



ANNUAL REPORT

2015/2016



Looking forward

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ABOUT AGED AND DISABILITY ADVOCACY AUSTRALIA

Aged and Disability Advocacy Australia (ADA Australia), formerly known as Queensland Aged and Disability Advocacy Inc (QADA), is a not-for-profit, independent, community-based advocacy and education service with 25 years' experience in supporting and improving the wellbeing of older people and people with disability.

Headquartered in Brisbane, we are active in metropolitan, regional, rural and remote communities across Queensland. We have regional offices in Cairns, Townsville, Mackay, Rockhampton, Hervey Bay, Toowoomba, and the Gold Coast. Our staff undertake regular trips across the state to provide outreach services to rural and remote Queenslanders, and we also offer a free-call information line.

ADA Australia is jointly funded by the Commonwealth and State Governments, and offers a range of free, confidential and client-focused services in the following areas:

- Advocacy
- Guardianship
- Education
- Information.

Our mission is simple; to give vulnerable Australians a voice. We achieve this by providing inclusive advocacy services to older people, those receiving aged or community care services, the carers or families of people receiving these services, and people with disability, including those with impaired decision

making capacity. We seek to empower those we work with by offering them the support, information and advocacy they need to improve their quality of life.

Our services reflect our core values of respect, collaboration, empowerment and creativity, and are designed to inform and educate our clients on an individual basis, supporting their skills with the right education and training. We embrace all people, including people from diverse cultures, backgrounds, sexual orientations and gender identities. We also employ advocates trained in working with people who are Culturally and Linguistically Diverse (CALD), and people who identify as Lesbian, Gay, Bisexual, Transgender and/or Intersex (LGBTI).

We proudly support Aboriginal and Torres Strait Islander communities through services provided by our Indigenous advocates.

We put people first, and we are committed to upholding the rights and responsibilities of all individuals receiving aged or community care services in Queensland – we want their voices to be heard.

OUR MISSION

Our mission is to enable people to be heard, informed, and exercise their rights.

OUR VISION

Our vision is to give vulnerable people a voice.

OUR VALUES

Our core values are to be respectful, collaborative, empowering and creative.

- **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.

GLOSSARY

ACAT	Aged Care Assessment Team
ATSIDNQ	Aboriginal and Torres Strait Islander Disability Network of Queensland
CALD	Culturally and Linguistically Diverse
CDC	Consumer Directed Care
CHSP	Commonwealth Home Support Programme
HCP	Home Care Packages
LGBTI	Lesbian, Gay, Bisexual, Trans,* Intersex
NACAP	National Aged Care Advocacy Programme
NAIDOC	National Aboriginal & Islander Day Observance Committee
QCAT	Queensland Civil and Administrative Tribunal
CCS	Queensland Community Care Services

* The term "trans" means "across from". Currently in Australia, people are classified at birth as female or male. Female-classified children are raised as girls. Male-classified children are raised as boys. A female-classified person who identifies as a boy or man might describe himself as a trans man or simply as a man. Similarly, a woman classified as male might describe herself as a trans woman or simply as a woman. Some trans people identify trans as their gender. We use "trans*" in this document as a collective term to describe these diverse life experiences. The term is also sometimes used as an umbrella term for anyone whose gender characteristics differ from their society's expectations.



CHAIRPERSON'S REPORT

The aged care and disability sectors have once again been subject to ongoing reform during 2015-16. The continued emphasis on individualised support and choice means that the need to provide and promote effective and strong advocacy remains integral to ADA Australia's operations.

2016 marks an important milestone in the life of this organisation. It is now 25 years since ADA Australia began delivering advocacy services in Queensland: initially, it operated under the auspices of Nundah Activity Centre as the Home and Community Care Advocacy Service, later becoming Queensland Aged and Disability Advocacy Inc. (QADA).

In QADA's 25th year of operation, the Board has led a major transformation to our corporate governance and scope, having transferred QADA's legal structure from that of an Incorporated Association to a Company Limited by Guarantee. This move was prompted by the desire for QADA to be supported by a more contemporary legal structure, and will enable the organisation to deliver its services more broadly. This change in structure also means that QADA can explore a wider range of revenue sources to enhance its sustainability and potentially expand its service offering.

Alongside the change in structure has been a change in name. On 22 February 2016, QADA became Aged and Disability Advocacy Australia, trading as ADA Australia. With this new name has come a rebranding, albeit a soft one: we are keeping our familiar logo, and the look and feel of the organisation's branding that our clients have come to know and recognise. Our tagline has changed in line with feedback from the people who use our services, and we are now *ADA Australia – Your aged and disability advocates*.

While our name has changed, our purpose and our operations remain 'business as usual'. ADA Australia will continue to provide the same high-quality service that people have come to expect from QADA.

Our mission for ADA Australia is simple: *"Enable people to be heard, informed, and exercise their rights."* The only thing that has changed is that we are now able to speak with a louder voice on the issues that matter most.

In brief, the Board's focus during the past year was on the following key issues:

Corporate Governance – While the Board has focused on the change of governance structure, there has also been some changes at Board level that I would like to acknowledge.

Director Glen Thomas resigned from the role of Treasurer during this last year, and we are grateful for, and appreciative of, his contribution in that role; we are also thankful that he has chosen to stay on as part of the Board. In the 2015-16 financial year, we welcomed Ian Edwards as our new Treasurer, and Ian brings a wealth of experience and skill to the role.

Independent Funding – The Board of Directors has continued to explore and trial business options to generate income that will make ADA Australia less reliant on government funding. Building a diversified funding base is a key objective in our five-year Strategic Plan, and will allow us to grow our services and maintain our viability.

Strategic Planning – The Board has continued to work on achieving the outcomes of the new Strategic Plan. This plan continues to build on our strong base and places ADA Australia at the forefront of current sector reforms. In broad terms, the plan seeks to help us build a sustainable and viable organisation; become a recognised leader in the aged care and disability sectors; educate and inform; expand our service offerings; and develop and support our workforce.

Over the past 12 months, these aims have been realised through the expansion of our Guardianship Team into North Queensland, with new funding allowing us to respond to the guardianship needs of people entering the National Disability Insurance Scheme (NDIS). This funding has allowed ADA Australia to engage a 0.8 FTE position in Townsville and a 0.6 position in Brisbane.

ADA Australia has also played a key role in ensuring that the voice of advocacy services is heard at a national policy level. Our CEO has played a key role in strengthening the Older Persons Advocacy Network (OPAN), securing representation on the National Aged Care Alliance (NACA) and being one of the two OPAN representatives on NACA. NACA is a key area of interface between the Commonwealth Department of Health and the aged care service system.

In closing, I would like to extend my thanks to the Board for their wisdom, insight and support during the past 12 months. I would also like to thank the directors for their invaluable contributions over this last year – their voluntary efforts are what facilitate ADA Australia's strong governance, which in turn allows us to support the many vulnerable Australians that we do.

Finally, I'd like to acknowledge our entire team of talented staff and senior management, all of whom must be commended for their continued efforts in advocating for and empowering vulnerable people. Our staff have always been our most important asset, and the past 12 months have been no different. I am sincerely grateful to each and every one of our team for their tireless work and principled commitment.

Richard Olley
Chairperson



CEO'S REPORT

This has been another busy year for ADA Australia where the focus of our work has continued to be on supporting older Queenslanders with disability as they navigate the reforms affecting their sectors.

Thanks must firstly be offered to the Commonwealth and State Governments for their continued financial support of our services, which has enabled ADA Australia to provide high-quality information, education and individual advocacy support to older people and people with disability across Queensland.

This year ADA Australia has provided support to 3,675 clients, assisted 553 people with information and reached 43,650 people through 1,375 education sessions. This includes figures from the work completed by both the General and Guardianship Advocacy Teams.

The year has featured many highlights, with the organisation keeping busy across all fronts. The focus of our energy continues to be on supporting older people and people with disability: allowing them to have a voice, to be confident in raising their concerns and to feel able to speak for themselves as issues arise in the future.

In this annual report, you will read of the experiences of ADA Australia staff from across the state, together with feedback on the differences that have been made to the lives of individuals that ADA Australia assists.

While our emphasis has always been on individual support, considerable effort has also been directed to providing information and education. This has been aimed at both users and staff of the aged and community care sectors, as well as the community more broadly.

As CEO, I have paid particular attention in 2015-16 to raising awareness of the needs of the people we support, as well as contributing to the policy debate within Queensland and more broadly across the country.

At the community education level, we have continued to build on our strategy of engaging with the media to raise awareness of important issues in the sector.

Our social media engagement has increased across all channels, including Facebook, Twitter and LinkedIn. By focusing on sharing news, current affairs and government announcements as they arise, these channels have become a popular resource for up-to-date, informative and engaging content that draws an active online following.

Media relations has played a key role in giving press attention to subjects of relevance to ADA Australia and those we support. Over the past 12 months, we have effectively highlighted issues concerning older people and people with disability, and ADA Australia has been regularly featured on television, print and online media, on radio, and in magazine editorials.

At a policy level, we have contributed to strengthening the profile of the Older Persons Advocacy Network (OPAN), a national network of aged care advocacy organisations dedicated to improving the lives of Australia's older, and most vulnerable people. This has included securing OPAN membership of the National Aged Care Alliance (NACA), and participating in that forum as an OPAN representative.

ADA Australia has also actively contributed to policy development through provision of expert advice at a number of formal inquiries conducted throughout the year. The details of some of these presentations and submissions are outlined in this report.

At a systems level, ADA Australia continues to strengthen its relationship with government and decision-makers, seeking to ensure that the concerns of consumers are raised at the highest level.

