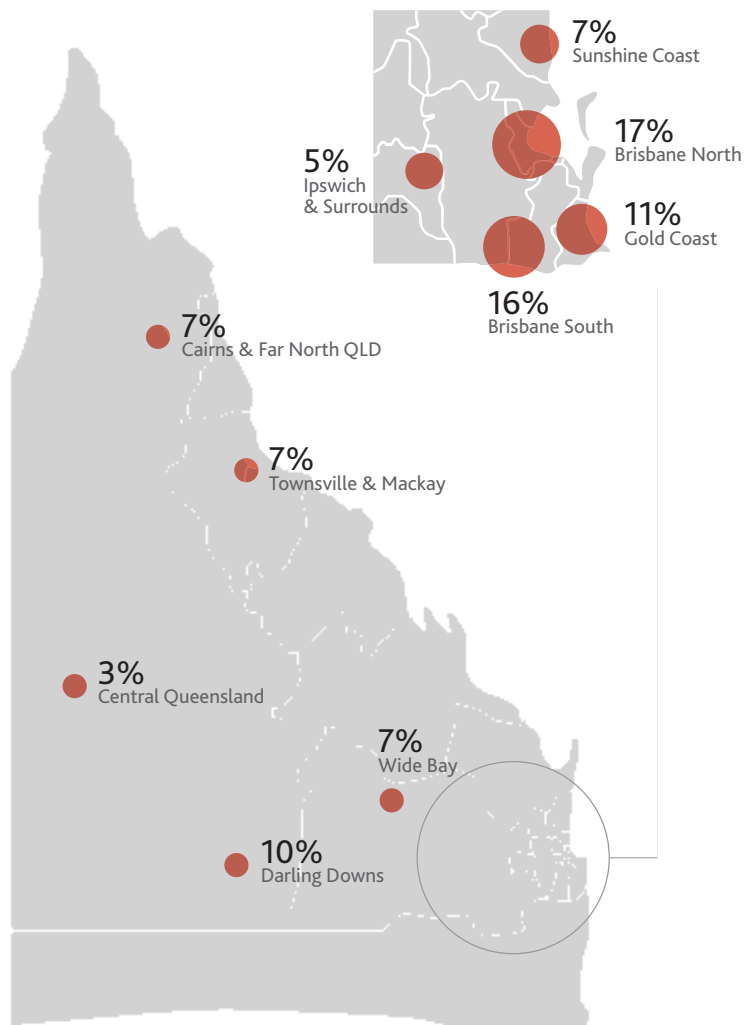
The most significant increases were in Aged Care Advocacy (28%), disability advocacy (20%) and ADA Law (19%), which reflects increasing demand but also increases in the number of advocacy staff.

The introduction of the new Words 2 Action disability self-advocacy program in 2025 also added a small number of cases and information referrals.

In September 2024 ATSIDNQ transitioned to an independent Aboriginal and Torres Strait Islander community-controlled organisation, ceasing the Side by Side First Peoples Advocacy service. However, ADA Australia was contracted by the Queensland Government in December 2024 to continue to deliver a First Nations disability advocacy service, which continued under Yarn 2 Action.

The regional breakdown of service delivery remains consistent across regions although there has been an increase in demand in Wide Bay; and Brisbane North and Brisbane South service delivery has leveled, likely due to increased advocacy capacity in Brisbane South.

Regional Breakdown of Service Delivery



Information and Advocacy by Program Area	2023-2024		2024-2025	
	Advocacy Cases	Information & Referral	Advocacy Cases	Information & Referral
Aged Care Advocacy	3,881	5,491	5,287	6,706
ADA Link Care Finder	785	16	815	25
Disability Advocacy	913	791	418	1,626
ADA Law	481	264	565	321
Elder Abuse	254	195	241	272
Yarn 2 Action/Side by Side First Peoples Advocacy	77	68	72	98
Words 2 Action	n/a	n/a	10	7
Total	6,391	6,841	7,408	9,055



Community Development Officer
Scott Green at Cuppa in the
Communi-tea at Roadvale.

Aged Care Advocacy

2024-25 Highlights

- New National Aged Care Advocacy Program (NACAP) 2025-2029 contract confirmed under the Older Persons Advocacy Network (OPAN).
- Team Leader added for North Queensland, based in Cairns, to provide more face-to-face local support for aged care advocates based in the north.
- Additional advocates added to the Hervey Bay, Ipswich, Toowoomba, Townsville, Cairns and Intake teams to meet rising demand.
- New NACAP Quality Officer position appointed supported by the Department of Health & Aged Care to help ensure consistency with national objectives across data, education and quality improvement programs.
- Education and information and resource updates for advocates in preparation for commencement of the new Aged Care Act 1 November 2025.
- KPIs exceeded by 27%. Highest number of supports to people to date.
- Commissioned review on Intake processes by BBB Advisory: Contact Centre Consulting & Advisory Services, to look at best ways to help resource the team and manage the high volume of calls and referrals. Intake Team Leader appointed to the team.

Service Delivery

Aged Care Advocacy		
	2023-24	2024-25
Advocacy cases	3,881	5,287
Information & referrals	5,491	6,706
Total	9,372	11,993

Financial Advocacy		
	2023-24	2024-25
Financial advocacy case & information	404	316
Consultation & information provided to other advocacy cases	218	237
Total	622	553

Education Snapshot		
	2023-24	2024-25
Number of education sessions	1,123	1,474
Number of consumers receiving education	15,205	21,212
Number of aged care staff receiving education	5,849	6,447

- 28% increase in aged care information and advocacy cases.
- Part of the role of the financial advocates is to provide capacity building and training to the advocates in order to assist their clients regarding financial matters. As advocates have become more knowledgeable and confident in undertaking financial advocacy casework the number of cases the financial advocates have supported has decreased to allow them to complete more complex financial casework.
- Continued efforts and focus on providing education in aged care facilities have seen a 30% increase over the previous financial year, despite ongoing issues with some facilities refusing access.

Key Presenting Issues

- Support needed to get CHSP services in place, once approved, with little availability and options for services.
- Significant delays for assessments and assignment of home care packages. Single assessment service issues with many being delivered over the phone causing incorrect outcomes to occur.
- Lack of availability of some services, eg. Occupational therapy including urban and regional areas
- Lack of financial oversight, accuracy and clear communication from providers leading to client overspend and debt, particularly in relation to income tested fees.
- Provider over-reliance on digital communications only, leading to a lack of or no direct communication with clients.
- Delays in receiving services at home leading to premature entry to residential aged care or hospital admissions.
- Service barriers for people residing in vans, RVs or other temporary forms of housing.
- Older people seeking information to understand impending changes under the new Aged Care Act and any impacts for them.



