



Embracing **CHANGE**

2017-18 Annual Report





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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:

Respect: We show respect for the wellbeing of our clients and their communities

Collaboration: We work with clients and value our partnerships to deliver the best possible outcomes at individual and systemic levels

Empowerment: We provide our clients with a wide range of services including information, advocacy, education and training to support their own skills

Creativity: 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.

About ADA Australia

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

Headquartered in Brisbane, with offices in Cairns, Townsville, Rockhampton, Bundaberg, Toowoomba and the Gold Coast, ADA Australia provides advocacy services to older people and people with disability in metropolitan, regional, rural and remote Queensland.

Our mission is to enable people to be heard, informed, and exercise their rights. We achieve this by providing information, education and advocacy support across a range of valuable consumer directed programs.

ADA Australia receives funding from the Queensland Government to inform and support people with a disability or condition that restricts their day-to-day living in accessing and resolving concerns with Queensland Community Care Services.

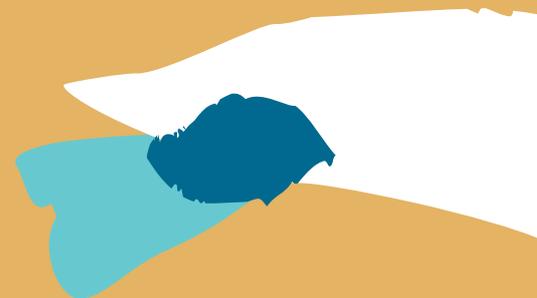
ADA Australia is a member of the Older Persons Advocacy Network (OPAN)

and is funded under the Australian Government's National Aged Care Advocacy Program (NACAP) to deliver individual advocacy, information and education services to older people (and their representatives) receiving, or seeking to receive, Australian Government funded aged care services.

ADA Australia also has an established Human Rights Service, funded by Legal Aid Queensland, which supports people with a decision-making disability and people aged over 65 years, to express their views, wishes and preferences at QCAT and in relation to guardianship, administration and Enduring Power of Attorney matters.

Our services are free, independent, confidential, consumer directed and reflective of our core values of respect, collaboration, empowerment and creativity.

*giving vulnerable
people a voice*





Chairperson's Report

ADA Australia has historically experienced periods of funding uncertainty. In more recent times the ADA Australia Board has focused their efforts on achieving financial sustainability for the organisation. In 2017-18 ADA Australia has received much needed certainty, with commitments being received from both the Commonwealth and State Governments.

We were pleased to sign a funding agreement with the Older Persons Advocacy Network (OPAN) following its successful tender for the Commonwealth Government's National Aged Care Advocacy Program (NACAP). This three-year agreement has provided ADA Australia with a level of funding certainty that we have not seen for many years. The agreement has also led to additional funding opportunities for the organisation, with OPAN offering ADA Australia a contract variation in December 2017, allowing for the engagement of an Elder Abuse Advocate for a six-month period.

We were also pleased to receive advice from the Queensland Department of Communities, Disability Services and Seniors that our Queensland Community Care Advocacy funding had been extended until 30 June 2021. This funding was due to cease on 30 June 2019, so it was reassuring to know that we would continue to be supported in providing valuable advocacy services to vulnerable Queenslanders.

During 2017-18, ADA Australia has continued to expand its national footprint, contributing to the aged care, disability support, elder abuse, and guardianship policy debate, as well as embarking on several national media stories to promote the views and needs of the people we support. We have also commenced planning for the 6th National Elder Abuse Conference which we will be hosting in Brisbane in partnership with Caxton Legal Centre in July 2019.

ADA Australia has been very active in developing and delivering a number of useful resources and events throughout 2017-18. Achievements include training and resources on the new Advance Health Directives for Mental Health, My Rights Qld – a free online guide providing information for Queenslanders with a disability and the forum Human Rights, Ageing and Dementia: Challenging Current Practice featuring Kate Swaffer, to name a few.

We were also proud to launch our Reconciliation Action Plan (RAP) 2018 – 2020 in Reconciliation Action Week (27 May – 3 June). The RAP is ADA Australia's first, and demonstrates our commitment to strengthening our continued journey towards the national reconciliation movement.

ADA Australia's Board of Directors have spent the last 12 months also focusing on strengthening our corporate governance. We have conducted a skills analysis, strategically

targeting the recruitment of new board members. We have welcomed both Jennifer Pouwer and Stephanie Gallagher as new members of the Board. Both Jennifer and Stephanie have brought with them a wealth of knowledge and experience and have offered fresh insights to our ongoing discussions and planning. We have also established a Quality and Compliance Subcommittee and a Finance and Workforce Subcommittee to ensure that continuous quality improvement and viability and sustainability remain at the forefront of all that we do.