I am committed to ensuring that ADA Australia is the 'go-to' agency for people needing individual advocacy, and for ADA Australia to continue to build on the strong foundation that has been laid over the past 25 years.

In last year's report, I spoke briefly about the review of aged care advocacy funding that was being undertaken by the Commonwealth Government. While the review report prepared by Australian Healthcare Associates (AHA) was released in February 2016, there has been no progress from government in providing funding certainty for these services going forward. It is hoped that 2016-17 will offer a resolution of this situation, so that the focus of ADA Australia and similar services across the country can be on ensuring that high-quality advocacy services are delivered to those who require them.

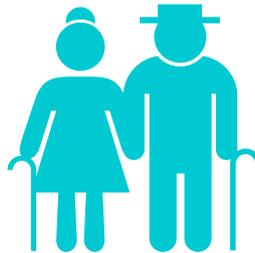
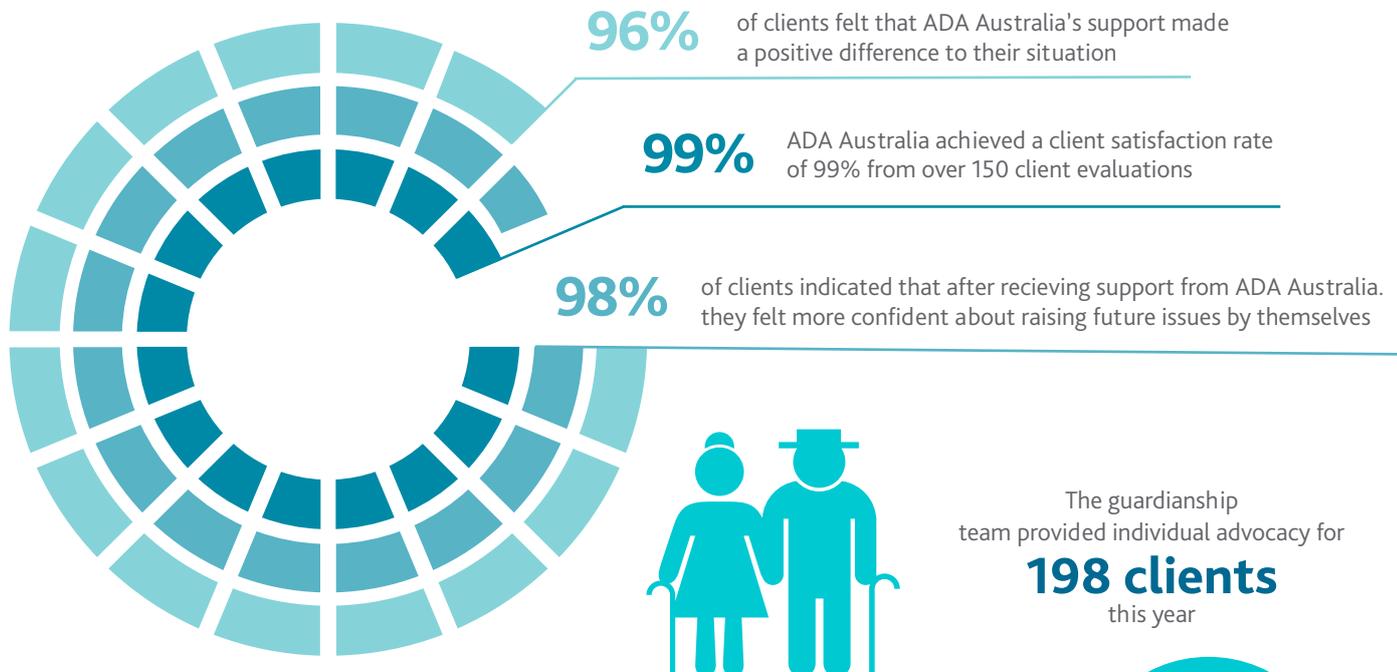
In line with the desire to strengthen the national profile of ADA Australia, planning is well advanced for us to host a national Human Rights and Social Justice Conference in March 2017 on the Gold Coast. While promoted under a broader human rights banner, the conference will have three streams: aged care, disability, and guardianship.

My particular thanks must go to the Board for their ongoing wisdom, commitment and support. It has been a busy year for the Board, with changes to both the governance structure and branding of the organisation.

Thank you also to our committed staff for their passion and drive to make a difference in the lives of those whom we support. I continue to be impressed by the professionalism, insight and optimism of staff in a complex environment that is constantly changing.

Geoff Rowe
CEO

ANNUAL HIGHLIGHTS



The guardianship team provided individual advocacy for **198 clients** this year

The year in review

Key Facts

- ADA Australia held 1,375 education sessions in 2015-16
- ADA Australia delivered education to 43,650 participants
- ADA Australia assisted 553 people with information



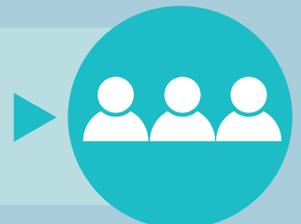
3,675 People were supported by ADA Australia this year



ATSIDNQ membership climbed to almost **500** this year



25% of ADA Australia staff have worked at the organisation for more than seven years



ADA Australia achieved a client satisfaction rate of 99% from over 1,300 education sessions



BOARD DIRECTORS

ADA Australia's Board of Directors provides governance and leadership in achieving the company's strategic outcomes.



Richard Olley – Chairperson – Elected to Board 2014

JD, MHA, BAppSc, DipAppSc

Richard has more than 40 years' experience in the aged care and health care sectors, including holding executive positions at Blue Care, RSL Care, Royal Brisbane and Women's District Health Service, Gold Coast District Health Service and Logan-Beaudesert District Health Service. He is currently an academic at Griffith University, teaching and researching in the areas of health services management with a specific research and practice area of aged care quality and safety.



Liz Kearins – Deputy Chairperson – Elected to Board 2012

Cert Journalism, DipBusStud, MPRIA, AFAIM

Liz has extensive experience in public, private and not-for-profit sector community, stakeholder and government relations, communications, marketing, media and journalism, including an executive management role at Queensland's Health Quality and Complaints Commission. She is currently the Manager of Corporate and Community Relations at Seqwater.



Ian Edwards – Treasurer – Elected to Board 2015

MHA, BBus (HRM), AssocDip Bus (Mgt)

Ian has over 20 years' experience in health and education sectors, including holding executive positions at Griffith University and various Queensland Health Units (Central Area Health Service, Health Service Directorate, Princess Alexandra Hospital and Organisational Improvement Unit). He has also contributed to a number of commissioned reports, publications and conferences. Ian is currently the Program Director for Health Services Management On-Line and Graduate Certificate in Health Informatics at Griffith University and is responsible for managing these programs.



Jo Bryant – Director – Elected to Board 2014

BBus (HRM), Ass Dip Bus (Man), Dip Comm Serv (Man), Commissioner for Declarations.

Jo has more than 25 years' experience in both the government and not-for-profit sector, including 16 years' employment within the Queensland Public Service in a range of administrative, clerical, managerial and executive roles involving supervising staff, managing complex projects and responding to legislative reforms. She is currently Chief Executive Officer at Protect All Children Today Inc. (PACT) and a Commissioner for Declarations.



Dan O'Sullivan – Director – Elected to Board 2009

BBus (HA), MACHSM, Commissioner for Declarations

Dan has more than 30 years' experience in the Commonwealth Government, particularly in aged and community care, as well as previously holding positions at Wesley Mission and Blue Care. He is currently a Project Director with the Health Infrastructure Branch of the Queensland Department of Health.



Brian Lenz – Director – Elected to Board 2013

FAMI, FAIM, MAICD

Brian has 23 years' experience as a CEO, Chairman, Director and board member across a range of industries, including health, aged care, community services, community corrections and retail. He has highly developed analytical, financial, risk management, change management and project management skills. He is currently involved in providing a range of consulting and advisory services.



Paul Johnson – Director – Elected to Board 2014

BSocSc (HumServ), DipBus (Frontline Mgt), Cert IV TAA

Paul has 20 years' experience in the social services sector spanning two states and across the spectra of service provider, industry representative and state government, including a senior role at Leading Age Services Australia (Queensland). He is currently the Chief Operating Officer at BallyCara, where he is identifying and implementing new business opportunities in providing innovative consumer directed services.