Scott Green with then MP Bert Van Manen at the Forde Seniors Expo

Care Finder ADA Link

2024-25 Highlights

- Care Finder program contracts renewed until 30 June 2029 for Primary Health Networks (PHN): Darling Downs & West Moreton, Northern Queensland, Western Queensland and Brisbane South.
- Secured contract with Brisbane South PHN to deliver care finder services in the Southern Moreton Bay Island region. Place-based Community Connector appointed (0.8 FTE) and (0.2 FTE) as an aged care advocate. A combined role to make a sustainable position that services Brisbane's southern island communities.
- Completion of Multicultural Community Engagement project funded by Darling Downs & West Moreton PHN resulting in:
 - 30% increase in clients from culturally and linguistically diverse backgrounds across Toowoomba and Ipswich.
- Greater understanding of the needs of people from refugee experiences (Toowoomba is a first settlement area) versus those who have migrated.
- Sustainable model for a generalist care finder service that is more inclusive – embedded practices, protocols, learnings and community engagement across all members of the team.
- Presentations about the project outcomes to the Navigation and Governance and Navigation and Access branches in the Department of Health, Disability and Ageing.
- Worked in partnership with QDN, Darling Downs Health, QLD Health Long Stay Rapid Response team, the Department of Housing and local charitable organisations to respond quickly to a Boarding House closure where 21 people needed to be relocated.

Regional Service Delivery		
	2023-24	2024-25
Brisbane South	74	108
Darling Downs & West Moreton	399	372
Northern Queensland	266	284
Western Queensland	39	51
Total	778	815



Service Delivery Breakdown				
	Instances of Service	No. of Outbound Referrals	Community Engagement & Outreach	Outreach Travel Hours
Brisbane South	4,386	1,726	110	294
Darling Downs	19,805	4,267	417	1,749
Northern Queensland	19,378	3,150	540	2,671
Western Queensland	2,987	175	248	220
Total	46,556	9,318	1,315	4,934

- 5% increase in number of cases.
- For every case the team delivered approximately 57 instances of service.
- Servicing rural and regional Queensland means that on average advocates travel 6 hours per case.

Key Presenting Issues

Community Connectors supported vulnerable seniors across a number of key areas during 2024-25 including:

- Lack of or no services for home care support, especially in regional, rural, remote and very remote areas
- Introduction of Single Assessment Services. With new assessment service providers, difficulty in transferring clients from one organisation to the next.
- Difficulty establishing a communication pathway with some assessment organisations and significant wait times for assessments.
- Lack of residential aged care options meaning some clients had to leave their communities or Country to

receive the support they needed.

- Increased cost of living had an impact on those paying co-contributions (some clients declined services as couldn't afford the service), and not all providers would waive the co-contribution fee.
- Assessors not contacting the care finder before an assessment. The client when contacted by the assessment organisation doesn't understand who they are, or may not recall why this is needed, and may decline due to confusion. Or the assessment proceeds but client cannot answer questions fully, this leads to either no assessment or an assessment that is inappropriate or incomplete.

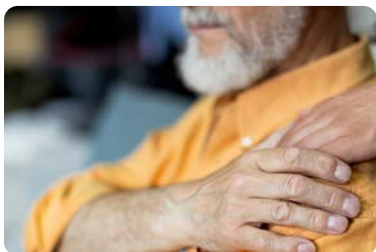


Nikki Combes, Community Connector, Momentum Mental Health Symposium Toowoomba



Community Connectors, Charbel Trad and Marlana Enkelmann at Wiser Pacifica Information Session

Case Study 1



For eight years, John lived in a Level 3 Supported Living residence. His everyday life was structured around the support he received from staff — his room was serviced, meals prepared, medication managed, and he was often prompted for daily tasks such as showering. These supports gave him stability and safety.

In May, John's world was shaken when he was told that funding for his supported living was ending. He was given just 30 days' notice to leave his home. With no family to turn to and complex health conditions that made processing information and navigating systems very difficult, John faced the imminent risk of homelessness.

Although worried, John was clear about one thing: he wanted to have the opportunity to live independently in the community and have his own place. The concern was whether he could live independently after so

many years of having intensive daily support. Sarah from the supported living Accommodation did her best to help him look for alternative accommodation, but as the fast-approaching deadline of the closure was looming, Sarah's support to assist John would end at close of business on the 30th of June 2025.

Recognising the urgency of John's situation, a taskforce of services came together. The priority was to connect John with My Aged Care (MAC), so he could be assessed for aged care supports that would support his wish to live independently. With the intensive support provided by the Care Finder Program, John was quickly registered, and within a matter of days John completed a comprehensive assessment. Remarkably, a Level 3 Home Care Package was approved the very next day, giving him access to coordinated in-home supports that would ensure John would be safe and independent at home.

At the same time, John was linked with the Department of Housing, which offered him a seniors' unit contingent on the right supports being in place. While waiting, the local health service and the Long Stay Rapid Response team funded short-

term temporary accommodation initially for a period of 30 days, with the ability to be extended, to enable capacity building to be provided to John to support him transition to his new home. John moved into his new home 10 days after the closure of Supported Living residence.

The Care Finder -Community Connector walked alongside John throughout the process, assisting him with not only the Aged Care assessment process but also linking him with a service provider of his choice to deliver his Home Care Package. They also reached out to charity organisations, who stepped in generously furnishing John's new home and providing gift cards so he could buy food and other essentials.

This case shows how critical collaboration is when a vulnerable person faces sudden upheaval. Without the quick actions of the taskforce, the rapid response from Care finder, My Aged Care, and the support of charities and housing services, John could easily have become homeless. Instead, with the right structures in place, John's wish to live independently in his own home with the security of knowing support workers would visit to help him manage had become a reality.