ADA Australia is a member of the Older Persons Advocacy Network (OPAN). OPAN is the fund holder for the Australian Government's National Aged Care Advocacy Program (NACAP) who contract with aged care advocacy service providers across all Australian States and Territories. As ADA Australia's nominee on the OPAN Board of Directors and the OPAN Company Secretary, I have been working hard to ensure that the new organisation is well placed to deliver on its contract with the Department of Health. The focus for the OPAN Board in this first year of funding has been on progressing commitments made to our funding body. These commitments include national consistency, establishment of a national 1800 telephone service and web access, as well as roll-out of digital provider training. Whilst we have been able to tick a number of these boxes, there is still a lot of work to be done in 2018-19.

I would like to take this opportunity to extend my thanks to the Board for their ongoing dedication and support during the past 12 months. Their voluntary efforts are what ensures ADA Australia's strong governance, which in turn allows the organisation to support the many vulnerable Australians that we do. In addition, I would like to also acknowledge and thank our Chief Executive Officer, Geoff Rowe and Company Secretary, Kathy Chandler for their untiring efforts to make the previous year an outstanding one for ADA Australia. Additionally, I would also like to acknowledge and thank the ADA Australia managers and staff, all of whom must be commended for their continued efforts in supporting older people and people with disability to understand and exercise their rights and be the voice of those who are in need.

Richard Olley
Chairperson

CEO's Report



2017-18 has been a year of change, both within ADA Australia and within the broader sectors in which we operate. Internally, we have adopted a new management structure, closed long standing offices in Hervey Bay and Mackay and opened new doors in Bundaberg and South Brisbane. We have changed the name of our Guardianship Advocacy Service to the Human Rights Service to better reflect the nature of our work and trialled the establishment of a new Elder Abuse Prevention Advocacy Service.

Most significantly, this year has marked the first of a three-year contract with Older Persons Advocacy Network (OPAN), following their success in tendering for the Commonwealth Government's National Aged Care Advocacy Program. We have invested time and energy into our new relationship with OPAN and are committed to working towards a nationally consistent aged care advocacy program for older Australians.

We were also very proud to launch ADA Australia's first Reconciliation Action Plan (RAP) during Reconciliation Action Week this year. The RAP demonstrates our commitment to strengthening our continued journey towards the national reconciliation movement. We are excited to implement this plan and continue our journey towards nurturing a shared future that embraces culture, heritage and diversity.

Externally, a myriad of change has occurred across the ageing, disability, guardianship and mental health sectors. ADA Australia has been at the forefront of these reforms, providing education, information, and advocacy support to those impacted by the changes and ensuring their voice is heard at the systemic and policy level.

As an organisation, we have actively contributed to key policy debates, responding to a plethora of government consultations, participating in a range of key industry reference groups including the National Aged Care Alliance (NACA) and presenting at several Parliamentary Hearings. I was particularly pleased to have the opportunity to connect a number of our most vulnerable clients with the consultants appointed to develop consumer resources for the new Aged Care Quality Standards.

We have also played a proactive role in educating and increasing community awareness of changes to the Mental Health Act in Queensland, hosting a forum titled Shifting Consumer Control and the new Mental Health Act and working collaboratively with Queensland Advocacy Incorporated (QAI) to develop resources and training on Advanced Health Directives for Mental Health for both consumers and clinicians.

As the National Disability Insurance Scheme rolled out across the state, we have continued to explore new opportunities to

better support Queenslanders with disability. We were proud to create a new resource titled My Rights Qld. This resource, funded by Legal Aid Queensland, is a free online guide offering information to help Queenslanders with disability understand and exercise their rights.