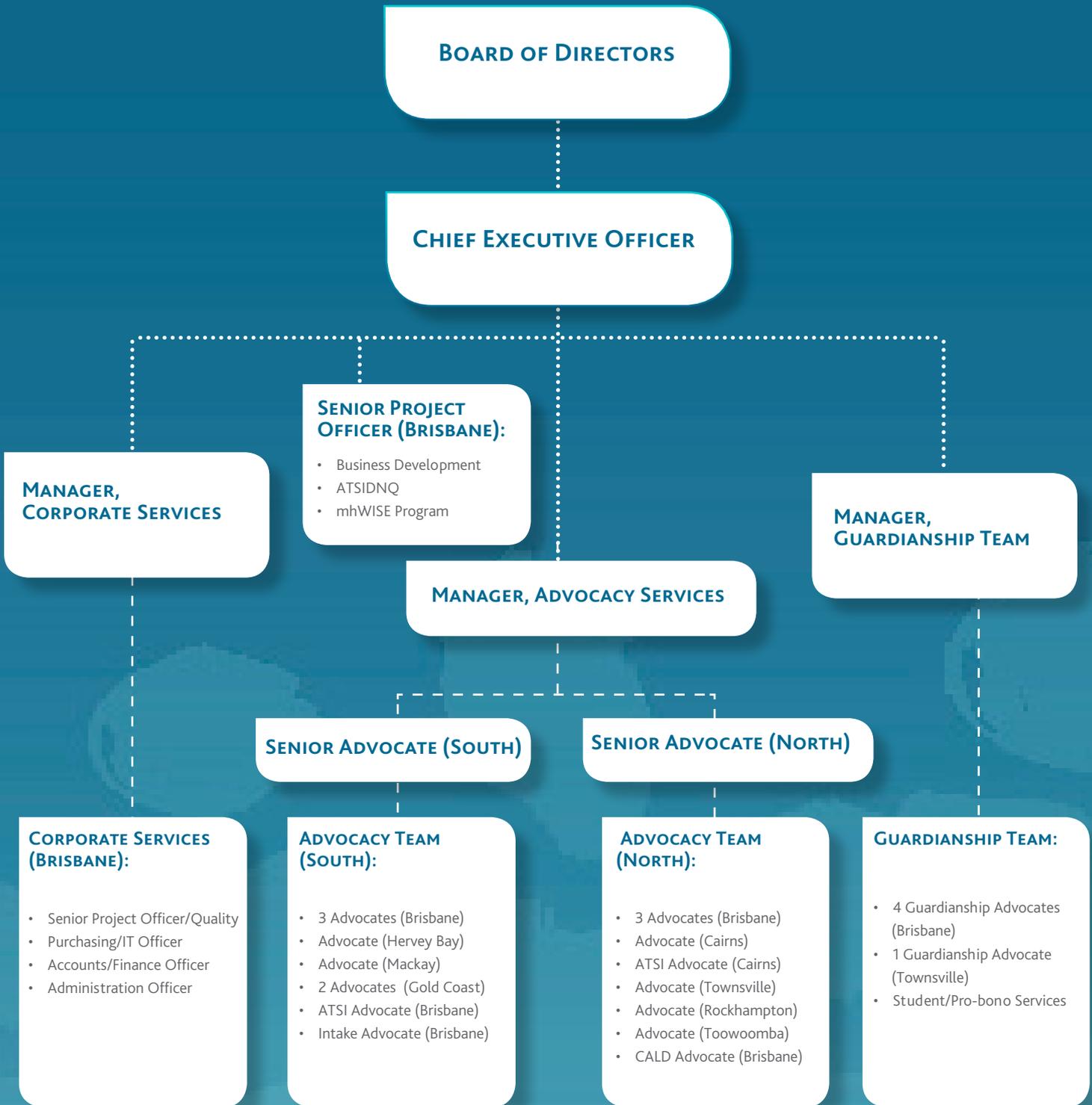


Glen Thomas – Director – Elected to Board 2014

Dip Information Mgt, Quals in Project Mgt

Glen has more than 25 years' experience delivering strategic leadership, general business management, ICT and professional services across commercial and government sectors both domestically and internationally. He is currently a Senior Management Executive and is completing an MBA (Executive).

ORGANISATIONAL STRUCTURE



ADVOCACY SERVICES REPORT

During the 2015-16 financial year, aged care reforms have continued to impact the people ADA Australia supports and the aged care sector as a whole. Many of the issues we addressed, particularly those affecting residential aged care facilities (ACF) and Home Care Packages (HCP), were a direct result of these reforms.

KEY POINTS:

- The number of information calls to ADA Australia this year has increased. This can be attributed to a greater public awareness and understanding of who we are and what we do, as well as to our proactive education and information sessions. ADA Australia receives a high number of calls from people looking for advocacy assistance in areas beyond the scope of our funding, such as retirement living, housing, legal support and mainstream disability services.
- We handled a higher number of advocacy cases this year, and despite a small increase in the overall number of calls, the number of cases has risen by almost a quarter. Cases relating to the National Aged Care Advocacy Programme (NACAP) have more than doubled. From 1 July 2015, HCP made the full transition to Consumer Directed Care (CDC), enabling consumers to have greater choice and control. However, there have been some issues since CDC was implemented, including reduced hours of support, lengthy and complicated contracts, increased fees and charges for clients and inconsistent interpretation of guidelines.
- ADA Australia's Guardianship Advocacy Team has continued to receive a steady flow of enquiries, and the number of advocacy cases this year has dramatically risen by approximately 59%. Although ADA Australia has limited resources in this area, with just five-part time employees and a team of law students and volunteers, the team's dedication provides much-needed support to some of Queensland's most marginalised people. This financial year, ADA Australia secured funding for a part time Guardianship Advocate in the Townsville office to assist Aboriginal and Torres Strait Islanders and adults under 65 seeking support with guardianship and administration matters.
- ADA Australia has delivered 1,375 education sessions this year to more than 43,000 attendees. These sessions promote our work to those who need aged care and community care services, their carers and families, and those who work in the sector. Continuing our focus on education, we conducted two training events this year for our staff across Queensland: Dealing with Difficult Behaviour and Conflict Persuasion and Negotiation Skills; and Understanding Islam and Unconscious Bias. Our training programs not only give our staff the skills and knowledge to better respond to our clients' needs, but boost morale and foster a culture of excellence and ongoing improvement.

	Number of enquiries	Number of cases managed	Number of attendees at education sessions
NACAP	1,465	427	19,436
CHSP	1,074	123	14,392
QCCS	674	54	9,595
Guardianship	462	198	227

MULTICULTURAL ADVOCACY REPORT

Across the 2015-16 financial year, ADA Australia provided individual casework or information to 290 clients who identify with CALD backgrounds, a slight increase from the previous year. The majority of contact and assistance requests have been from South East Queensland.

ADA Australia's CALD resources were distributed to all regional offices to help advocates engage with multicultural community groups and service providers, and our Multicultural Advocate has regularly attended Multicultural Network meetings in the Gold Coast, Logan, Toowoomba and Caboolture areas.

ADA Australia has continued to deliver advocacy information sessions to ethno-specific residential and community care services, including staff, clients, and residents. We have noted a growing number of aged care staff from overseas, and the advocacy information they are given at work is also being taken back to their communities and family groups.

Interpreters have helped us deliver information to Samoan, Spanish, Russian, Serbian, Mandarin, Cantonese, Italian and Greek-speaking clients. ADA Australia has strengthened connections with the Vietnamese, Chinese, and Taiwanese communities in the South Brisbane area, and our CALD Advocate is also engaging with the multicultural communities in the Toowoomba region.

ADA Australia's Multicultural Advocate has also continued to assist other advocates working with CALD clients and ethno-specific service providers. Discussing communication and information strategies with key community leaders has been an invaluable resource for advocates working with ethno-specific services.

Finally, ADA Australia has been reviewing its written materials that are in languages other than English, as well as undertaking ongoing evaluation of its advocacy practice, in order to optimise access and inclusion for all community members receiving aged or community care services.

ABORIGINAL AND TORRES STRAIT ISLANDER ADVOCACY REPORT

This year, our Aboriginal and Torres Strait Islander advocates Melissa Ah Wong, based in the Brisbane office, and Barry Fewquandie, based in the Cairns office, conducted regional trips to Palm Island, Townsville, Mornington Island, Toowoomba, Dalby, Murgon, Cherbourg, Nanango, Proston, Gympie, Mount Isa, Cooktown, Weipa, Mapoon, Napranum, Doomadgee, Normanton, Townsville, Charters Towers, Hopevale, Wujal Wujal, Yarrabah, and (for the first time) Lockhart River.

Various issues continue to affect Aboriginal and Torres Strait Islander communities, including access to services, a limited number of ACF beds in remote communities, financial abuse within families, and lack of independent accommodation in communities to meet the needs of younger people with disability. A lack of information regarding the changes to Commonwealth Aged Care is another persistent problem due to the limited reach of government communication strategies.

The ADA Australia team is working hard to address these issues and offer information and support to our Aboriginal and Torres Strait Islander clients, their carers, and families. Our advocates had discussions with community members at risk of losing services due to the introduction of the co-contribution scheme. On a previous trip to Mount Isa, concerns were also raised regarding the provision of general information about administration and guardianship matters within all Aboriginal and Torres Strait Islander communities. This year, Barry Fewquandie and Lindy Harland, our newly appointed Guardianship Advocate based in Townsville, visited Mount Isa and Cloncurry to provide information and general awareness about administration and guardianship matters.



It's been a busy 12 months for events and networking. Our Aboriginal and Torres Strait Islander Advocates participated in a number of forums, meetings and expos this year, including Punyahra Wellbeing Expo, the 8th Black Bold and Beautiful Indigenous Women's Luncheon in Brisbane, the Coming of the Light Festival in Cairns, a number of Yarning Circles, and numerous events for the Aboriginal and Torres Strait Islander Disability Network Queensland (ATSIDNQ).

Melissa Ah Wong, our Aboriginal and Torres Strait Islander Advocate, presented her talk "A Journey Home – Advocacy for Our First Nations Elders" at the 48th Australian Association of Gerontology National Conference in Alice Springs. Melissa also attended several NAIDOC festivities this year, including Ipswich NAIDOC Family and Cultural Celebration, Musgrave Park Family Fun Day Celebration, and Gympie NAIDOC. These were fantastic celebrations of culture and community, past and present, and an opportunity for ADA Australia to create positive connections with visitors, Elders and community members.

LESBIAN, GAY, BISEXUAL, TRANS AND INTERSEX ADVOCACY REPORT

In 2015-16, ADA Australia sought to build on its inclusive practice for Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) communities. We believe that through consultation, planning, and the implementation of culturally safe practices, our LGBTI clients can feel supported, accepted, and more confident about asking for assistance.