Key Learnings from John's Case

- The Importance of Timely Intervention**
 John was at immediate risk of homelessness, and the rapid mobilisation of services — particularly the Care Finder and Long Stay Rapid Response team — was crucial. Without this, the outcome could have been drastically different.
- Collaboration Across Sectors**
 This case highlights how aged care, Care Finder, Housing, Health, and Community services can work together effectively. Each service played a distinct role:
 - My Aged Care provided access to long-term support.
 - Care Finder provided intensive navigation support
 - Housing services offered a safe place to live.
 - Health services ensured continuity of care.
 - Charities helped with practical needs like furniture and food.
- Respecting the Individual's Wishes**
 Despite the upheaval, John's desire to live independently was honoured. The support was tailored to help him achieve that goal, rather than placing him in a setting that didn't align with his preferences.
- Role of the Community Connector**
 The Care Finder Program was a linchpin — not only facilitating access to services but also walking alongside John through each step. This kind of relational support is often what makes the difference in complex transitions.
- System Responsiveness**
 The fact that John's Home Care Package was approved within a day of assessment shows what's possible when systems are responsive and flexible in urgent situations.

Case Study 2

Age: 68

Target Population: CALD

Living Situation: Client resided alone

My Aged Care (MAC) Status: Required registration with MAC and Regional Assessment Service (RAS) assessment

Number of hours spent supporting client: 52.95 hours

The client had come to Australia two months prior to referral to ADA Link with his daughter on Humanitarian Refugee Visas. After many chats through the use of an interpreter, the client shared that he was separated from his family and had lost family members. The client was suffering significant grief.

The client also had multiple physical and psychosocial ailments and injuries. He was also experiencing PTSD, sleep-walking, insomnia, nightmares and memory difficulties.

Due to the client's complex needs, he was referred to ADA Link for assistance to access care services through My Aged Care and relevant social services such as medical, dental and counselling services.

What were the barriers?

- The client did not feel comfortable working with a government department (MAC) and trusting a Community

Connector with his specific needs when he didn't know the person.

- Working with the client's PTSD, and grief.
- The client's sense of responsibility for financial and immigration support for other family members.
- The client having low health literacy.

What tasks were undertaken by the Care Finder to identify, engage and assist the client?

- Initial meeting with the client and Case Manager from referring organisation.
- Referral to MAC for RAS assessment with engagement of interpreter.
- Attendance at RAS assessment to ensure Assessor understood the extent of the client's needs.
- Once referral codes were available, engaging various service providers with capacity.
- Assistance to complete financial aid forms where relevant.
- Communication with Darling Downs Health Aged Care Assessment Team (ACAT) to organise an ACAT (comprehensive) assessment.
- Discussion with GP regarding medical conditions and injuries, for referrals to Specialists.
- Discussion with Dental Unit at Toowoomba Base Hospital.
- Discussion with Prosthetic Unit at Toowoomba Base Hospital.
- Attendance at ACAT assessment.
- Referral to Short Term Restorative Care.
- Assistance with organisation of equipment needs.
- Meet and greets with Home Care Package Service Providers
- Multiple bookings with Translating & Interpreting Service (TIS)



Disability Advocacy

2024-25 Highlights

- National Disability Advocacy Program (NDAP) contract to deliver services in Central Queensland and the Gold Coast extended until 30 June 2026, at which time a new national disability advocacy program is expected to be in place.
- Extension of contract for Queensland Disability Advocacy Program (QDAP) funding to deliver individual disability advocacy throughout Redlands, Logan, Beenleigh and Gold Coast to 30 June 2030 and statewide First Nations Disability Advocacy Service to 30 June 2027
- Additional \$5 million in funding for QDAP providers announced by the Queensland Government, resulting in some additional funding for ADA Australia in 2025-26.
- Additional funding allowed appointments of additional disability advocates on the Gold Coast and at Brisbane South to meet demand
- Service demand increased with some wait times extended to 12 weeks but then reducing back to 10 weeks in late 2024 due to an increase in staffing and the Disability Clinic model.

Service Delivery

- Disability Clinics continued providing NDIS access and Disability Support Pension support. Gold Coast staff provided 11 in-person Clinics at Southport Community Centre. Brisbane-based staff provided 11 Phone Clinic days.
- Establishment and recruitment for two self-advocacy services under the Information, Linkages and Capacity Building grant:
- Words 2 Action, July 2024 to June 2027 – 1 x Team Leader, 4 x disability advocates covering, Gold Coast, Northern New South Wales, Rockhampton, Charters Towers and Brisbane.
- Yarn'n Strong – negotiations commenced with potential delivery partners, Gallang Place and Central Queensland Indigenous Development (CQID) and recruitment of project team (Team Leader and Project Officer). Both finalised in September 2025.
- Establishment and recruitment for new supported employment advocacy service, providing casework based advocacy to resolve supported employment related issues. Funding for 1 advocate from 1 September 2025 to 30 June 2027, through DANA.

Disability Advocacy		
	2023-24	2024-25
Advocacy support	1,704	2,044
Unmet Demand	349	449
Total	2,053	2,493

*Note that reporting requirements changed in 2023-24 to incorporate advocacy cases and information support provided. Unmet demand reflects out of location or scope where we are unable to assist.

Mainstream Access Issue		
Centrelink Entitlements/ Payments	7%	58% of cases
Housing/Tenancy	12%	
Health/Mental Health	7%	
Legal issues	28%	
Other	46%	
Total	100%	

NDIS Issue		
Access to Scheme	50%	42% of cases
Plan Review	19%	
Service Provision	27%	
Decision Making Support	3%	
Total	100%	

- Advocacy case numbers either met or exceeded KPIs across both state and federally funded service.
- There was a 20% increase in advocacy support over the previous financial year, however, also a 28% increase in unmet demand which represents requests for assistance that were out of scope or location where we are funded to deliver services, where we are unable to assist.
- Mainstream issues increased over the previous year and continue to make up the majority of cases.
- Access to the scheme remained the main issue for people with disability with the NDIS, although it decreased 10% from the previous year. Service provision issues increased by 10%. This is perhaps indicative of changes made to the NDIS from 3 October 2024 which included new definitions of supports and set funding periods. Changes to the NDIS access criteria have been impacting what people can use their plans for as well as uncertainty about when Foundational Supports will commence to replace those funded supports being cut out of people's plans by the NDIS.