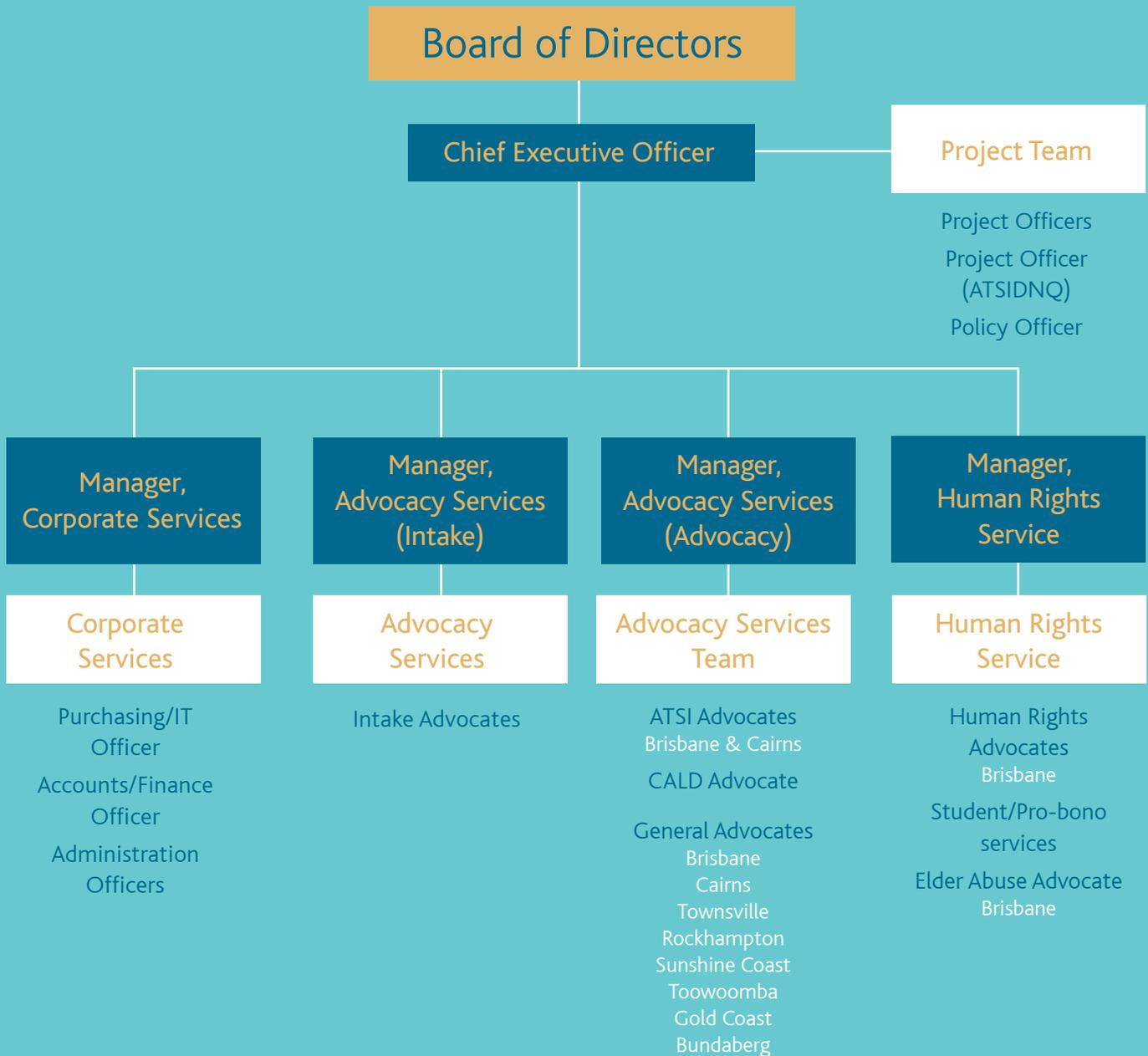
As CEO, I have also paid particular attention to raising awareness about the issues commonly faced by older people and people with a disability amongst a broader public audience. Over the past 12 months, I have worked to highlight the concerns of the people we support by drawing on the media to help share their stories. I also invited Kate Swaffer - winner of the prestigious 2017 Australian of the Year Award in South Australia to share her story at a forum titled Human Rights, Ageing and Dementia: Challenging Current Practice.

With plans for a new National Elder Abuse Action Plan on the horizon, we have also started challenging current approaches for responding to elder abuse. We are thrilled to be hosting the 2019 National Elder Abuse Conference in Brisbane together with Caxton Legal Centre. Throughout the year we have been working closely with Caxton Legal Centre to progress planning for the event which has been themed Rock the Boat. Our vision for the conference is to bring people together to discuss ideas and insights that provoke the status quo that will drive much needed change within the elder abuse sector. In other words, to "rock the boat".

Overall, it has been a full and productive year. As an organisation, we have achieved significant outcomes in the face of change, many of which could not be achieved without the valued support of our funding bodies, the ongoing commitment and leadership of our Board of Directors and the continued efforts of our dedicated and professional staff. I would like to thank all those involved in making 2017-18 a great year and look forward to another exciting and productive year ahead.

Geoff Rowe
CEO

Our Organisation



Board Members



Richard Olley – Chair

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 Chair

Elected to Board 2012
Cert Journalism, DipBusStud, MPRIA, AFAIM

Liz has extensive leadership experience across the media, tourism, healthcare, environment and water sectors. She is currently the General Manager of Strategy, People and Safety at Seqwater, and previously held an executive role at

Queensland's Health Quality and Complaints Commission. With a professional background in communication and engagement strategy, Liz is an Associate Fellow of the Institute of Managers and Leaders, a certified Change Management Practitioner, and a member of the Public Relations Institute of Australia and the International Association of Public Participation.



Ian Edwards – Treasurer

Elected to Board 2015
MHA, BBus (HRM), AssocDip Bus (Mgt)

Ian has over 30 years' experience in health and education sectors, including holding 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), AssocDip Bus (Mgt), DipCommServ (Mgt), 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.



Paul Johnson - Director

Elected to Board 2014
BSocSc (HumServ), DipBus (Frontline Mgt), Cert IV TAA

Paul's career in the ageing industry has spanned two states, over two decades and across the spectra of service provider, industry adviser and public servant. With qualifications in human services, training and management, Paul is passionate about exceptional customer service, redefining ageing, and enjoying life. Paul is currently the Chief Opportunity Officer at BallyCara where he provides leadership in strategy, communications and business growth. Paul actively engages with key stakeholders across Australia and continues to contribute to national policy development and reform of Australia's aged care system through his involvement with Leading Age Services Australia. Paul is an ADA Board Director and chairs the Quality & Compliance sub-committee.