ADA Australia has been actively involved with the Ageing in Diversity Action Groups in Cairns, the Sunshine Coast, Brisbane,

North Queensland, and the Gold Coast, as well as the LGBTIQ Rainbow Group and the ATSIHC LGBTI support group in Mackay. We are pleased to report that over the past 12 months, the LGBTI community has been engaging with ADA Australia's services and giving positive evaluations about our ability to provide culturally safe and appropriate services.

A recent example of the assistance we have offered is the case of a 75-year-old lesbian woman who had trouble finding alternative accommodation due to heterosexist harassment from other residents in her ACF. She had only spoken to four other residents about her sexual identity during the five years she had lived in the facility. After an argument regarding dining room seating arrangements, the woman began to be rejected from multiple tables in the dining room and was subject to verbal insults. Sometimes the residents at a table would simply stop talking when she sat down, or remove a spare chair.

ADA Australia was able to step in and help the woman locate new accommodation, where she now refuses to share information about previous life. We also connected the woman with LGBTI-identified staff who had training that allowed the woman to safely and comfortably express her views. The issue was then referred to the Aged Care Complaints Commissioner and LGBTI visitor scheme access was put in place.

While we are proud to have achieved a positive outcome in this case, we recognise that there is still significant work to be done for our LGBTI clients, particularly in terms of raising awareness in the aged care sector. We look forward to continuing this important work in the year ahead.



ACROSS THE STATE

Continuing reforms in the aged care and disability sectors during 2015-16 have kept our advocates busy across the state. Our dedicated staff have again demonstrated their commitment to ADA Australia's mission, vision and values: they've educated thousands of people, represented the organisation at hundreds of events and forged new partnerships to expand the reach of our services.

Our head office in Brisbane delivered almost 700 education sessions to nearly 14,000 people this year, and their team of advocates attended an impressive total of 33 conferences, expos and forums. One of these was the National LGBTI Health Conference, Health in Difference 2015, where Gold Coast advocate Christopher Robb spoke about advocacy and consumer rights to an audience of LGBTI community members, community organisations, health practitioners, researchers, academics, policy makers and more.

In Cairns this year, advocates Barry Fewquandie and James Keightley not only reached 25% more participants through education sessions, but experienced a marked rise in the number of referrals to ADA Australia from other aged care providers in the area. Their efforts in the Indigenous sector also resulted in more Aboriginal and Torres Strait Islander clients accessing ADA Australia services.

In Townsville, advocates Christine Toia and Lindy Harland made a particularly productive trip to Palm Island in order to develop relationships with some of its community members. Their regional visits to Mount Isa, Cloncurry and Charters Towers achieved similar results, forging key connections with local Aboriginal and Torres Strait Islander communities.

Mackay experienced a huge surge in participants this year, almost double the numbers in 2014-15. For Mackay advocate Roslyn Loader, the most important achievement of the last 12 months was relocating eight aged care facility (ACF) residents in a small rural town where the facility was closing.

Every resident was moved to a new location of their choosing in what proved to be a smooth and successful operation.

For Rockhampton advocate Joanne Jamieson, a major highlight of 2015-16 was empowering people by giving them access to information. Relationship-building has been key to the Rockhampton office's efforts. We have built relationships with a number of organisations, including local Aboriginal and Torres Strait Islander services, and strong partnerships have been formed with a wide range of networks.

The Hervey Bay office helped raise awareness of Elder Abuse this year by taking part in community staff education with more than 100 attendees. Our advocate Margo Mathews also represented ADA Australia on a three-day trip to North Burnett to visit residential aged care facilities.

Toowoomba advocate Nilisa Allen represented ADA Australia at various networks, conferences and working groups this year. A standout achievement over the last 12 months has been the successful negotiation with service providers and government departments on key issues, such as service fees and access, which led to reduced or waived fees, and reinstated services for clients.

Across all of our eight offices, ADA Australia's advocates have diligently and successfully delivered vital information and assistance to our clients across the state. We are proud of their efforts and commitment, and look forward to another year of giving vulnerable Queenslanders a voice.

BRISBANE

The Brisbane office has nine advocates: Rene Zervaas, Nicky Adjei, Cathy Owens, Mark Dries, Debbie Lewis, Romana Leisser, Carolyn Richards (CALD Advocate), Anna Harrington and Melissa Ah Wong (Aboriginal and Torres Strait Islander Advocate). Our Team Leaders are Tiffany Militano and Maree Henson. Sharon Young has taken over from Rebecca Kok as Manager of Advocacy Services, while she is on maternity leave.

The ADA Australia head office enjoyed an incredibly busy year, delivering almost 700 education sessions to nearly 14,000 people and taking over 2,000 calls. Our advocates have achieved impressive outcomes for their clients across several key areas, which includes helping clients understand their fees and statements, supporting clients in discussions about how their services are delivered, and addressing staff performance and communication issues. Brisbane advocates have also formed new partnerships with organisations in the aged care and disability sector this year, creating new opportunities to grow our reach.

ADA Australia head office staff attended a number of Brisbane events in 2015-16, and ADA Australia's CEO, Geoff Rowe, delivered several conference presentations on important advocacy support issues. At the Leading Aged Care Queensland (LASA Q) Community Care Conference on the Gold Coast, which was attended by some 250 delegates from across Queensland, Mr Rowe gave a presentation on "Hearing the Consumer Voice – When Independent Advocacy Counts". In October 2015, he presented at the Tweed Disability Interagency Group on the Role of Advocacy in the NDIS, addressing the National Disability Insurance Agency's (NDIA) intention to establish a single Southern Queensland/Northern New South Wales region. Mr Rowe also spoke to the Office for Seniors, Carers and Volunteering (Department of Communities, Child Safety and Disability Services) about ADA Australia's work and scope, chaired the Metro North Primary Health Network Community Aged Care Forum at North Lakes, and presented at the Aged Care Quality Agency Annual Forum.

STATS



POPULATION

Total	3,201
Male	1,262
Female	1,939



AGE

0-14 years	.5 %
15-49 years	8.5%
50-64 years	13%
65-74 years	20%
75-84 years	31%
85+	27%



Brisbane advocates have successfully promoted the rights and responsibilities of ADA Australia clients and potential clients at events across Australia. Sharon Young, our Manager of Advocacy Services, was a panel member at the Aged Care and Retirement Village Law Conference's "Disputes Involving Residents, Family and Providers" session; and Melissa Ah Wong, our Aboriginal and Torres Strait Islander Advocate, presented her talk "A Journey Home – Advocacy for Our First Nations Elders" at the 48th Australian Association of Gerontology National Conference in Alice Springs.

Our advocate Christopher Robb also presented on advocacy and consumer rights at the ninth National LGBTI Health Conference, Health in Difference 2015, an event that brought together LGBTI community members, community organisations, health practitioners, researchers, academics, policy makers, advocates and others interested in improving the mental, physical and emotional wellbeing of LGBTI people.

The ADA Australia Brisbane team had a full calendar of 33 conferences, expos, and forums during 2015-16, including the Marginalised Queenslanders Influencing Public Policy Forum, the Older Persons Mental Health Statewide Symposium, the Queensland Ambulance Service State Conference, the Women with Cognitive Disability and DV Forum, the Supporting People with Intellectual Disability/Mental Disorders, and the National Dementia Conference. These events addressed a range of issues relevant to our clients and services, and reinforced the value of the work we do at ADA Australia and the diversity of people our services can reach.

THE YEAR IN NUMBERS

Brisbane North East

	Education Sessions	Participants	Calls to ADA Australia
2014-15	46	1,965	429
2015-16	66	1,447	596

Brisbane North West

	Education Sessions	Participants	Calls to ADA Australia
2014-15	48	1,332	184
2015-16	61	1,312	127

Brisbane North

	Education Sessions	Participants	Calls to ADA Australia
2014-15	59	996	287
2015-16	65	979	245

Brisbane South East

	Education Sessions	Participants	Calls to ADA Australia
2014-15	103	2,638	306
2015-16	122	3,888	329

Brisbane South West

	Education Sessions	Participants	Calls to ADA Australia
2014-15	57	1,095	164
2015-16	123	1,624	139

Brisbane Redland Bay and Islands

	Education Sessions	Participants	Calls to ADA Australia
2014-15	67	1,459	139
2015-16	77	1,420	114

Brisbane Ipswich and Gatton

	Education Sessions	Participants	Calls to ADA Australia
2014-15	43	2,585	109
2015-16	65	1,281	135

Brisbane Sunshine Coast and Bribie

	Education Sessions	Participants	Calls to ADA Australia
2014-15	86	1,729	328
2015-16	91	1,422	339

CAIRNS

Cairns has two advocates: Barry Fewquandie (Aboriginal and Torres Strait Islander Advocate) and James Keightley.

Cairns advocates have had a huge impact in 2015-16: our efforts have improved support for clients with impaired capacity whose QCAT hearings are convened in Cairns, and our education sessions have reached over 1,000 participants. As a result of sustained promotional activities across the region and a raised service profile, we have also experienced a significant increase in the number of individual cases we have responded to this year. The number of referrals to ADA Australia from other aged care providers in the region has also grown, further validating ADA Australia as a trusted advocacy provider.

Locally, the Cairns office has achieved a great deal over the past 12 months, particularly for Indigenous clients. Our sustained activity in the Indigenous services sector has led to higher numbers of Aboriginal and Torres Strait Islander clients accessing ADA Australia services in the region. The Cairns office has also established a stronger presence at local events that focus on marginalised groups such as older Aboriginal and Torres Strait Islanders, older overseas-born people from a CALD background, older LGBTI people, and older people who live in more remote areas of Far North Queensland (FNQ).