Key Presenting Issues

Disability advocates supported people with disability with a number of key issues during 2024-25 including:

- NDIS access: Harder for people to meet access criteria with the new eligibility criteria now in place. Lack of access to functional capacity assessments are limiting who meets access.
- NDIS changes: Lack of alternative services for people with disability whose plans have been reviewed and cut due to changes in NDIS eligibility has seen a significant increase in requests for linkage to mainstream services and supports for people with disability, carers and supporters. Restricted supports coordination funding in NDIS plans is also causing a vacuum of case management style assistance for those people with disability requiring more intensive levels of assistance.
- NDIS plan misuse: Intense scrutiny of fraudulent use of plans has continued to be a focus area for the NDIS. There are increased numbers of participants who have had self-management taken out of their plan at unscheduled reviews.
- 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. Further impacted by new proposed Foundational Supports program not yet unveiled by the federal and state governments.
- Housing crisis: Increase in clients experiencing housing pressures/homelessness and an increase in requests to support sourcing stable accommodation.

Systemic Advocacy

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

- Working alongside Queensland Disability Network (QDN) and the Department of Families, Seniors, Disability Services and Child Safety about the progress and implementation of the Stakeholder Engagement and Co-design Strategy (SEC Strategy) and work of the co-design hub. The SEC Strategy supports delivery of the Queensland Government's disability reforms and establishes structures to put people with disability and stakeholders at the heart of reform processes through co-design.
- Disability team members took part in co-design and delivery activities relating to the development of Queensland Disability Reform Framework.
- The Strategy, released in late 2024, aims to put people with disability at the heart of the reform process through co-design. It will support the delivery of the Queensland Disability Reform Framework. The QDRF is designed to respond to the NDIS reform and to respond to the DRC.
- Ongoing consultation and participation in co-design workshops for NDIS new framework planning rules since July 2025. New rules planned for mid-2026.
- Provided input into the General Foundation Supports Submission.
- Provided input into Proposed Mandatory Registration: supported independent living and support coordination – joint submission to the NDIS Quality & Safeguards Commission
- ADA Disability Advocacy Team actively participate in the following groups/projects:
 - Queensland Independent Disability Advocacy Network
 - Disability Health Forum
 - Brisbane Metro Accessibility Working Group
 - Gold Coast Disability Community Network
 - Public Transport Accessibility Project
 - Logan City Council's Amenities Design
 - Operational Working Group Southport Specialist Domestic and Family Violence Court
 - The Spirit of Queensland Equivalent Access: Phase 3
 - Queensland Train Manufacturing Program Accessibility Project



Mackay Disability Expo

Disability Advocacy Words 2 Action

2024-25 Highlights

- Words 2 Action operations commenced, and the program is building momentum.
- Collaboration and co-design with people living with disabilities providing feedback on the resources and accessibility across all areas of the program.
- Advisory Panel established.
- Preparations for digital stories and new website in 2026.

Program Challenges

- Difficulty finding suitable and accessible locations in NSW areas outside of Ballina, Mullumbimby and Murwillumbah.
- Getting clients to attend regularly scheduled information sessions.
- Long distances to cover in rural and remote areas, and limited services.

Key Presenting Issues

- NDIS plan reviews and increased concern about plan and funding sustainability is the most recurring theme.

Service Delivery	
No. coaching participants	42
No. of information sessions	25
No. of information session participants	172



Team Leader - Words 2 Action, Nicola Shingler and Disability Advocate - Words 2 Action, Helen Haidle



Disability Advocates Words 2 Action - Ricky Gracia, Kate Jones, Nicola Shingler (Team Leader), Helen Haidle and Jamie Best

Disability Advocacy

Yarn 2 Action

2024-25 Highlights

- The Side By Side First Peoples Advocacy service ceased in September 2024, following transition of ATSIDNQ to a community-controlled organisation. Yarn 2 Action funding commenced from 1 December 2024.

Key Presenting Issues

- Significant lack of supports: Minimal to no options for people to access community controlled Aboriginal and Torres Strait Islander disability services, as well as a lack in non-Indigenous service providers considering how to offer culturally safe and appropriate services. There are also limited to no other supports for people with disability who are unable to access the NDIS.
- NDIS plan misuse: increased numbers of participants who have had self-management taken out of their plan at unscheduled reviews.
- Housing crisis: increased number of Aboriginal & Torres Strait Islander people with disability experiencing housing stress.
- Decision-making: high number of requests for advocacy support by Aboriginal & Torres Strait Islander people with disability experiencing issues with Attorneys or other supporters and services infringing on their ability and right to make their own decisions.

Service Delivery	2023-24	2024-25
	1 Jul 23 - 30 Jun 24 (Side by Side)	1 Jul 23 - 30 Sep 24 (Side by Side)
		1 Dec 24 - 30 June 25 (Yarn 2 Action)
Advocacy Support	349	449

Mainstream Access Issue		
	No. of Cases	%
Centrelink Entitlements/ Payments	1	1%
Housing/Tenancy	18	24%
Health/Mental Health	10	13%
Legal issues	4	5%
Other	42	56%
Total	75	100%

45% of cases

NDIS Issue		
	No. of Cases	%
Access to Scheme	37	39%
Plan Review	25	27%
Service Provision	16	17%
Decision Making Support	0	0%
Not Stated	16	17%
Total	94	100%

55% of cases

- Yarn2Action was fully staffed and commenced service delivery in late January 2025.
- Despite minimal marketing, the service has received a lot of requests for services with a 17% increase in advocacy support provided in a less than 12-month period.
- Lack of alternative supports and services saw large numbers of people requesting advocacy support to access the NDIS
- The impact of the NDIS Review, particularly around use of funds, saw more NDIS participants being changed to Agency-managed. Yarn 2 Action received an increase in requests for advocacy support to move back to self-management.
- Demand for support regarding housing, health and the Office of the Public Guardian matters increased significantly from the previous Side by Side service.

ADA Law

2024-25 Highlights

- Funding for all ADA Law programs were secured under 5-year contracts:
 - National Legal Assistance Program (NLAP) 2025-2030: Legal Services and Mental Health Legal Service for adults in North Queensland
 - Older Persons Advocacy Network (OPAN) 2025-2029: Abuse of Older persons providing advocacy to older people in residential aged care settings, and in hospital to aged care trajectory, for assistance with concerns of elder abuse
 - Department of Families Seniors, Disability Services and Child Safety 2024-2029: Seniors Legal and Social Support Service (SLASSS) Outback outreach program providing legal assistance to older people living in outback Queensland with concerns about elder abuse, mistreatment or financial matters.
- All programs met and exceeded targets.
- Submission to the Inquiry into elder abuse in Queensland and Principal Solicitor presented at the Brisbane Public hearing on 11 June 2025, outlining recommended focus areas for addressing elder abuse in Queensland.
- Published article in the Queensland Proctor outlining Three priorities for elder abuse reform, in partnership with Office of the Public Advocate and Caxton Legal Centre.