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 Capital and Asset Services Branch of Queensland Health.



Stephanie Gallagher - Director

Elected to Board 2017

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

Stephanie has acted for Queensland Health and other health industry clients over the length of her career, which spans more than 20 years. Her experience includes acting in; matters arising from the public and private health sectors as both a solicitor and barrister, in an advisory capacity, in relation to and appearing on behalf of QH to defend claims, in litigation and before regulatory bodies and tribunals.

For more than 15 years she sat as a member of institutional ethics committees of tertiary hospitals.

Her extensive experience in the regulation of health professionals was recognised when she was asked by the Minister for Health to chair the interim Medical Board (in Queensland) upon his dissolution of the existing Board (in Queensland) last year.

Her experience and expertise extends to matters of health service management. Her Master in Health Administration enables her to bring additional insight into advising clients in relation to matters involving the legal implications arising from clinical service delivery, policy and procedure and matters of public health and clinical governance.



Jennifer Pouwer - Director

Elected to Board 2017

B Occ Thy, GAICD

Jennifer has extensive senior executive experience in the government (Commonwealth and State) and non-government health and social services sector and since 2002 this experience has been supplemented with interest in corporate governance and Board roles. Until August 2018 Jennifer was the Chief Executive of MIFQ (Mental Illness Fellowship Qld). As a result of a merger with another highly regarded community managed mental health organisation, RFQ (Richmond Fellowship) she has now transitioned into the Chief Strategy and Partnerships role within RFQ.



Advocacy Services

The last 12 months has been very productive for ADA Australia's advocates. During this period, the organisation experienced a significant increase in demand for individual advocacy supports with case numbers rising from 660 in 2016-17 to 898 in 2017-18. This growth was largely attributed to the ongoing impact of the 2017 Increasing Choice Reforms, increased government and media attention associated with aged care quality reform and the continued roll out of the NDIS across Queensland.

Throughout the year, the team has reported on key trends and concerns for consumers of both Commonwealth funded aged care services and Queensland Community Care Services. This valuable feedback has helped inform ADA Australia's policy responses and has ensured that the voice of the consumer is heard at the systemic level.

Advocates across the state noted the following trends in advocacy case work in 2017-18:

Residential Aged Care

Consumers of residential aged care commonly sought advocacy support to address issues relating to quality of care. Inadequate staffing levels were frequently referred to as the underlying factor in these cases with many consumers noting that they had to endure lengthy waits before their calls for assistance were answered. The skills and attitudes of aged care staff also presented as a key trend in advocacy case work. Food was another



Consumers of residential aged care commonly sought advocacy support to address issues relating to quality of care.

key area of concern. Advocates reported that clients typically sought support to discuss their personal food preferences, special dietary needs and food intolerances. Requests for information on residential aged care fees and charges were also very common in 2017-18, with family members contacting ADA Australia on behalf of residents concerned that they were being overcharged. In some instances, this certainly was the case with refunds being sought from the facilities.

Commonwealth Home Support Program (CHSP)

Advocates also supported older people to understand and access CHSP services in 2017-18. Many potential consumers