The Cairns team attended and organised a number of events in 2015-16, allowing us to reach hundreds of existing and potential clients. We collaborated with five other aged care provider agencies for the Aged Care Information Roadshow, which targeted older people and their carers in Etheridge and Croydon Shires, and was attended by approximately 60 older people and other key stakeholders. Our advocates presented at a Carers Queensland event aimed at carers across FNQ, including those living in remote Cape York Communities and the Torres Strait; we also participated in the Cairns Positive Ageing Fair on the Cairns Esplanade, an event that drew an audience of around 200 older people.

Many of our activities this past year have emphasised our commitment to diversity: we helped organise the LGBTI Ageing Action Group to support implementing the National LGBTI Ageing and Aged Care Strategy 2012-2017, and were on the planning committee for Diversicare's Cultures in Harmony event at the Cairns Arts Precinct, which was supported by approximately 20 government and NGO agencies, and attracted more than 300 people. We also attended Diversicare's Culture and Mental Health Workshop, and Forever Young Professional Development Forum.

Our advocates regularly attended Cairns Aged Care Provider Network meetings and LASA Q quarterly meetings in FNQ, and the North West Mental Health Network Mount Isa. We've also helped spread the ADA Australia message by taking part in the Cairns NAIDOC in the Park event with Bumma Bippera Media .

This year, the Cairns office ran its first outreach trip to Lockhart River, as well as travelling to Weipa, Mapoon and Napranum. The Cairns team also contributed to a summary report of Bamaga Issues, developed a calendar of Indigenous national events for the ADA Australia calendar, and visited Mount Isa to promote the ATSIDNQ to service providers.

Cairns advocates also engaged with the community at events throughout the year, and it has been wonderful to see the number of people at festivities such as Mabo Day, which drew 200-300 Torres Strait Islander community members, and the ATSI Elders Luncheon in Townsville, which had 70 guests.

THE YEAR IN NUMBERS

Cairns	Education Sessions	Participants	Calls to ADA Australia
2014-15	139	659	133
2015-16	122	1011	156

"I just spoke to your old client below, and she wanted to let you know that she really appreciates what you did for her last year and everything is going really well. She raved about you! Janet said that she tried to call you to let you know but somehow lost the contact details and really wanted to make sure that I passed on her gratitude to you."

STATS



POPULATION

Total	145
Male	68
Female	77

AGE

0-14 years	.5 %
15-49 years	15.5%
50-64 years	20%
65-74 years	23%
75-84 years	26%
85+	15%



"Just wanted to say thanks and well done for your fantastic contribution. We have had some great feedback for the entire day but also for your presentation. It has been great working with you and it would be great to again join forces in the future."

TOWNSVILLE

Townsville has two advocates: Christine Toia and Lindy Harland (Guardianship Advocate).

Over the last 12 months, the Townsville office has continued to experience steady numbers of people and service providers attending education sessions, which have reached more than 2,000 participants in 2015-16. This has not only led to an increase in cases, but demonstrates the ongoing importance of ADA Australia's services in the region.

One of our most significant achievements of the past year was our visit to Palm Island, which has enabled us to develop crucial relationships with the people of Palm. Our advocate Christine Toia also organised a regional trip to Mt Isa, Cloncurry and Charters Towers to build on key links with the Aboriginal and Torres Strait Islander communities.

The Townsville office engaged the community with a number of expo stalls in 2015-16: we ran stalls at events hosted by Townsville City Council, Alzheimer's Australia Queensland, Villa McAuley Retirement Village and LifeTec Queensland. We continue to be very involved in Queensland Seniors Week, and once again held an expo stall at the 2015 event.

The Townsville advocates attended several forums this year, including the Department of Aboriginal and Torres Strait Islander Partnerships Forum and the Northern Australia Primary Health Limited NAPHL, COTA Queensland, and Carers Queensland forums. We also attended the Tully/Mission Beach Local Ambulance Committee Conference presentation, and participated in a number of other networks, conferences and working groups. These include the Better Practice 2015 Conference, NDIS Key Learnings – Kith & Kin, the Townsville Service Provider network, and the Burkedin and Hinchinbrook interagencies.

We've received some wonderful feedback from clients this past year, some of whom have let us know how effectively we relay information to participants in our education sessions and make the content of these sessions interesting as well as informative. It is great to hear first-hand about the impact we are having in the community, and we look forward to continuing our work over the next year.

STATS



POPULATION

Total	130
Male	51
Female	79



AGE

0-14 years	.5 %
15-49 years	5.5%
50-64 years	15%
65-74 years	21%
75-84 years	26%
85+	32%

TESTIMONIALS

"An elderly man called today through intake. He attended an education session you did last month at the Senior Citizens Association. He stated that he wanted to pass on a compliment about you that you related very well to his age group. He stated that as most of the group are over 70 years of age, information takes a while to be recalled, and you managed to make the information not only easy to understand but also very interesting. He stated the presentation was a month ago and everyone is still talking about your visit. Nice work!"

"Thank you for coming to talk to our club yesterday morning. We found your talk very interesting and illuminating regarding the potential for problems with the aged and power of attorney etc. Great you are able to mediate between the parties and problem solve. Thank you again."

THE YEAR IN NUMBERS

Townsville	Education Sessions	Participants	Calls to ADA Australia
2014-15	123	2,356	144
2015-16	68	2,193	138

MACKAY

The Mackay office advocate is Roslyn Loader.

It has been a packed year for the Mackay office, with a huge increase in participants (almost double the number from 2014-15) suggesting that community members feel more comfortable self-advocating and coming forward to contact ADA Australia for advice, information and support. We are pleased to see a greater awareness of guardianship, EPOA rights and responsibilities, and aged care rights for those living in the community and in aged care facilities, and this is evident in the number of calls and cases that were allocated in the area over the last 12 months.

One of our most significant achievements in 2015-16 was our successful relocation of eight residents from a small rural town's only aged care facility, which was due to close. ADA Australia worked closely with staff, relatives and community members (the same person was often all three, since this was such a small country community) as well as service providers in three towns, and government agencies. Our efforts meant that all eight residents experienced smooth transitions to new facilities of their choice. We organised transport in the form of a community bus so that family and carers could visit the residents on a regular basis, and two volunteers came forward to offer their services as bus drivers. We also successfully relocated the Meals On Wheels operation from the closed facility, ensuring that the community members continued to receive meal services without interruption.

Mackay advocate Roslyn Loader attended a variety of events this year, allowing ADA Australia to engage community members of diverse backgrounds from across the region. These events included Seniors Info day with local council and key stakeholders; NAIDOC celebrations, which drew more than 300 people; the Brown Sugar Festival, an Australian South Sea Islander event; Disability Action Week; and Community Care Clermont, Clermont ACAT and Carers Queensland events. The Mackay office also organised a community forum in Clermont for aged care residents and their families.

ADA Australia's reach in the Mackay region continues to grow, and it is now part of more than 21 networks in the area. These include Carers Queensland, the Mackay Mental Health Network, CALD Interagency, the Chronic Disease Support Group, Deaf Services Queensland, the Alzheimer's Support Group, and the Northern Primary Health Network Aboriginal and Torres Strait Islander Group

STATS



POPULATION

Total	130
Male	51
Female	79



AGE

0-14 years	2 %
15-49 years	12%
50-64 years	16%
65-74 years	18%
75-84 years	20%
85+	32%

THE YEAR IN NUMBERS

Mackay	Education Sessions	Participants	Calls to ADA Australia
2014-15	146	2,681	133
2015-16	158	4,620	97

ROCKHAMPTON

The Rockhampton office advocate is Joanne Jamieson.

It has been an excellent year for the Rockhampton office, and one of our main achievements has been to empower people by giving them access to information. Once people know their rights, responsibilities and entitlements, they can confidently speak up for themselves. This was made evident in the case of one particular client's daughter, who is now decisively able to advocate for her mother. Another client is now speaking up for both herself and her husband, secure in the knowledge that she does not have to tolerate or unquestioningly accept the services on offer.

Building relationships has also been key to Rockhampton's operations this year. We are continuing to develop a strong relationship with local Aboriginal and Torres Strait Islander organisations and services, which involves promoting ADA Australia's and ATSIDNQ's services and adding new contacts to the database. These include Central Queensland Indigenous Development (CQID) in Emerald and Rockhampton, Queensland Indigenous Family Violence Legal Service (QIFVLS) in Rockhampton, Indigenous Outreach at There4U in Emerald and Peta Steedman of the Department of Aboriginal and Torres Strait Islander Partnerships in Rockhampton.

In addition, we have formed relationships with the U3A Rockhampton, the Post-Polio group, Integrated Family and Youth Services (IFYS) Rockhampton and the new Sub-Acute Geriatric Evaluation (SAGE) unit at the Base Hospital.

Rockhampton advocate Joanne Jamieson attended a number of events in 2015-16. One particularly notable calendar highlight was the Expo in Browne Park, which was attended by about 500 people, including many children. The activities on offer proved very popular, and ATSIDNQ attracted plenty of interest, as well as providing ADA Australia's services and information. We also attended the Community Day Expo and Community Centre Open Day Expo, and two very memorable Seniors' Week expos: one at Shire Hall in Yeppoon featured a performance by senior line dancers with an average age of 82, and another at Emu Park which drew a crowd of 150 people.

It has been a busy year for partnerships too, which has allowed us to continue expanding our reach. Over the past 12 months, we have either partnered with, or been involved in, a number of networks – these include Biloela Interagency meetings, Capricorn Coast Interagency meetings, CQ Mental Health, Alcohol and Other Drugs Services, Mental Health Stakeholder Group, Community Development and Taskforce meetings, Moura Interagency meetings, Mt Morgan Interagency meetings, Redcross Bridges Program, Rockhampton Interagency meetings and the Springsure Multi-Purpose Health Service Network meeting.