- WEAAD Elder Abuse Action & Prevention Forum– City Hall in collaboration with Brisbane City Council and Department of Child Safety, Seniors and Disability Services.
- Stakeholder in Queensland Government program to develop an Elder Abuse Minimum Data set.
- Contributor to the National Elder Abuse Plan.
- 37 Elder Abuse Educations delivered by Elder Abuse Advocates.
- Continued work nationally with OPAN to improve focus on rights and supported decision-making in new Aged Care Act.



Service Delivery

All Programs	2023-2024	2024-2025
Cases	162	226
Information & Referrals	163	209
Total	735	806

Case by Type Comparison	2023-2024	2024-2025
	Advocacy Cases	Advocacy Cases
Legal Service	162	226
Mental Health Review Tribunal	163	209
People experiencing elder abuse	273	241
Townsville Mental Health Legal Service	86	88
Seniors Legal & Social Support Service (SLASSS)	51	58
Total	735	806

- 17% increase in case and information referral activity.
- Significant increases in legal services (40%) and cases involving the Mental Health Review Tribunal (28%).

Key Presenting Issues

- QCAT continued to have a backlog of applications resulting in months long delays for clients.
- Matters have been increasingly complex where other parties are represented by solicitors and counsel and matters have been heard over several days instead of the usual 90 minutes.
- Approximately 50% increase of QCAT matters now including a Separate Representative appointment under s125 of the Guardian and Administration Act. This role requires significant extra work for the solicitor, in understanding the person's support network, views of the adult and their supporters, and opportunities for increased services and support.



37

Elder Abuse educations



ADA Law Townsville Solicitor, Amanda Zugno, at the Burdekin Legal Services Expo

Case Study 1

Maryann is an older single woman from the Sunshine Coast, who experienced a stroke, resulting in a long hospital admission. During the admission the treating team enacted her Enduring Power of Attorney, which had nominated Maryann's brothers as her decision makers.

Maryann's brothers lived in NSW and Maryann reported a strained relationship due to the age difference, and their distance. While being agreeable to going into residential aged care, Maryann was frustrated that her brothers did not involve her

in the discussions about choosing a home and restricted her friend Kateema from taking her on outings.

Our Abuse of Older Persons advocate assisted Maryann to negotiate with both the Residential Aged Care Home (RACH) and her attorneys, to relax the restrictions being imposed. Maryann is seeking to change accommodation, and her friend is now allowed to take Maryann out into the community, so she can visit and choose a more suitable RACH.



Case Study 2

Coen is a Yuwibara man from Yuibara land (Mackay). Coen has been a client receiving assistance with Mental Health Review Tribunals for three years, originally when he lived in the Brisbane region, and then he returned to his family area.

ADA Law solicitors have assisted Coen to advocate for a change to his Forensic Order, which had placed restrictions on his ability to visit his family, and do other activities near his home, due to the Conditions on the Order. After several hearings, our solicitor was successful in advocating that the Conditions were no longer necessary, as Coen has not been mentally unwell for several years, and the offences he had committed were during a period of his life when he was using illicit substances and developed a mental illness.

Given Coen's remission from his illness, longstanding positive engagement with his treating teams, and successful reintegration to his community, the Tribunal approved the change to a less restrictive Order. Coen is now able to travel within the town to visit his family, doctor and other health professionals, without breaching his Conditions.

Case Study 3

Neville was referred to ADA Law SLASSS program by his Qld Health social worker who reported that Neville wanted assistance to stop financial abuse by his daughter. Neville had moved into residential aged care, following some years of declining physical and mental health. Neville's wife had passed away several years ago, and this had been the catalyst for Neville to dramatically increase his alcohol consumption.

Since moving into the RACH, Neville had been unable to access alcohol, and he was finding some improvements in his thoughts, mood and overall wellbeing. Neville was well enough to address the financial abuse he was experiencing. Neville was realising that his daughter was using Neville's bank account to support her lifestyle, and he had lost track of his financial situation. The RACH were mentioning overdue accounts to Neville, something he's never experienced in his life, so he was horrified.

Our social worker started working with Neville, helping him piece together his situation and his options. Neville agreed to several referrals, including to a financial advocate, who was able to work with Neville and reset his aged care fees through Centrelink, and Neville was given information about opening new bank accounts. Neville was referred to family relationship mediation, however at this stage he is reluctant, as he is unsure about seeing his daughter. Neville did not want to pursue further criminal or legal action but is now aware of services which can assist him.

Case Study 4

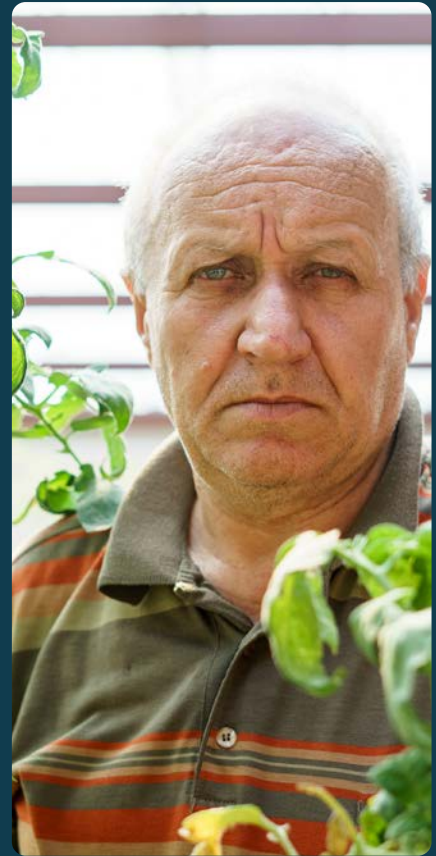
Amir is an older man who has been living in regional Queensland for most of his life. Amir did not have family or supporters in his life, and when his health deteriorated, he stopped taking care of his personal care. Eventually he moved into aged care but couldn't access any money. Amir didn't know why, but he never had money to buy toiletries, clothes, or go on outings and no one explained it to him. Staff had been buying things for Amir from their personal bank accounts. Amir was grateful but embarrassed.

