

THE ADVOCATE

Your aged care and disability advocacy news, 10 December 2025

Contact us: 1800 700 600

Message from the CEO

The new Aged Care Act is not a panacea but it is an important shift in power dynamics

The year closes with the new Aged Care Act now a reality. And there are serious concerns: new co-contributions for receiving support at home which may be unaffordable for some; and new algorithm based single assessments which don't allow for professional judgements.

Then there's the ongoing structural issues that don't seem to be getting any better: long wait lists for support at home and not enough residential care places, sending older people to hospital or leaving them in hospital for much longer than they should be; and an unwelcoming front door to the system through My Aged Care.



So I understand the frustration that the new Aged Care Act is not the panacea that some were hoping for, and that four years on from the Aged Care Royal Commission there is still so much work to do.

But I do maintain that the rights-based Act is an important start which will encourage a new approach to aged care. It calls for a change in the current ways of thinking and operating – listening more, giving choices and allowing the dignity of risk. It may take time, but it is an important shift in perspective.

I say this because for the fifth year in a row, [the OPAN Presenting Issues Report](#), based on 52,206 calls for information and advocacy support, shows that poor communication and a lack of information and support to make decisions were once again the key challenges for older people in aged care. It is these things that are most important and that can be addressed through making human rights the hub in the spokes of aged care.

So what can advocacy really do?

There have been some questions in the media about the independence and effectiveness of organisations delivering the national aged care advocacy program, given that the program is also funded by government.

On an individual level our role is clear – we support people to navigate the aged care system and to get the services and outcomes they are entitled to.

On a systemic level, our role is also clear – we bring the experiences and issues of older people to the table to try to influence good aged care policy making and practice.

We are closely monitoring the impacts and unintended consequences of the new legislation, but we are not the politicians or the government. We provide frank and fearless advice based on what we are hearing

from the older people we are supporting (advocacy funding is not at risk of reprisals), but it is also balanced advice. Older people are not one group. There are many different views, voices and circumstances.

We will keep working to make the aged care system better. By 2030, 20% of the Australian population will be aged 65 or older. This is a significant number of people with voting power to let governments know what they expect from their aged care support system.

Restrictive Practice forum

Recently I attended the OPAN Restrictive Practices Forum with the NDIS Quality and Safeguards Commissioner, the Aged Care Quality and Safety Commissioner, the Inspector-General Aged Care, the Disability Discrimination Commissioner and the Queensland Public Advocate. Discussions centred around developing strategies to ensure consistency between sectors in relation to the use of restrictive practices, and the elimination of their use, and to develop a plan of action to ensure the rights of older people are upheld within the proposed restrictive practices model.

Annual Report 2024-25

Our [2024-25 Annual Report](#) has been published. 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 our organisation has achieved but also if we are seeing real change in the systems and services that support our clients.