We also attended a number of forums, including Carers Queensland, Central Queensland Home Assist Secure, the CHSP Forum, Community Resource Unit CRU – NDIS, Life Without Barriers and Community Services Forum and the NDIS forums.

Finally, we also presented at this year's Nurses in Management – Aged Care (NIMAC) Conference, which not only featured several varied speakers and opportunities to learn about new products and aids available, but was an excellent chance to meet new people and provide others with information and promotional material about ADA Australia and its role and services.

THE YEAR IN NUMBERS

Rockhampton			
	Education Sessions	Participants	Calls to ADA Australia
2014-15	53	1,013	145
2015-16	87	1,424	130

Case studies:

"Thanks again for all your kind words, listening to me, when I'm sure you've heard it all before, but never once did you make me feel like you weren't interested or didn't care. In other words, you let me vent and you only gave me encouragement to continue to do the best I can for my dad."

"A client was so happy with ADA Australia services, she asked if she could keep ADA Australia's DL cards in her hair salon to provide to the many senior customers who visit her salon who discuss their problems with her while she does their hair."

"I went to a Carers Association meeting for the first time in Gladstone last week, loved it, and told them about advocacy. I also told a friend in Rockhampton who had an issue with a nursing home. Thanks for a great service."

STATS



POPULATION

Total	112
Male	49
Female	63

AGE

0-14 years	0 %
15-49 years	13%
50-64 years	16%
65-74 years	25%
75-84 years	29%
85+	17%



HERVEY BAY

The Hervey Bay office advocate is Margo Mathews.

The Hervey Bay office has enjoyed a productive and fulfilling 12 months. We have been pleased to note a marked increase in client support and representation in the Wide Bay over the past year, and our organisation has been able to assist consumers by offering valuable information and support regarding recent aged care reforms.

Across the region, we have provided information, support and representation to a number of clients, and have provided education sessions throughout the local area to service providers and consumers. Our education sessions have increased over the last year – we offered 12 more sessions in 2015-16, reaching a total of 1,163 attendees.

Various events and trips kept us busy this year: we planned and attended a three-day regional trip to North Burnett to visit residential aged care facilities and community services, which was a particularly interesting and worthwhile venture. We also participated in the Fraser Coast Seniors expos in Hervey Bay and Maryborough in August 2015.

This year also saw us help raise awareness about the key issue of Elder Abuse. ADA Australia Hervey Bay participated in community staff education with representatives from Seniors Legal and Support Service (SLASS), the Elder Abuse Prevention Unit (EAPU) and the Public Guardian. It was heartening to note that over 100 attendees came to this event, indicating that Elder Abuse is a subject that can no longer be ignored.

The Hervey Bay office also presented information at senior's forums in Childers and Gin Gin in June 2015; where possible, Hervey Bay advocate Margo Mathews attended various other meetings organised by LASA Q, the Fraser Coast community services and Bundaberg community services. These events provided valuable opportunities to discuss local issues and provide updates about ADA Australia's services, and we anticipate continuing to grow our client support and representation in the year ahead.

STATS



POPULATION

Total	197
Male	85
Female	112



AGE

0-14 years	0 %
15-49 years	10%
50-64 years	17%
65-74 years	16%
75-84 years	33%
85+	24%

TESTIMONIALS

"I found ADA Australia to be of great assistance in the matter at hand and congratulate them on that assistance. I would have no hesitation in recommending them for the job they do."

THE YEAR IN NUMBERS

Hervey Bay			
	Education Sessions	Participants	Calls to ADA Australia
2014-15	79	1,708	224
2015-16	91	1,163	206

TOOWOOMBA

The Toowoomba office advocate is Nilisa Allen.

ADA Australia's Toowoomba office has had another busy year with cases and intake calls for the region continuing to stay high. We have successfully maintained this through diverse community interactions in the form of education, forums, expos and community exposure, and we have reached almost 1,000 participants with more than 60 education sessions in 2015-16.

We have achieved great results for our regional and rural clients over the last 12 months by effectively negotiating with service providers and government departments on key issues, such as service fees and access. We are pleased to report that our efforts have yielded excellent outcomes – by consulting with regional coordinators, state managers and other relevant personnel, we have managed to reduce or waive fees and reinstate particular services for our clients.

The Toowoomba office has developed strong links with specialised groups this year, including people with disability and Aboriginal and Torres Strait Islanders. We've also engaged clients and community members at a number of events, including NAIDOC week celebrations, University of the Third Age Senior's Expo, Toowoomba Regional Council's Disability Action Week Celebration, Kincare Mini Expo, ATSIDNQ Morning Tea Brisbane, and the University of Southern Queensland's Sorry Day/Reconciliation Week Morning Tea.

Toowoomba advocate Nilisa Allen also attended a number of other networks, conferences and working groups over the last 12 months, including the Leading Aged Services Australia Community Care Conference on the Gold Coast, the Queensland Community Care Services Discovery Workshop, the Commonwealth Home Support Program Forum Toowoomba, the International Federation of Ageing

Conference, the Dementia Advisory Meeting, the Older Person Interest Group Meeting and the LASA Q Darling Downs and South West regional meetings.

We've been delighted to receive positive feedback about our work from people who have accessed our services. One such case this year involved a woman called Betty who was appointed EPOA for her friend Linda, an Aged Care Facility (ACF) resident with dementia. When Betty expressed concerns about Linda's care arrangement, ADA Australia's Toowoomba advocate met with Betty and the ACF staff, and discussions resulted in a follow-up program for Linda's care and ACF staff training for working with dementia patients. The process not only opened up communications between Betty and the ACF staff, but improved Linda's quality of life and allayed Betty's concerns about her friend. We hope to continue achieving positive outcomes for our clients in the future.

THE YEAR IN NUMBERS

Toowoomba			
	Education Sessions	Participants	Calls to ADA Australia
2014-15	76	1,138	144
2015-16	62	892	192

STATS



POPULATION

Total	192
Male	82
Female	110

AGE

0-14 years	0 %
15-49 years	13%
50-64 years	14%
65-74 years	20.5%
75-84 years	28.5%
85+	24%



GOLD COAST

The two Gold Coast advocates are Christopher Robb and Lizzie Hanna.

The Gold Coast office is continuing to build and maintain strong networks across the region through education sessions, events, networking and relationship building. By sharing information across the Gold Coast region, we are able to raise awareness of advocacy and its importance, particularly ADA Australia's role in providing services to people receiving aged care services in the community and in residential aged care.

This year, we have delivered a total of 186 education sessions that have drawn almost 8,000 participants – evidence of the important and positive impact we are having on clients across the region. Calls from the Gold Coast area to ADA Australia's intake number for information, referral or direct advocacy support have increased. Gold Coast advocates have directly supported 101 clients through casework.

Relationship-building is an essential aspect of our work at ADA Australia, and Gold Coast advocates have developed a positive reputation with local community services and residential aged care service providers.

We are dedicated to supporting our clients by maintaining strong working relationships with these providers, in order to protect and uphold the rights of older people, and ensure that anyone receiving aged care services across the Gold Coast has access to quality services and the right to quality of life. The Gold Coast office is proud to have high numbers of repeat clients and regular word-of-mouth referrals.

Gold Coast advocates have represented ADA Australia at 10 events in 2015-16, including the Leading Aged Services Australia Queensland Community Care Conference, the Multicultural Communities GC/Cura International Café, the Fadden Seniors Expo, the Punyahra Well-being Aboriginal and Torres Strait Islander Health Expo, the Complex Needs Assessment Panel Forum, the Nurses in Management Aged Care Conference and Trade Exhibition, and Seniors Week 2015.

Our Gold Coast advocates also participated in more than 10 networks this year, including the Aged Care Assessment Team Service Providers quarterly meetings, the Federation of Ethnic Communities Councils Australia Consultation, LASA Q Gold Coast Regional meetings, the Health In Diversity Conference, bi-monthly Lifestyle Support meetings, the Gold Coast Seniors Regional Roundtable Committee, and Queensland Aids Council and Queensland Aids Council meetings. It has been a busy 12 months, and we look forward to what the next year has to offer.

STATS



POPULATION

Total	587
Male	217
Female	370



AGE

0-14 years	1%
15-49 years	12%
50-64 years	8%
65-74 years	18%
75-84 years	33%
85+	28%

THE YEAR IN NUMBERS

Gold Coast			
	Education Sessions	Participants	Calls to ADA Australia
2014-15	158	6,480	505
2015-16	186	7,786	587

"It is refreshing, dear Lizzie, to experience your expertise and personal devotion to help and support the elderly and follow it through to a positive mutual result. Thank you."

GUARDIANSHIP REPORT

ADA Australia's Guardianship Advocacy Service offers advocacy support to adults who must attend a Queensland Civil and Administrative Tribunal (QCAT) guardianship hearing. It also provides support and information to people who are considering submitting a guardianship application to QCAT.

In 2015-16, the Guardianship Team provided individual advocacy for a total of **198** clients. Of these, **80** clients had QCAT guardianship hearings that ADA Australia both attended and helped to advocate for.

Over the past 12 months, we have successfully secured federal funding to provide NDIS advocacy in South East Queensland and North Queensland for adults with substitute decision-makers. This created 1.4 advocacy roles in Townsville and Brisbane, which means we can now attend QCAT hearings in South East Queensland, Toowoomba and Townsville in person, and we can continue to attend hearings via telephone in other areas of Queensland.