An aged care advocate was providing advocacy education at the aged care home where Amir lived, and he approached them after the talk, to see if they could assist. The town where Amir lived did not have a SLASSS program, however, our program agreed that we would attempt to assist Amir with his situation. After several phone calls, and eventually a visit to Amir, we had discovered that the Public Trust

had been managing his money, but he was not aware of this, nor was he receiving any information from them about his bank balances. All his information was going directly to the RACH head office, who ensured his aged care fees were covered.

Our social worker facilitated a meeting with Amir, his Public Trust officer and Public Trust Consumer Advocate, and the facility manager, so that everyone could better understand his situation.

Following that meeting, Amir received a bank card so he could access funds. He receives bi-annual bank statements and was able to buy some clothes. Amir plans to attend the monthly outings now that he knows he can afford them. The Public Trust officer has agreed to involve Amir in his budget reviews.



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 more diversity in the team at ADA Australia.








2024-25 Highlights

- All staff Aboriginal and Torres Strait Islander Cultural Capability training.
- Established First Nations Knowledge Hub for staff.
- Consultation on the National Disability Insurance Agency LGBTI Strategy.
- Presentation to entire Suncare team on the importance of inclusion and diversity in aged care.
- Developed CALD Practice Framework – a guide to culturally responsive advocacy services to clients from CALD backgrounds.
- Translation of disability advocacy flyer into over 50 languages.
- Successful Gold Coast Multicultural Seniors Lunch with over 100 seniors attending.
- Developed Quick Guides to assist advocates provide responsive and safe support to people who are:
 - Aboriginal and Torres Strait Islander
 - from culturally and linguistically diverse (CALD) backgrounds
- lesbian, gay, bisexual, transgender and Intersex (LGBTI)
- experiencing mental health problems
- living with cognitive impairment including dementia
- Lead Practitioners provided ongoing case support to staff who needed assistance with complex cases from diversity areas.

- Homelessness continues to be an increasing issue across society and adds complexity to advocacy support cases.
- Decrease in LGBTI cases could be due to some older people not being comfortable to record their identity in our system. Research shows that some older people in the LGBTI community are opting not to engage with the aged care system due to fear of stigma and discrimination.
- Increase in cases involving Veterans, may be partly attributed to ongoing promotion in Veterans Magazine, The Last Post.

- Continuing to improve reach to people who live rurally or remotely.

Cases Snapshot

	2023-24	2024-25
	684	904
	people from Aboriginal and Torres Strait Islander communities	
	1,508	2,000
	people who live rurally or remotely	
	1,053	1,072
	CALD backgrounds	
	9	6
	parent separated from their children by forced adoption or removal	
	93	129
	Veterans	
	240	505
	people who are homeless or at risk of homelessness	
	51	37
	LGBTI	

The ADA Australia team at Cultural Capability Training at Mapleton and the Gold Coast 2024



Our Media Coverage



15
Radio Interview



2
TV Appearances



17
Print & Online



2.9K
Social Media

In Print

Is residential care the right choice after hospital?

Aged care advocates want more people to know about them.

Top reasons why older people in aged care are seeking help.

We need to think about, and plan for our ageing.

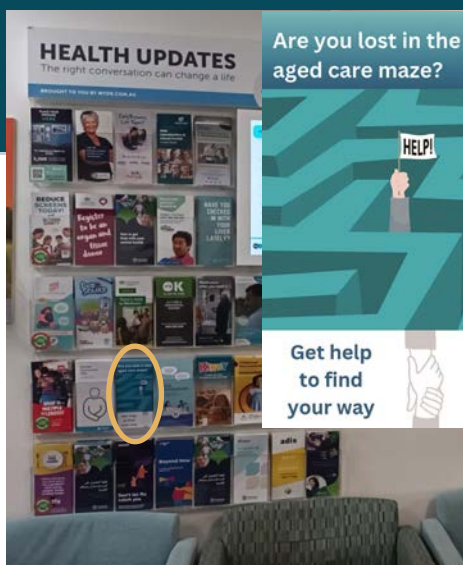
Older portrait models reframe beauty to challenge ageist stereotypes

Information is power when it comes to aged care.

Communications, Community Development & Resources

2024-25 Highlights

- Consolidation of Community Development team with marketing and communications providing greater opportunities for frontline feedback to shape communication materials and activities.
- Addition of a Marketing and Communications Assistant position to meet high demand for communications support as the organisation expands its service portfolio.
- Rollout of the Old is Beautiful campaign in Queensland. A strategic project addressing ageism has garnered high community engagement through project participants. Workshop and photoshoot held at Brisbane Powerhouse in March 2025 for 19 Brisbane seniors.
- Design and development of new ADA Law website including service finder tool.
- Branding development and resource design for new self-advocacy programs – Words 2 Action and Yarn'n Strong, and rebrand of our Aboriginal and Torres Strait Islander disability advocacy service – Yarn 2 Action.
- 'Lost in the Aged Care Maze' promotion in 360 GP clinics in Rockhampton, Gladstone, Brisbane, Redlands, Moreton Bay, Logan and Ipswich. 7,372 brochures taken from clinics.
- Successful in a bid to secure \$80,000 in funding to promote the Aged Care Advocacy Line 1800 700 600, through a first WIN TV campaign across regional Queensland. A total of 1,612 spots with 14,729,194 viewers.
- Investment in site optimisation for ADA Australia's website, moving it to top position on google searches.



GP Clinic Campaign, 7372 brochures taken from waiting rooms.



Combined team work at Deadly Day Out Townsville. Amanda Zugno ADA Law, Kirsty Ahern ADA Link, Diane Godfrey ADA Law.

Community Development

Events Summary				
	2023-24		2024-25	
	No. Events	No. Attendees	No. Events	No. Attendees
Presentations to community groups and events	85	3,157	75	1,679
Public events and presentations	193	22,845	151	21,437
Total	278	26,1002	226	23,437

- Community Development KPIs for 2024-25 were exceeded, however there was a slight decrease in the number of events compared to the previous year. This is attributed to a large number of ADA Australia-run events, such as Aged Care Community Conversations, Old is Beautiful, WEAAD Forum.

2024-25 Highlights

- Highly successful Aged Care Conversation events held across regional Queensland - Roma, Charleville, Goondiwindi, Emerald, Barcaldine, Longreach, Gladstone and Yeppoon with almost 300 attendees.
- Successful Gold Coast Seniors Lunch with over 100 attendees to celebrate Queensland Multicultural Month.
- Active members of the Queensland Elder Abuse Action & Prevention Forum working group, coordinating successful Forum and media coverage for World Elder Abuse Awareness Day.



