



POSITION DESCRIPTION

NON-EXECUTIVE DIRECTOR OF THE BOARD

September 2026

1. ABOUT THE COMPANY

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 Queensland not-for-profit, independent, advocacy and education service, ADA Australia has more than 35 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 five years, increasing its service offerings, and expanding its workforce to 140+ staff, with an annual revenue of \$20M funded by State and Commonwealth Government grants. See ADAA's [annual and financial reports](#) for more information.

ADA Australia is ISO 9001:2015 certified and committed to excellence and continuous improvement.

Vision

We enable older people and people with disability to exercise their rights and make choices about how they live their lives.

Mission

To empower older people and people with 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

- Thought and practice leadership in human rights advocacy amplifies voices and achieves systemic change.
- Strengthening and expanding ADA Australia's services to meet evolving needs.
- Innovative strategies and collaborations to bridge service gaps for individuals experiencing vulnerability.
- Internal capacity, capability and diversity to achieve strategic objectives.

See the full [Strategic Plan](#).

Services

ADA Australia is funded by both the State and Commonwealth governments and offers 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.

See the [ADA Australia website](#) for more information.

2. THE ROLE OF 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 Board has delegated the day-to-day management of ADA Australia to its Chief Executive Officer (CEO).

In accordance with the Board Charter, the Board's functions are to:

- Set, through its behaviour and expectations it sets for the CEO, an appropriate organisational culture or 'tone at the top' for ADA Australia
- Set the overall strategic direction and policies of ADA Australia and monitor the CEO and management's implementation of that strategy

- Monitor ADA Australia's operational and financial performance, including the approval of annual budgets and verifying annual financial statements
- Monitor ADA Australia's compliance with legal and regulatory obligations, and adherence to relevant guidelines set out by its funding bodies, including, but not limited to, the Older Persons Advocacy Network (OPAN), and relevant Government departments
- Ensure 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
- Select and appoint the CEO, determine their conditions of service, monitor their performance against established performance objectives, and plan for CEO and executive manager succession
- Account to members and other stakeholders for ADA Australia's performance, and
- Represent ADA Australia in formal interactions with key stakeholders and ensure that the good reputation of the organisation is upheld.

Learn more about our [Board and Management](#).

3. NON-EXECUTIVE DIRECTOR POSITION

ADA Australia is seeking experienced and committed Non-Executive Directors who are passionate about advancing the rights, wellbeing and inclusion of older people and people with disability.

Directors play a critical role in providing strategic oversight, governance, and stewardship of the organisation. Working collaboratively with fellow Board members and the CEO, Directors set strategic direction, oversee organisational culture and performance, manage risk, and ensure ADA Australia continues to fulfil its mission and obligations to clients, funders, members and the broader community.

The Board welcomes candidates who can bring different perspectives, professional expertise, and a commitment to good governance. Directors are expected to demonstrate ADA Australia's values, contribute constructively to Board discussions, exercise independent judgement, and support a culture of integrity, accountability, and continuous improvement.

ADA Australia is committed to building a diverse and inclusive Board and welcomes applications from people with a broad range of backgrounds, experiences, perspectives and skills. We particularly encourage applications from people who may be underrepresented in board and governance roles, including people of diverse gender, culture, age, ability, identity, lived experience or other perspectives.

Board renewal and succession planning supports effective governance. Directors who demonstrate strong governance capability, leadership qualities, and a commitment to the organisation's mission may, over time, be considered for Board leadership positions, including Board Chair and Deputy Chair, subject to the applicable election and appointment processes. A desire to take on a leadership role is not a requirement of appointment as a Non-Executive Director.

4. EXPECTATIONS OF DIRECTORS

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. The Board meets every two months, alternating between a face-to-face meeting at a central Brisbane location, and a virtual meeting via Microsoft Teams or Zoom. Board meetings typically run for 1½-2 hours but may at times be extended for consideration of strategic / high priority matters.

Directors are also expected to:

- Attend ADA Australia strategy workshops (approximately once per annum on a weekday or evening)
- Attend ADA Australia and industry events (by invitation and where practicable)
- Participate in regular Board and individual performance evaluations
- Undertake professional development (AICD membership is reimbursable – see below)
- 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.