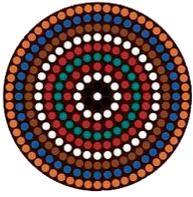
We also secured State Legal Aid project funding in order to commence the Enduring Power of Attorney project. This collaborative program provides people who call community legal centres, government agencies, advocacy services and government departments in relation to Enduring Powers of Attorney with consistent information and education.

In a further new development, Legal Aid Queensland has provided us with funding to create an app for Queenslanders with disability. Titled 'My Rights', the app is being developed with the assistance of Queensland University of Technology's (QUT) schools of law, social work, electrical engineering, and computer science.

We have formed some excellent new collaborations this year: we worked with Queensland Advocacy Incorporated (QAI) to complete guardianship training to mental health consumers throughout Queensland, a project funded by Legal Aid Queensland; we are also collaborating with Griffith University to provide opportunities for community discussion around supportive decision-making. Dr Chez Leggatt-Cook has been contracted to assist ADA Australia in identifying potential research partners and projects – the research will emphasise substitute decision-making, including Enduring Powers of Attorney.

In 2016, ADA Australia launched its inaugural 'Legal Topics for Older People' diary, which was adapted for Queensland from the Legal Aid NSW diary of the same name. The diary was funded with seed money from Legal Aid Queensland, and sales will provide the means to continue producing it each year.

It has been a busy year for events and engagement across the state. Two staff attended the Queensland Law Society Annual Succession and Elder Law Conference on Gold Coast, and we ran a series of Guardianship workshops for fee-paying attendees throughout Queensland, including Cairns, Mt Isa, Weipa, Townsville, Mackay, Sunshine Coast, Roma, Toowoomba, Gold Coast and Brisbane. A total of 240 people attended these sessions. We are also continuing to provide supervision and mentoring to QUT law students under accredited clinical placements.



ABORIGINAL AND TORRES STRAIT ISLANDER DISABILITY NETWORK OF QUEENSLAND REPORT

ADA Australia has been proud to support the growth and development of the Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ) over the last 12 months. The Network has witnessed amazing growth during this time, and is firmly establishing itself as a recognised resource for members and the wider disability industry. The ATSIDNQ project is funded by the Department of Communities, Child Safety and Disability Services, and ADA Australia auspice its support through Queenslanders with Disability Network (QDN).

The Network now has almost 500 members, and is being called upon for industry consultation and to provide formal submissions that will inform sector development. The Network's seven ADA Australia staff offer state-wide support and services, and this year, we have engaged our first Local Champions in Maryborough and Brisbane.

The Network is developing as a culturally safe platform for Aboriginal and Torres Strait Islander people with disabilities, their families and carers, enabling them to connect with each other and voice their issues and concerns. Some of the ways we have grown the network over the last 12 months include establishing local bi-monthly yarning groups in four areas of Queensland, travelling around the state to spread the word about our work, and reaching new members living in rural and remote areas. We spoke to an estimated 3,200 people in 2015-16 about the Network.

During the last year, the Network has also made several key communication achievements, reaching out to the community through marketing and social media activities, newsletters, its own website, staff shirts, and with member stickers and hats.

In 2015-16, we successfully processed 100% of our new memberships and sent new members a welcome pack. We sent 12 email communications to members, made 179 posts on our public and closed Facebook pages, and saw our Facebook advertising reach more than 34,000 people over the last year.

The Network also completed three formal submissions over the past 12 months, including 11 points of recommendation for the National Disability Advocacy Framework Review, a six-page paper of recommendations for the National Disability Advocacy Program and a contribution to an ADA Australia paper on the Review of the National Disability Insurance Scheme Act 2013.

We look forward to next year, when the Network will continue to increase member communications and engagement, facilitating a stronger voice for Aboriginal and Torres Strait Islander people with disability in Queensland.





mhWISE MHWISE REPORT

ADA Australia's mhWISE (Mental Health, Wellbeing, Information, Skills, Education) program offers staff training opportunities for those working at all levels in residential and community care. These training programs enable workers to develop stronger awareness and understanding of older persons' mental health, and include best practices for person-centred engagement.

ADA Australia has run this training program for a number of years and in a few different ways, including public training for individual participants, group bookings and private in-house delivery.

It has been an exciting 12 months for the mhWISE program. As well as offering an in-house fee for service training, and delivering a number of sessions for service providers, we have been developing a new 'training the trainer' option that we will be ready to launch in the next year. Organisations will then be able to purchase the program and allow their own learning and development teams to roll it out more widely.

The mhWISE program continues to grow, and we look forward to expanding our valuable training over the coming months.



CORPORATE SERVICES REPORT

OUR STAFF

ADA Australia's most important asset continues to be our committed and professional staff. Our people are critical to our development and success as an organisation, which is why all our advocates have extensive experience and skills in the community care, disability and aged care sectors; their professional backgrounds span varied fields including nursing, social work, human services, diversional therapy, rehabilitation, education and law.

ADA Australia continues to be an employer of choice – our staff retention rates are consistently high, and over 25% of our current team members have now worked with us for more than seven years. ADA Australia seeks to continue enhancing the skills, capabilities and knowledge of our valuable employees by offering them regular training and development opportunities. Our staff are also supported by our capable volunteers and students, who give many hours of assistance across a range of areas that include administration, information/referral and advocacy support.

INFORMATION TECHNOLOGY AND COMMUNICATION (ICT) EFFICIENCIES

Following last year's ICT review, which prompted ADA Australia to upgrade our computer hardware to more current technologies, we have made further significant improvements to our ICT systems. These include engaging a new service provider to manage our information technology requirements and upgrading our Wide Area Network (WAN) across all sites, a project that involved installing a direct fibre link to our Brisbane head office.

We have also transitioned our website across to a new domain, adaaustralia.com.au, commenced migrating our servers to Infrastructure as a Service (IaaS), a form of cloud computing, and began using the Microsoft Office 365 platform. In addition, we are further developing ADA Australia's current Customer Resource Management (CRM) database system in order to comply with the Department of Health's Data Exchange (DEX) reporting system.

ISO 9001:2008 CERTIFICATION – SUCCESSFUL RE-CERTIFICATION AUDIT

ADA Australia maintains a long-standing commitment to being a quality organisation. To formally acknowledge this commitment, ADA Australia successfully achieved certification in the International Organisation for Standardisation (ISO) 9001:2008 Quality Management System Standards in 2009; in subsequent years, we have continued to successfully pass external annual audits for this certification, including our most recent audit in May 2016. Retaining our ISO 9001:2008 certification is an impressive achievement, and exemplifies our dedication to continually improving the services we deliver to our clients. Over the next few years, ADA Australia will strive to maintain our certification in the newly revised ISO 9001:2015.

CLIENT SATISFACTION AND FEEDBACK

Advocacy Casework

One of ADA Australia's Quality Objectives is to achieve a 90%+ client satisfaction rating. We are proud to have continued our success in attaining and exceeding this objective in 2015-16, achieving a satisfaction rate of 99% in over 150 client evaluations. Furthermore, 98% of our clients indicated that after the support they received from ADA Australia, they felt more confident about raising future issues by themselves, and 96% of our clients indicated that they felt ADA Australia's support had made a positive impact to their situation. We are delighted to know that the support we provide is making a difference to people!

Education Sessions

ADA Australia is committed to delivering quality and informative education sessions. Another one of our Quality Objectives is to achieve an 80%+ satisfaction rate for our education sessions. Throughout the last year, ADA Australia has continued to exceed this objective, achieving a satisfaction rate of 99% from over 2,500 evaluations from our education session participants; 98% of respondents also indicated that the content covered in these sessions was useful to them.

We are delighted to have exceeded our objectives this year, but of more importance to us personally, it has been a delight to consistently observe the positive impact we are having on our clients' lives.

"The advocate helped me immensely and gave me my confidence back – I felt so lonely at that particular time as I have no one, but as soon as [my advocate] came I realised I had support. Thank you very much."

"My advocate listened to me with patience and did not make me feel as if I was stupid to complain. She tried very hard to bring about an action that would help me. There should be more staff like her."



COMMUNICATIONS REPORT

In 2015-16, ADA Australia provided a range of collateral that reflects the organisation's growth in key areas across Queensland.

Over the past year, we have rebranded our newsletter to encourage more reader engagement, and opted to use the platform as a way to provide accurate and informative stories about aged care and disability. By including staff profiles, FAQs, updates on media coverage, and feature stories on a range of topical issues, we increased our subscription and open rate. We also achieved an open rate well above industry standards for our bi-monthly newsletters – our open rates are consistently above 32 per cent, and the number of people signing up to receive our newsletter continues to grow.

Our social media engagement has increased across all channels, including Facebook, Twitter and LinkedIn. By focusing on sharing news, current affairs and government announcements as they arise, these channels have become a popular resource for up-to-date, informative and engaging content that draws an active online following.

Media relations has played a key role in giving press attention to subjects of relevance to ADA Australia. Over the past 12 months, we have effectively highlighted issues concerning older people and people with disability, and ADA Australia has been regularly featured on television, print and online media, on radio and in magazine editorials. Our profile continues to grow, with journalists often seeking expert commentary from ADA Australia as issues arise in the aged and disability sector.

This year, media organisations have regularly consulted ADA Australia for comment, and we have appeared in *The Courier-Mail*, the *Gold Coast Bulletin* and *Australian Ageing Agenda*, as well as on *Channel 7 News*, *ABC Radio* and *ABC Online*.

ADA Australia continues to outsource its strategic marketing and communications to specialist agency Cole Lawson Communications, which allows us to speak with a louder voice on issues of importance to vulnerable Queenslanders.

Our advocates have attended events from Cooktown and Charters Towers through to Ashgrove and Logan, making vital contact with communities, organisations and individuals who need to hear the ADA Australia message.