Community Development Officer Ree Ali delivering Seniors Calendars to local community groups.

Resources

40,000 copies of the Queensland Seniors Calendar 2025 edition. A tribute to older mums..."Things our Mums used to say" Life lessons and wisdom.

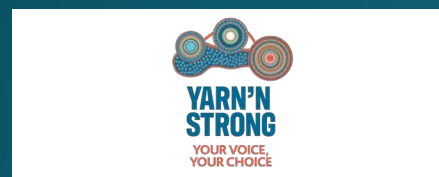


Then Aged Care Minister Anika Wells with CEO Geoff Rowe at the seniors calendar launch



ABC's Word Wizard Roly Sussex presenting origins of old sayings

New Program Branding



ACAL TV Campaign



Aged Care Community Conversations



Goondiwindi

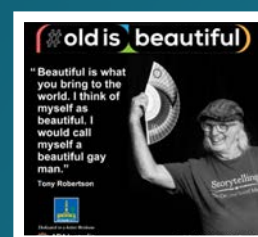
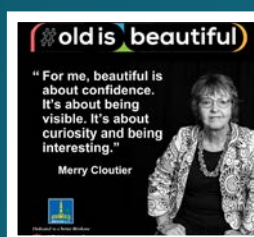
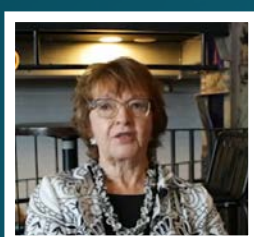


Yeppoon



Roma

Old is Beautiful Brisbane



Old is Beautiful Brisbane Workshop

2024-25 Financial Snapshot

Financially 2024/25 was a very successful year for ADA Australia. Overall, actual income for the year was \$17,979,552, up by \$3,393,626 from the previous year.



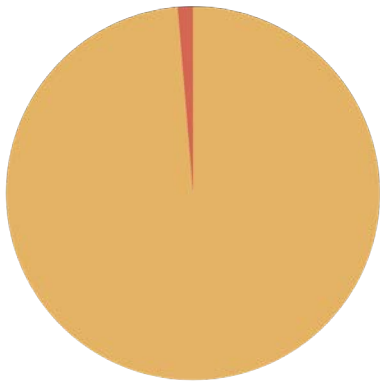
Actual income
increase from 2024-25

\$3,393,626

- Total expenditure for the year was \$17,969,782, an increase of \$3,378,209 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 \$4,467,477 at the end of the financial year, up by \$463,489 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.

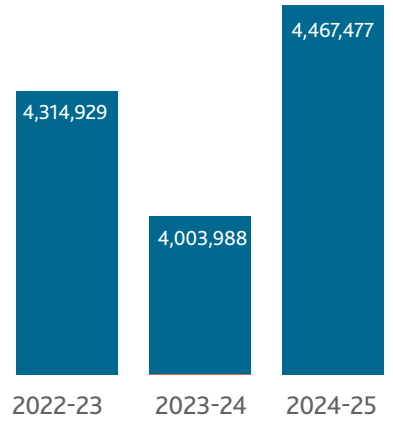


Where the money came from - 2024-5



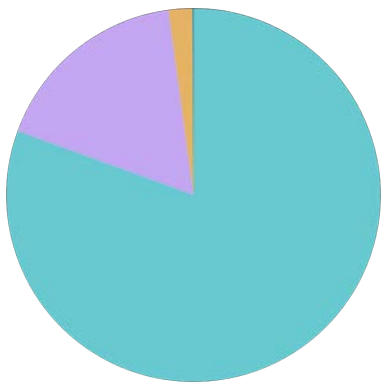
- \$17,743,410
Government (98.68%)
- \$236,142
Self Generated (1.31%)

Cash at end of year (\$)



Sources of Income			
	2022-23	2023-24	2024-25
Government	\$9,753,814	\$14,336,676	\$17,743,410
Self Generated	\$86,655	\$249,250	\$236,142
Total	\$9,840,469	\$14,585,926	\$17,979,552

How money was spent - 2024-25



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

Board Members



Liz Kearins

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

Cert. Journalism, Dip.Bus.Studies, FIML, MAICD, MPRIA, MAHRI

Liz Kearins is an experienced senior executive and board director, and a trusted change consultant and coach.

Following executive roles at Queensland's Health Quality & Complaints Commission, Seqwater, and Actrue Performance Cultures, Liz helps organisations get better at getting better through her change practice, Engagiosity.

She specialises in strategic planning, leadership development, culture change, engagement, and communication.

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



John Devereux

Deputy Chair – Elected to Board 2021
BA/LL.B, D,Phil., Member Australian Institute of Company Directors

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.



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 Riddiford is an Australian whose heritage reflects deep connections to the Wiradjuri people of central NSW through his maternal lineage and to his father's Welsh ancestry.

His career journey spans a broad and diverse range of fields, including education, Aboriginal culture and heritage management, corporate governance, community development and strategic leadership.

Over the years, Barry has held positions such as station hand, teacher and school principal, university lecturer, aged care advocate, advisor to two government ministers, and senior executive within the Queensland and South Australian Governments. He also served as Statewide Manager for a mining company, where he oversaw government, community and stakeholder relations.

Currently, Barry is engaged in research on Veteran well-being, with a particular focus on the mental health and life transitions

of Aboriginal and Torres Strait Islander Veterans. For the past nine years, he has volunteered extensively to support Veterans transitioning from military to civilian life, demonstrating a strong commitment to post-service recovery and resilience. As well, Barry works with a property manager to conduct cultural, pastoral and historical tours on a station in Central Queensland.

Open, grounded and generous with his time, Barry willingly shares his knowledge, cultural insight and life experiences to help strengthen communities and improve understanding across cultures.



Preya Pillay

Director – Elected to Board 2023

Chartered Accountant and Graduate

MAICD

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.

Board Members



Michelle Roach

Director - Elected to Board 2025
BA Accounting, Fellow of CPA Australia (FCPA), Graduate AICD (GAICD)

Michelle Roach is an accomplished finance professional with over 20 years of leadership experience across the energy, resources, infrastructure and government sectors. She is recognised for her expertise in financial stewardship, capital governance, strategic transformation, risk management and regulatory compliance within complex, highly regulated and capital-intensive environments.