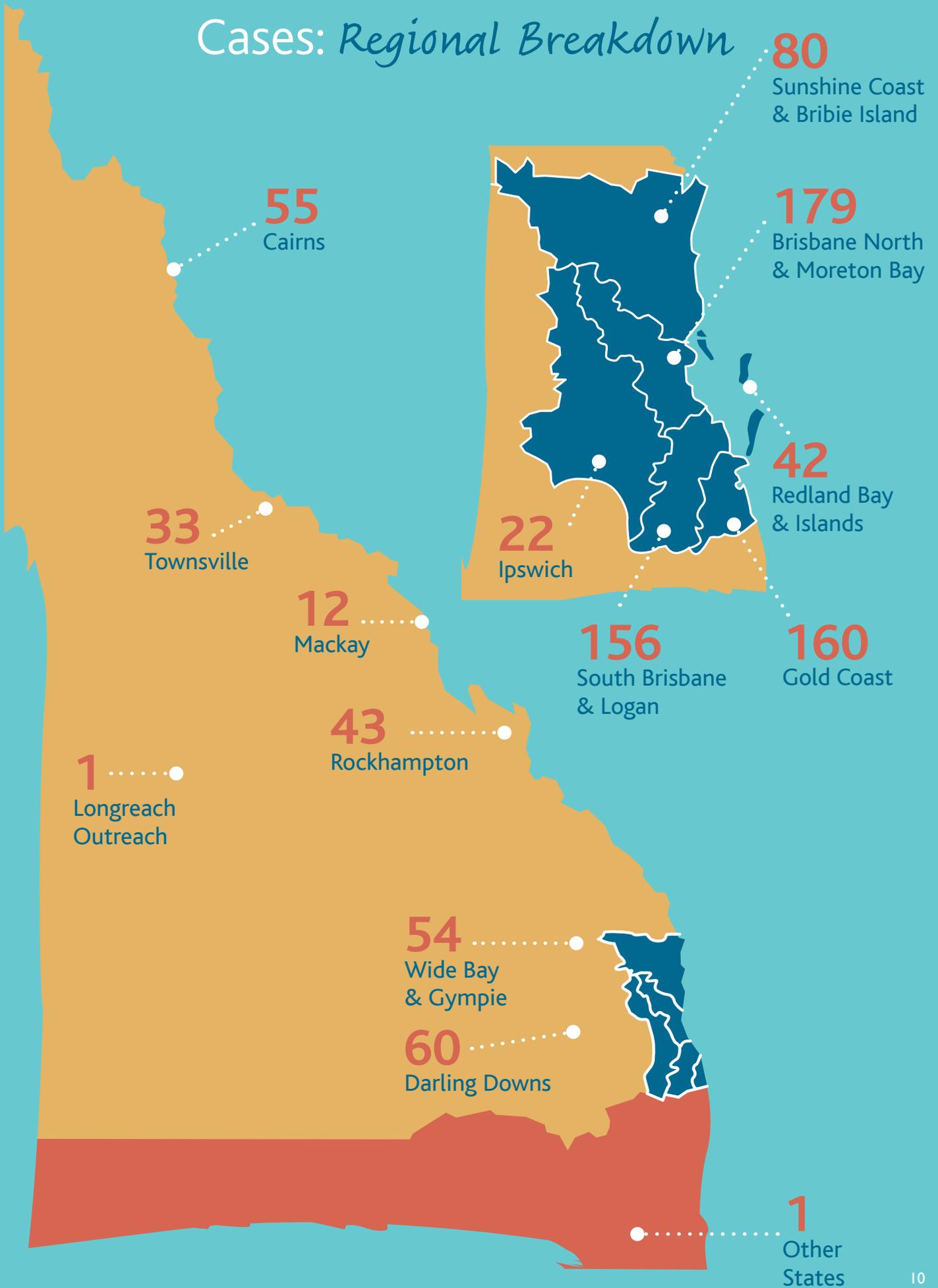
expressed frustration with the complexities of accessing services through My Aged Care, the lack of available information on service fees and inaccurate wait list timeframes. Participating in an assessment over the phone also proved to be difficult and impersonal for many care recipients. Service availability was an increasing concern, particularly in areas where key services such as domestic assistance and home maintenance were at capacity with a need to manage lengthy wait lists. Staffing issues also presented regularly, with consumers reporting poor staff performance, impolite staff and a general lack of communication in many cases.

Home Care Packages Program

An undersupply of high level packages presented as one of the biggest challenges in the Home Care Packages Program space in 2017-18. Advocates across the state provided regular support to people on the wait list for high level packages, often assisting them to access alternative care and supports through



Cases: *Regional Breakdown*



lower level packages and CHSP. Unfortunately, these interim arrangements were often unable to meet the care needs of the client and at times saw underqualified staff providing support to clients with complex high-level needs.

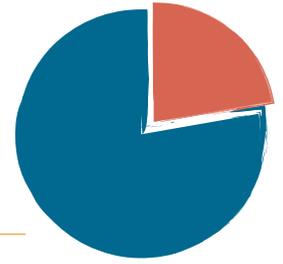
Issues around budgeting, invoicing and fees continued to be a significant concern this year with both advocates and consumers reporting a lack of transparency and exorbitant administration, case management and exit fees. Advocates expressed frustration in scenarios where the consumer was unable to exercise choice and seek care from alternative service providers because the impact of the an over inflated exit fee would be too great. Advocates were also involved in an increasing number of cases where clients were allowed to build up excessive debts within their package, which for some resulted in their services either being reduced or stopped for a period. In many of these cases, debts were accumulated due to the complexity of statements and poor communication from service providers.

Queensland Community Care Services (QCCS)

Throughout 2017-18, QCCS consumers continued to transition to the NDIS. Advocates noticed that a large portion of the people remaining on QCCS had complex mental health needs. Advocates were frequently engaged to support QCCS clients to address concerns around a lack of client centred care and the capacity of staff to respond to their complex mental health needs. Access to QCCS, particularly in rural and remote locations, was of significant concern. Advocates reported long wait lists for various service types and also noted that staff retention was a growing area of concern with many long term QCCS staff looking for new opportunities with the NDIS.

Overall, advocates have taken the challenges of 2017-18 in their stride. On top of supporting an increased case load, they have continued to deliver valuable information and referral to over 3600 people and rights-based education to over 2400 consumers and 2700 services providers.