This year, ADA Australia has further developed relationships with key stakeholders by initiating meetings with State and Federal Members of Parliament. During the past 12 months, we have contributed to a range of consultations and inquiries, including the Australian Law Reform Commission (ALRC) Inquiry into Elder Abuse. We expect to continue contributing to this and other Inquiries at the highest level over the next year.

The overwhelming feedback we receive from our clients is that we are making a positive and meaningful difference in their lives and communities. Hearing these clients tell their own stories demonstrates the breadth of our geographic reach and the consistency of outcomes we achieve through our advocacy work.



2015-2016 FINANCIAL SNAPSHOT

Financially, 2015-16 was a stable year for ADA Australia. Overall, actual income for the year was \$3,156,616, up by \$253,775 from the previous year.

A new non-government partnership was established with Tenants Queensland to deliver tenancy advice services to older people and people with disability, and to work together to deliver community information and education to remote and regional communities.

ADA Australia has continued to partner with QDN to undertake a range of key activities to support a dedicated statewide network for Aboriginal and Torres Strait Islander people with disability.

In 2015, ADA Australia was successful in obtaining funding from Legal Aid Queensland, through the Community Legal Education Collaboration Fund, to create a 2016 "Legal Topics for Older People Diary" for Queensland. The publication was very well received, with the sale of 5,000 diaries generating sufficient funds to produce a 2017 version.

Towards the end of 2015-16, ADA Australia was also successful in obtaining funding from Legal Aid Queensland, through the Community Legal Education Collaboration Fund, to develop a "My Rights" downloadable application. The app will provide information and links for people with disability (and their support networks) to readily access agencies, in order to have their voices heard on service concerns and complaints.

In recognition of the success of ADA Australia's Guardianship Advocacy Service, the Department of Justice and Attorney-General, through the Community Legal Services Program, provided additional funding to provide further guardianship advocacy services, particularly to Aboriginal and Torres Strait Islander people entering the NDIS. Additional part-time positions have been established in both the Townsville and Brisbane offices to focus on this unmet need.

ADA Australia was also recently successful in obtaining funding from the Department of Justice and Attorney General,

through the Community Legal Services Program, to develop a coordinated early intervention response for Enduring Powers of Attorney (EPOA) enquiries. This project will deliver a standard EPOA intake for legal and community services, EPOA factsheets to complement existing community legal publications, and training resources for legal and community services about the EPOA proforma.

This year ADA Australia's Law and Social Work Interdisciplinary Student Clinic project was extended to other areas of Brisbane thanks to a successful grant through the Brisbane City Council's Community Development and Capacity Building Grants Program. Through this innovative service delivery model, supervised law and social work students support clients through individual consultations and community information sessions, providing free holistic legal, social and emotional support to socially isolated older people and people with disabilities.

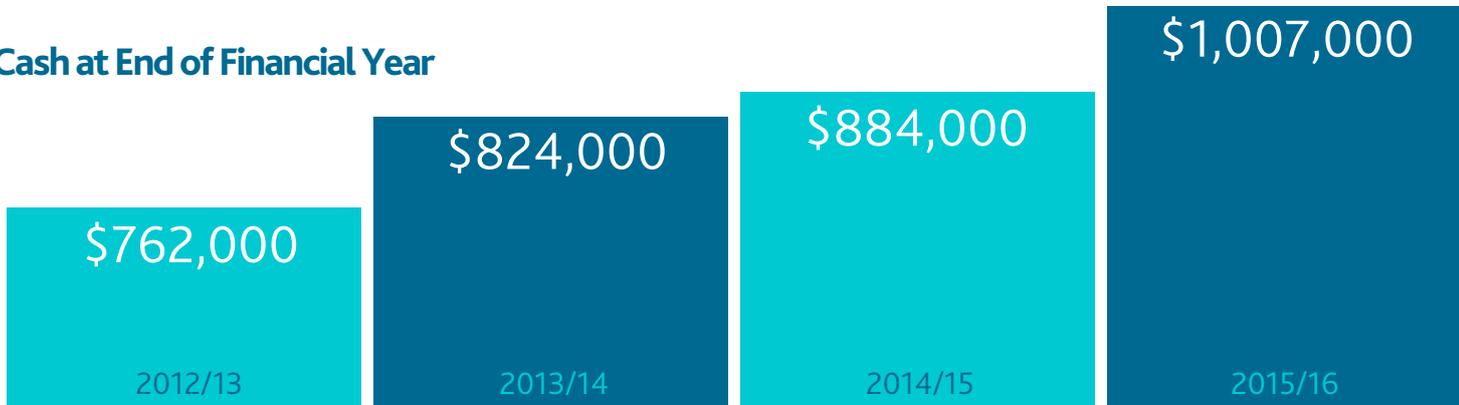
Total expenditure for the year was \$3,188,948, an increase of \$246,841 from the previous year. This escalation in expenditure is predominantly the result of the continued investment in increased staff wages and associated direct service delivery costs, in order to meet the growing client demand for ADA Australia's services.

ADA Australia's total cash position increased between years, with a closing cash balance of \$1,006,671 at the end of the 2015-16 financial year, up by \$122,637 from the previous year. The closing cash balance has been affected by grants and funding received prior to year-end being reflected in the financial report as unexpended funds carried forward.

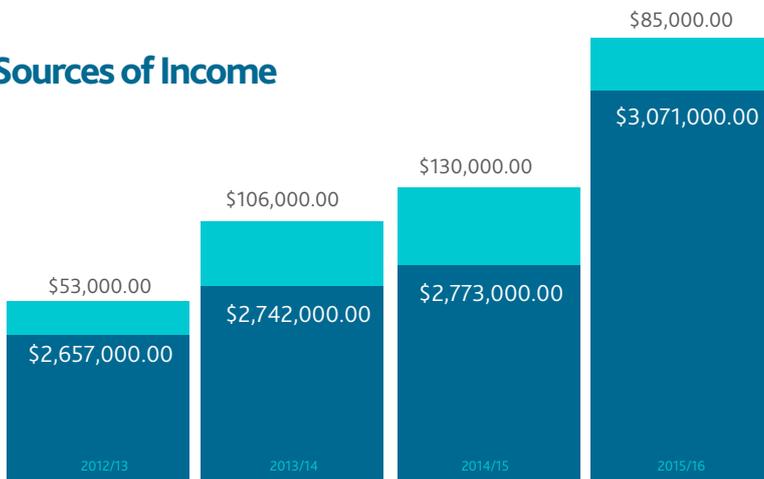
The financial challenge for ADA Australia in 2016-17 will be to secure longer term Commonwealth and State Government funding for its advocacy services to ensure older people and people with disability continue to be heard and supported.

2015-2016 FINANCIAL SNAPSHOT

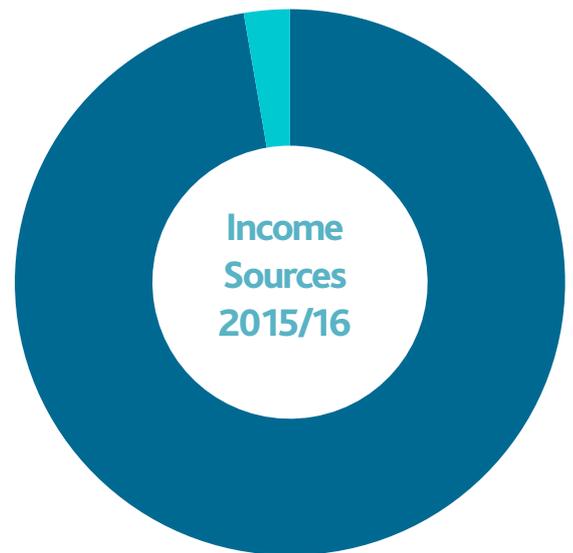
Cash at End of Financial Year



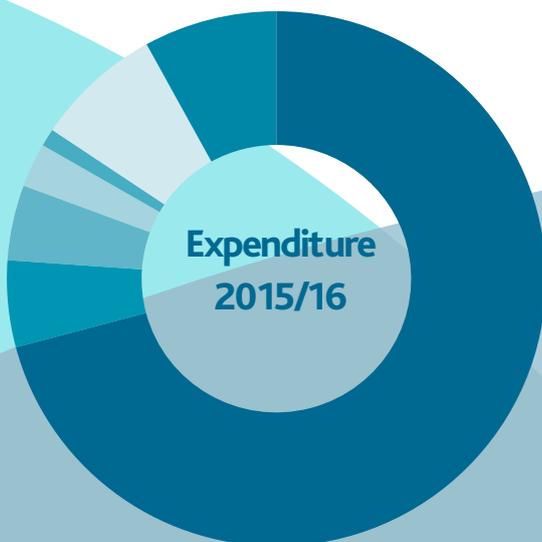
Sources of Income



■ Government
■ Self Generated



■ Government 97.29%
■ Self Generated 2.71%



■ Staffing (70.87%) ■ Travel (5.24%)
■ Premises/Accommodation (4.55%) ■ Equipment, Furniture, IT, etc (2.67%)
■ Promotion (1.07%) ■ Communication (7.62%)
■ Contracted Services (8.0%)

How money was spent - 2015/16

Staffing (70.87%)	\$ 2,260,000
Travel (5.24%)	\$ 167,000
Premises/Accommodation (4.55%)	\$ 145,000
Equipment, Furniture, IT, etc (2.67%)	\$ 85,000
Promotion (1.07%)	\$ 34,000
Communication (7.62%)	\$ 243,000
Contracted services (8.0%)	\$ 255,000

Total **\$ 3,189,000**



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