Michelle currently serves as the Regional Finance Director – APAC at Weir, a global leader in mining and mineral solutions. In this role, she leads financial strategy, capital governance and performance across operations in the Asia Pacific region, partnering with business leaders to drive growth, efficiency and disciplined investment.

Michelle's appointment to the Board of ADA Australia reflects her personal connection to the aged care and disability sectors, her values-driven leadership style, and her strong commitment to ensuring

equitable access to advocacy and support services for vulnerable Australians.

She is a Fellow of CPA Australia (FCPA), a Graduate of the Australian Institute of Company Directors (GAICD), and holds formal qualifications in accounting.

Michelle is passionate about delivering long-term public value through transparent governance, inclusive decision-making, and financially sustainable outcomes.



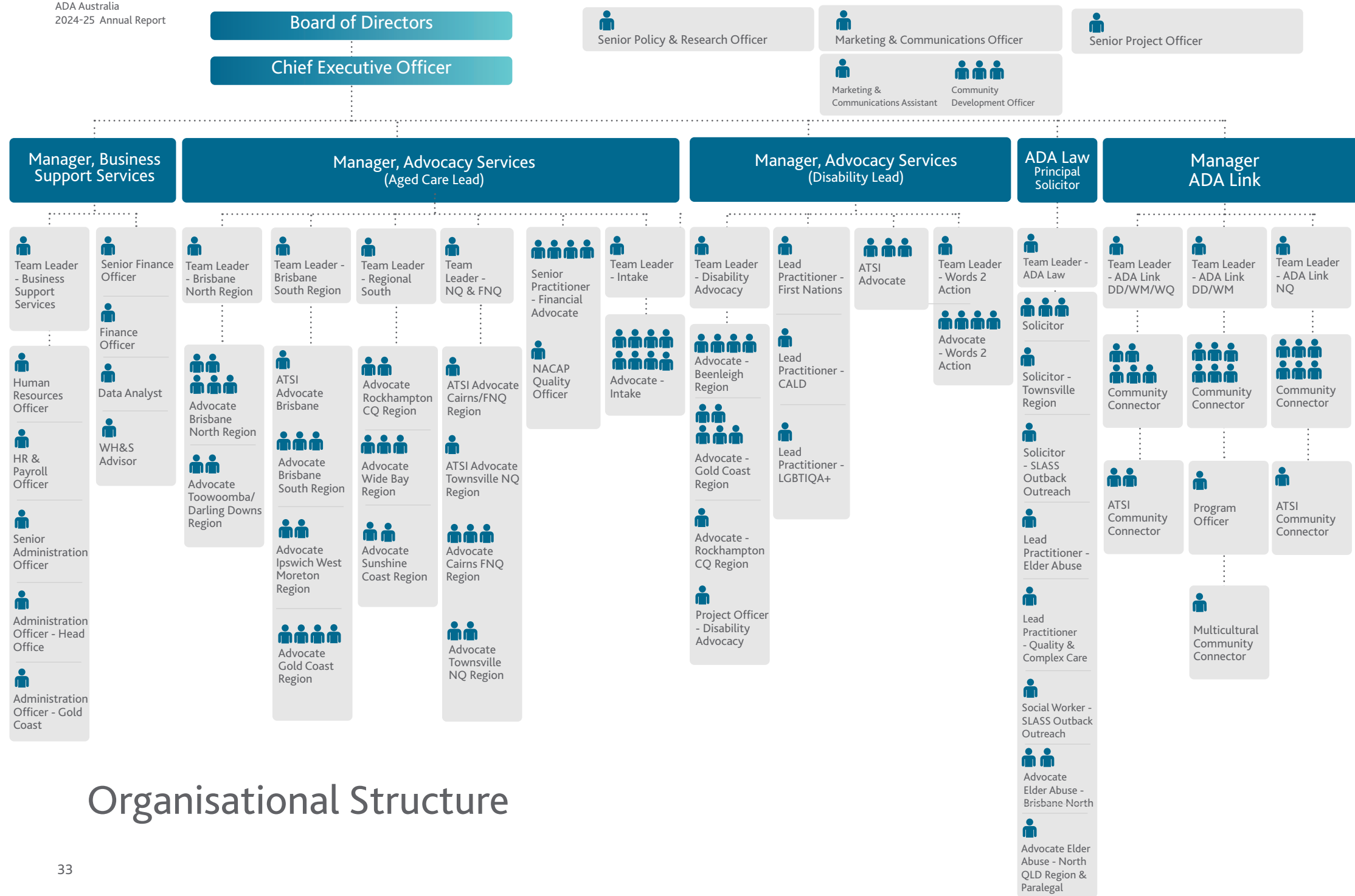
Lucille Chalmers

Director – Elected to Board 2021
Resigned - April 2025



Natalie Siegel-Brown

Director – Elected to Board 2021
Resigned September 2024



Organisational Structure

Glossary of Terms

ACAT

Aged Care Assessment Team

ADA Australia

Aged and Disability Advocacy Australia

ATSIDNQ

Aboriginal and Torres Strait Islander Disability Network
Queensland

CALD

Culturally and Linguistically Diverse

CDO

Community Development Officer

CHSP

Commonwealth Home Support Program

DRC

Disability Royal Commission

EPOA

Enduring Power of Attorney

FTE

Full time equivalent

HCP

Home Care Packages

ISO

International Organisation for Standardisation

KPI

Key Performance Indicator

LGBTI

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

MAC

My Aged Care

MHRT

Mental Health Review Tribunal

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

NLAP

National Legal Assistance Program

OPAN

Older Persons Advocacy Network

PHN

Primary Health Network

QCAT

Queensland Civil and Administrative Tribunal

QDAP

Queensland Disability Advocacy Program

QDN

Queenslanders with Disability Network

QDRF

Queensland Disability Reform Framework

QIDAN

Queensland Independent Disability Advocacy Network

QLS

Queensland Law Society

RACH

Residential Aged Care Home

RAS

Regional Assessment Service (RAS)

SEC

Stakeholder Engagement Co-design Strategy

SLASSS

Seniors Legal & Social Support Service

TIS

Translating & Interpreting Service

WEAAD

World Elder Abuse Awareness Day



ADA
Australia

Your Aged and
Disability Advocates

Brisbane – Head Office

121 Copperfield Street
Geebung, QLD 4034

Email info@adaaustralia.com.au

Phone 1800 818 338

Aged Care Advocacy Line 1800 700 600

adaaustralia.com.au