The role is voluntary and Directors receive no remuneration. However, reasonable expenses associated with attending to Board matters are met by ADA Australia.

To support professional development and maintain knowledge of contemporary and emerging governance issues and best practice, Directors are provided with membership with the Australian Institute of Company Directors. Attendance at AICD events and participation in AICD courses and webinars is at the Director's own cost. It is up to Directors to meet the continuing professional development requirements associated with their AICD membership.

In addition, from time to time, the Board arrange for training or governance updates from suitably qualified suppliers.

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

5. PERSONAL ATTRIBUTES OF DIRECTORS

The personal qualities expected of all Directors are:

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: 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 organisation's values and its on-going success.

Influencer and negotiator: The ability to constructively influence and negotiate with fellow Directors, management and stakeholders to ensure diverse perspectives are heard and considered in decision-making.

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

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

6. ROLE OF THE 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 facilitate 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 facilitate a productive working relationship between the Board and CEO
- Establish effective working relationships with Directors, management, members and stakeholders
- Chair Board meetings and ensure the effectiveness of those meetings
- Guide the ongoing professional development and performance reviews of the Board, Directors and CEO
- Undertake a high-level representative role for ADA Australia, and
- Willingness to serve as ADA Australia's nominated Director on the Board of the Older Persons Advocacy Network (OPAN). This is a national board comprising nominated Directors from OPAN founding members and independent Directors, including an independent Chair. 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

Directors are collectively responsible for the governance, strategic direction and oversight of the organisation and individually accountable for fulfilling their legal, fiduciary and governance responsibilities. Directors are expected to act in good faith and in the best interests of the organisation, exercise care, skill and diligence, maintain independent judgement, and uphold the highest standards of integrity and ethical conduct.

To be considered for this role, applicants should demonstrate the following capabilities:

- **Strategic Thinking and Governance**
The ability to contribute to strategic planning, identify opportunities and risks, and support the

achievement of organisational objectives through sound governance and oversight.

- **Board and Governance Experience**

Experience serving on a Board, committee, senior executive team, and/or in a governance-related role, together with an understanding of Director duties, corporate governance principles, and accountability frameworks.

- **Financial and Risk Oversight**

The ability to review and interpret financial, operational, and risk information, and contribute to informed decision-making and organisational sustainability.

- **Independent Judgement and Critical Thinking**

The capacity to analyse complex information, exercise sound judgement, constructively challenge assumptions, and contribute to robust Board discussions.

- **Stakeholder Engagement and Communication**

Strong interpersonal and communication skills, with the ability to build effective relationships and engage respectfully with a broad range of stakeholders.

- **Commitment to ADA Australia's Mission and Values**

A genuine commitment to advancing the rights and wellbeing of older people and people with disability, and alignment with ADA Australia's values and purpose.

- **Collaborative Contribution**

Demonstrated ability to work effectively as part of a diverse team, contribute constructively to Board deliberations, and support collective decision-making.

Desirable Experience

Experience in one or more of the following areas would be highly regarded:

- Lived experience of ageing and aged care, disability, caring, and/or advocacy
- Strategy and organisational development
- Governance and compliance
- Technical and digital strategy and implementation
- Financial management, audit or risk management
- Legal or regulatory expertise
- Executive leadership
- Community engagement and stakeholder relations
- Advocacy, human services, aged care and/or, disability services (noting to ensure objectivity and independence, and in line with funding contracts, applications cannot be accepted from a current employee or Director of an aged care or disability service provider).

Mandatory Requirements

To be eligible to serve as a Director you must hold or be willing to obtain:

- Director Identify Number
- NDIS Worker Screening Card
- Queensland Government Working With Children Card
- Criminal History Check

8. HOW TO APPLY

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.

Note: Applications without a cover letter addressing the key selection criteria will not be considered.

Accessibility and inclusion

We are committed to making the application and selection process as accessible and inclusive as possible. Applicants are welcome to discuss any support, adjustments or reasonable accommodations they may need during the application or interview process, including accessibility, communication or other individual requirements. We will work with applicants to understand and accommodate their needs wherever possible, so everyone has an equitable opportunity to participate and demonstrate their skills and experience.

Eligibility

Please note that to ensure independence and 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

Post: 121 Copperfield Street, Geebung, Queensland 4034