Program area breakdown of cases



Human Rights *Service*

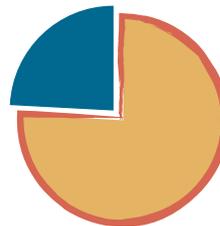
This financial year, the Guardianship Team changed its name to the Human Rights Service. The purpose of this name change was to better reflect the nature and scope of the supports provided by the team.

The Human Rights Service operates under a rights-based framework and aims to ensure that the views and wishes of clients are sought in Tribunal processes regarding the appointment or review of appointed guardians and administrators. The Service also works to uphold the rights of people who have an appointed or agreed decision maker, encouraging all decision makers to adopt the views and wishes of the person, wherever possible.

In 2017-18, the Human Rights Service was appointed by the Queensland Civil and Administrative Tribunal (QCAT) to act as a representative for the person in 20 matters. During this period

the Service provided advocacy support to over 250 people, with around 25% referred by QCAT. Half of these clients were aged between 18 and 65 years and were NDIS eligible. The remainder of clients were aged over 65 years.

Around 80% of clients supported by the Human Rights service reported an element of abuse, in the form of financial, social isolation, verbal, psychological or physical. Approximately half of the clients who alleged abuse said they experienced abuse



76%
of cases had a disability and/or mental illness

by a family member. The other half stated that they felt abused by the systems that are put in place to protect them, such as formal decision makers and aged care and health services. With such a high percentage of clients experiencing abuse, the Human Rights Service was pleased to play a lead role in the establishment of ADA Australia's Elder Abuse Prevention Trial Project which was funded by Commonwealth Department of Health, via the Older Persons Advocacy Network.

The Human Rights Service also worked closely with Queensland Advocacy Inc (QAI) to develop and deliver training to Queensland Health Mental Health Clinicians on Advance Health Directives for Mental Health. The need for this training emerged after ADA Australia participated on a consumer stakeholder group which identified that being able to express views, wishes and preferences in a legal document was one of the most important changes in the new Mental Health Act 2016.

Throughout the year, the Human Rights Service also played an active role in influencing policy in the Guardianship space with Karen Williams, Manager of the Human Rights Service, representing ADA Australia on the Department of Justice & Attorney-General (DJAG) Guardianship Bill Working Group which provided advice and support to DJAG on the forms review, explanatory guides and capacity guidelines associated with the Bill.

262 total cases

145
female

117
male



5 Culturally and Linguistically Diverse

10
Aboriginal and Torres Strait Islander

Age range



Elder Abuse *Advocacy*

In October 2017, the Hon Ken Wyatt MP, Minister for Aged Care advised of an additional \$1 million in funding to support the Older Persons Advocacy Network's (OPAN) elder abuse prevention activities. Across Australia, this one-off funding was used to support new and existing OPAN elder abuse projects, with the aim to create national prevention and response activities.



ADA Elder Abuse Advocates were successful in delivering information and advocacy support to 84 people experiencing or concerned about the potential for elder abuse.

As part of the work tackling elder abuse, ADA Australia, on behalf of OPAN, selected Curtin University to undertake a major exploratory study into elder abuse in rural and remote settings.

The aim of the research is to explore current approaches to preventing and responding to elder abuse through a review of grey and research literature. The outcome of the study will allow ADA Australia to review current approaches from a best-practice perspective and identify ways to best respond in our communities.

ADA Australia was also able to establish a 6-month trial Elder Abuse Prevention Project. In the initial stages of the project the organisation undertook an analysis of intake data to identify the frequency and nature of the calls received. The analysis revealed that on average, ADA Australia received around 50 calls a month relating to elder abuse, with the most common elder abuse scenario being abuse by a family member or an Enduring Power of Attorney within the residential aged care setting. This type of abuse became the primary focus for the trial project.

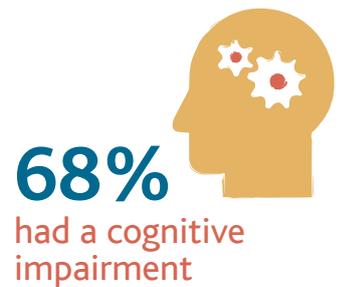
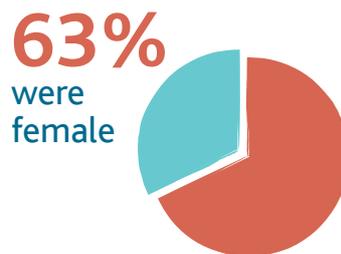
Over the 6-month trial period (January to June 2018) Elder Abuse Advocates were successful in delivering information and advocacy support to 84 people experiencing or concerned about the potential for elder abuse.

The project also delivered elder abuse prevention information sessions to over 150 residents, family members, volunteers and aged care workers. These sessions helped to raise awareness

of the types and prevalence of elder abuse, the roles and responsibilities of EPOA's, safeguards for preventing elder abuse and the range of supports and services available to those who may be experiencing elder abuse.