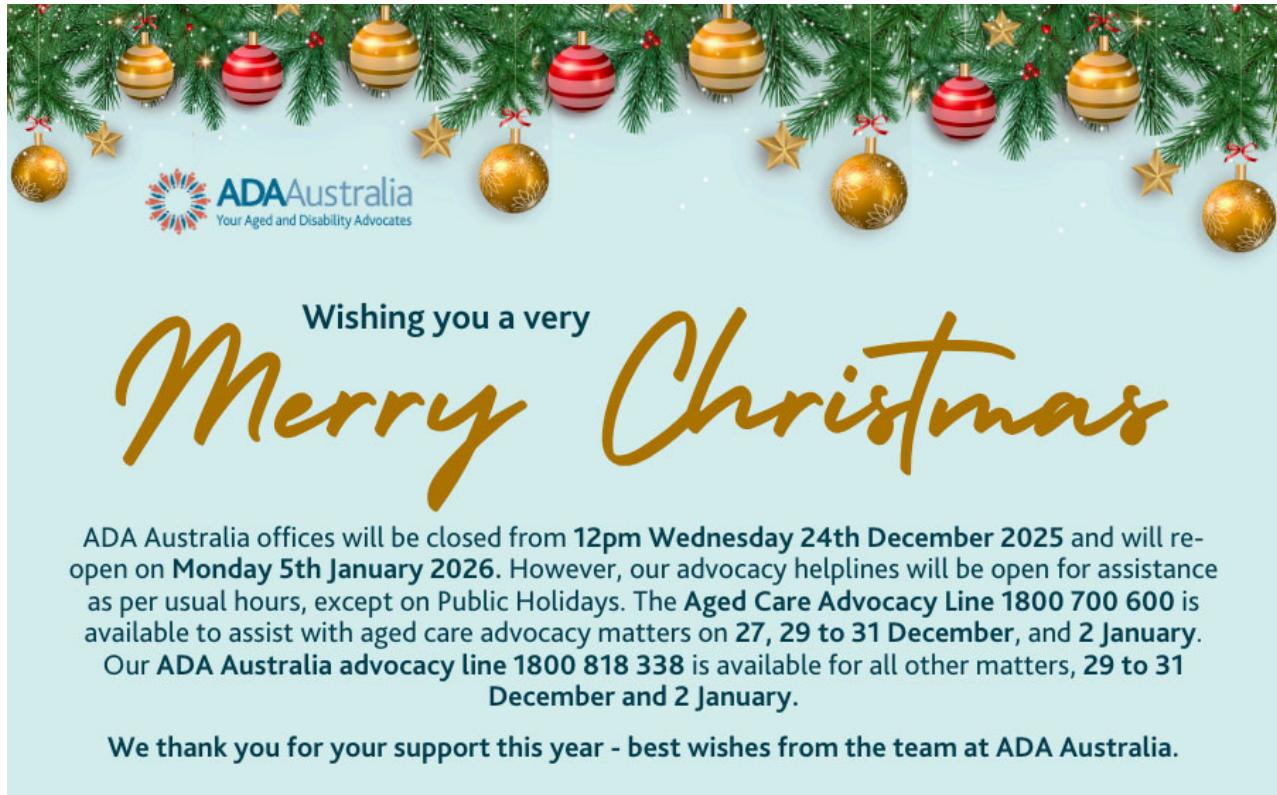
In 2024-25 we delivered a total of 16,463 advocacy cases and information and referrals which was a substantial 24% increase over the previous year. The demand for advocacy support continues to grow year on year.

Season's Greetings and thank you

2025 once again has been an extremely busy year and on behalf of the team here at ADA Australia, I would like to wish everyone a Merry Christmas and Happy New Year. Thank you for your support and working with us, and we hope you are able to enjoy some downtime with family, friends and loved ones over the festive season.

Keep well. Catch up with you in 2026.

Christmas and New Years Closure



Wishing you a very

Merry Christmas

ADA Australia offices will be closed from **12pm Wednesday 24th December 2025** and will re-open on **Monday 5th January 2026**. However, our advocacy helplines will be open for assistance as per usual hours, except on Public Holidays. The Aged Care Advocacy Line **1800 700 600** is available to assist with aged care advocacy matters on **27, 29 to 31 December, and 2 January**. Our ADA Australia advocacy line **1800 818 338** is available for all other matters, **29 to 31 December and 2 January**.

We thank you for your support this year - best wishes from the team at ADA Australia.

2024-2025 Annual Report

The [ADA Australia Annual Report for 2024-2025](#) is out now.

We know that annual reports are generally not high up on the reading list, but in addition to company requirements, they do provide a good opportunity to take a moment to stand back and recognise our achievements. Please have a read at your leisure!

For ADA Australia, 2024-25 was about 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. As well as the start of the Queensland Government's inquiry into elder abuse. Of course, the main headline for 2024-25 was the new Aged Care Act, which came into effect in November 2025.

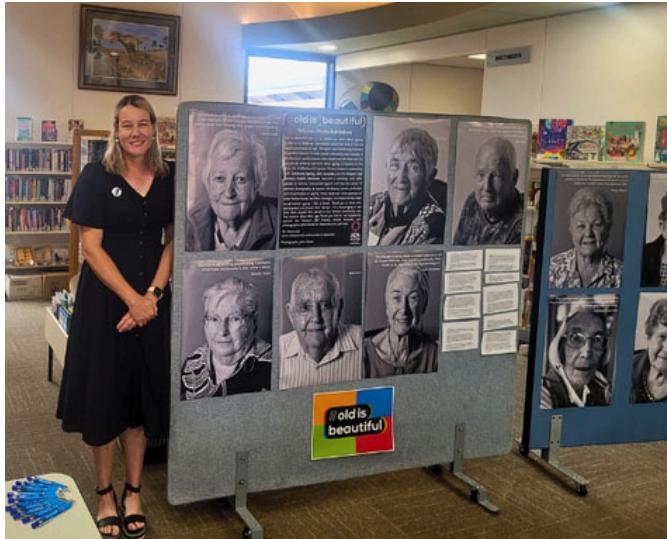


Last call for the 2026 Seniors Calendar!

Don't miss out on our 5th edition of the Queensland Seniors Calendar, featuring the inspiring



#OldIsBeautiful project in partnership with Celebrate Ageing. Contact us today to find out where to pick up your copy or email admin@adaaustralia.com.au to have copies sent to you.



Winton Old Is Beautiful Exhibition Launch

Thank you to everyone who joined us for the Old is Beautiful Winton Exhibition Launch last week, and to our hosts the Winton Library. Old is Beautiful is helping to foster pride and value in ageing and older people in our communities. [What amazing stories the Winton group had to share.](#)

2025 QCOSS Conference Changing State

ADA Australia were proud to be sponsors of the [QCOSS 2025 Conference](#), through sponsoring the Elevating Regional Leadership Scholarships. This Scholarship supports outstanding managers from QCOSS member organisations outside of South East Queensland to attend the Conference, specifically small organisations who couldn't otherwise attend.



Great to meet the Scholarship recipient Merissa Nona from [Deadly Inspiring Youth Doing Good](#). Based in Cairns DIYDG is a youth-led organisation aiming to inspire, equip and empower the next generation to take action that changes their world, offering a range of services such as youth mentoring, capacity building and counselling.

These Hands

We were proud to once again support the Fraser Coast 'These Hands' project. These Hands Dementia Mini-Expo, and photography exhibition in Hervey Bay, bring together trusted local services and lived experience so people can get answers, feel supported and be reminded that every person living with dementia has a life story, talents and contributions that matter.



Out and About for Seniors Month

Queensland Seniors Month 2025 has been a busy one. The team has been in the community, attending events and chatting all things Aged and Disability Advocacy. Thank you to all of those organisations who have partnered with us or made referrals and to those people that took the time to come along to these events. It was great to meet you and we hope that you walked away with some useful information and access to supports.

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| <p>Ree Ali at ADA Palm Beach Seniors Expo</p>  | <p>Nilisa Allen & Tina Farrimond at Macley Island</p>  | <p>Ree Ali at ADA Palm Beach Seniors Expo</p>  |
| <p>ADA Palm Beach Seniors Expo</p>  | <p>Charbel Trad and Marlana Enkelmann at Ipswich</p>  | <p>Ree Ali at ADA Palm Beach Seniors Expo</p>  |
| <p>Liza Watkins & team at Over 50's Lifestyle Expo Hervey Bay</p>  | <p>Scott Green & Tina Farrimond at Seniors Expo on Russell Island</p>  | <p>Matilda Marsh at Bonner Seniors Expo Waterloo Bay Leisure Centre</p>  |

If you would like a printable copy, please visit www.adaaustralia.com.au or email info@adaaustralia.com.au

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