Since the end of the project trial in June 2018, ADA Australia has been pleased to receive advice that the valuable information, education and advocacy support provided through the trial Elder Abuse Prevention Project will continue to be funded in 2018/19. This project will be managed by ADA Australia's Human Rights Service and will focus on providing information and support within the Brisbane, Ipswich, Logan, Moreton and Redlands Council areas.

People seeking information



People seeking support



People seeking both support & information



Advocating for Diverse Needs

ADA Australia has a longstanding commitment to providing advocacy support that is accessible, and responsive to the diverse needs of clients. This commitment is upheld by adopting flexible advocacy models, providing information in a range of accessible formats, engaging with communities and key representatives from diverse groups, conducting regional outreach trips and the employment of dedicated Multicultural and Aboriginal and Torres Strait Islander Advocates. These dedicated advocates also play an important role in educating and supporting the ADA Australia team in the provision of culturally appropriate advocacy supports.

This year the ADA Australia team provided information, education and advocacy support to over 300 people from Culturally and Linguistically Diverse (CALD) backgrounds. Our Multicultural Advocate reported that access to interpreters and a lack of bilingual aged care workers continued to be one of the greatest challenges for non-English speaking clients.



The Multicultural advocate was also involved in a number of cases where the service providers appeared to lack skill and knowledge required to address sensitive matters such as incontinence, dementia and mental health in a culturally appropriate manner. It was also noted that residential aged care services often appear unaware of the resources available to assist in upskilling staff in these areas. The Multicultural advocate reported that access to services continued to be an ongoing challenge for CALD clients, especially for those with limited English and/or low health literacy.

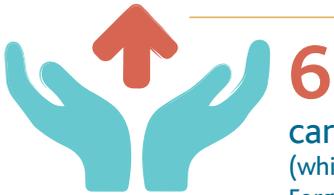
ADA Australia's Aboriginal and Torres Strait Islander Advocates have also had a busy year, with over 70 Aboriginal and Torres Strait Islander people receiving information and advocacy support. Advocates reported that in general Aboriginal and Torres Strait Islander people seem to be accessing aged care services at later stages of life despite having high level care needs. Aboriginal and Torres Strait Islander Advocates have attributed this to factors such as lack of information, isolation, limited availability of aged care services, rural and remote living and lack of culturally appropriate care. Advocates also found that there was a general lack of awareness about what types of supports people are entitled to when receiving an aged care service. This was particularly evident for consumers in receipt of a Home Care Package.

Access to appropriate care has been noted as an ongoing issue for Aboriginal and Torres Strait Islander people living in rural and remote communities. ADA Australia was pleased to have the opportunity to work with the Aboriginal and Torres Strait Islander Disability Network of Queensland to formally raise these concerns in a submission to the Queensland Productivity Commission's Report on Service delivery in remote and discrete Aboriginal and Torres Strait Islander Communities.

ADA Australia was proud to formalise its commitment to Aboriginal and Torres Strait Islander communities and the national reconciliation movement by launching its first Reconciliation Action Plan (RAP) in May 2018. The RAP adopts the Innovate framework, focusing on developing and strengthening relationships with Aboriginal and Torres Strait Islander peoples, engaging staff and stakeholders in reconciliation, and developing and piloting innovative strategies to empower Aboriginal and Torres Strait Islander peoples. ADA Australia is excited about implementing this RAP, which will strengthen the organisation's journey towards nurturing a shared future that embraces culture, heritage and diversity.

In 2017-18 ADA Australia provided information and advocacy support to the following special needs groups*:

77 people from Aboriginal and/or Torres Strait Islander communities



6 care leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations)

*The figures only represent people who have disclosed to ADA Australia that they identify with a particular special needs group.



337

people from Culturally and Linguistically Diverse (CALD) backgrounds



19

veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran



1 parents separated from their children by forced adoption or removal



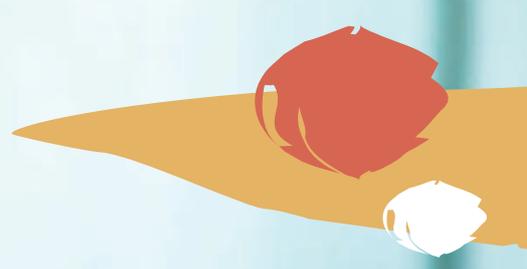
1,389

people who live in rural or remote areas



19

homeless people, or at risk of becoming homeless





Aboriginal and Torres Strait Islander Disability Network *of Queensland*

ADA Australia provides the auspice for the Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ). The ATSIDNQ is a growing network of over 800 Aboriginal and Torres Strait Islander people with disability, their families, carers and supporters.

The Network offers a culturally safe space for members to connect, share and raise awareness of the issues they are facing. It also gives members the opportunity to celebrate their strengths, share their stories and contribute to the conversation about disability in positive ways. The Network employs Indigenous staff who work with members to understand the

484 posts on Facebook with an approx reach of over **30,000** people



28 blasts sent directly to the ATSIDNQ's full membership



5 email distributions via the Aboriginal Social Media and Communication Network of Australia which has a membership of over 5,000 people

2016-17 **609** members

2018 as of June 2018 **821** members

4,500 emails sent in the planning and delivery of the project activities

1,101 The ATSIDNQ Public Facebook grew to 1101 followers

variety of issues Aboriginal and Torres Strait Islander people with disability face and ensure this information is fed back to government policy makers.

This year the ATSIDNQ staff were busy connecting with local communities across Queensland. It is estimated that the ATSIDNQ team have engaged face to face with over 3,000 people throughout the state in 2017-18.

Engagement activities have included 9 Yarning Groups across the Maryborough, Bundaberg and Brisbane North regions and a range of community events including NAIDOC celebrations in Cairns, Rockhampton, Townsville, Musgrave Park (Brisbane), Toowoomba, Gold Coast and Stradbroke Island. The Network hosted an event titled 'Deadly Options Which Way' at the Mackay PCYC, with the support of a Disability Action Week grant from the Queensland Government.

The Network produced and distributed 5 newsletters this financial year. Newsletters addressed a range of topics including member's stories, community engagement updates, NDIS information and frequently asked questions as well as calls for input from the membership.

ATSIDNQ also participated in a range of industry consultations, providing feedback on a range of issues including the NDIS workforce marketing and training requirements, service delivery in remote Aboriginal and Torres Strait Islander communities, violence against people with a disability and workforce screening. The ATSIDNQ Project officer also presented as a witness at the Joint Standing Committee on NDIS Marketplace Readiness hearing in Cairns on 14 March.

This year Uncle Willie Prince (Brisbane), Uncle Ted Thorburn (Maryborough) and Aunty Semah Mokak-Wischki (Brisbane) continued their valued roles as Network Champions. The Network Champions represented the Network in several meetings and events throughout the year. ADA Australia would like to thank each of them for their ongoing commitment to the Network.



Training & Resources

My Rights QLD



This year ADA Australia, in partnership with Legal Aid Queensland, launched My Rights Qld: a free online tool providing information for Queenslanders with disability.

My Rights Qld offers a simple, one-stop-shop solution to support people to better understand and exercise their rights in Queensland. It covers a wide range of topics including substitute decision-making, health, mental health, housing, discrimination and the NDIS.

My Rights Qld presents information in an easy-to-access format, helping people with disability, their family and carers to:

- understand their rights
- find streamlined pathways to find help and resolve complaints or issues
- connect with services in Queensland that may be able to assist them.

This resource is available online at www.myrightsqld.com.au and is accessible from a phone, tablet or computer.

Advance Health Directives for Mental Health



In 2017, Advance Health Directives for Mental Health (AHD-MH) were introduced as a new initiative under the Mental Health Act 2016. ADA Australia welcomed the establishment of the AHD-MH recognising it as a valuable tool for facilitating less restrictive treatment options for mental health consumers.

With the support of funding from Queensland Health, ADA Australia worked in partnership with Queensland Advocacy Incorporated (QAI) to develop training and resources focused on generating awareness of the Advance Health Directives for Mental Health.

The initial stages of the project focused on increasing consumer awareness. A series of consumer information sessions were delivered. These sessions were also made available to consumers online as a webinar and via two educational YouTube videos titled About Advance Health Directives for Mental Health (Qld, Australia) and Completing the AHD-MH Form. Collectively these videos have reached over 1,500 viewers since their launch.

In the second stage of the project, education sessions for clinicians and mental health service professionals were rolled out in each Hospital and Health Service (HHS) across Queensland. These sessions explored how the AHD-MH can strengthen the rights of individuals and explained the clinician's role when assisting people to make an AHD-MH.



Training & Resources

Enduring Power of Attorney Resources



In Queensland people have the option of creating a legal document called an Enduring Power of Attorney (EPOA) to nominate others to act on their behalf and make decisions for them if they are unable. These decisions may include personal, health or financial decisions, which may be simple or complex.

The role of Attorney can be confusing, and it has been recognised there has been a lack of education specifically developed to assist Attorneys to understand their legal duties and responsibilities.

To make it easier for Attorneys to act appropriately in their role as decision maker, ADA Australia, with the support of the Queensland Government, developed a suite of useful resources including:

- a video titled How to Act Appropriately as an Attorney under an Enduring Power of Attorney (EPOA) in Queensland
- Fact sheets on Duties and Responsibilities as an Attorney under an EPOA in Qld and The General Principles and Health Care Principles
- A Flowchart and Intake resource to assist aged care service providers to better understand making and using an EPOA and the actions of an Attorney.

These resources were officially launched by the Hon Yvette D'Ath MP Attorney-General of Queensland and are a useful resource promoted on both the Queensland Government and Legal Aid Queensland websites.

Understanding Decision Making



ADA Australia's Human Rights Service offer a training program titled Understanding Decision Making. This training program is designed to increase knowledge, build understanding and provide an informative overview of guardianship and administration matters.

Previous participants have praised the training approach and course content for its relevance to workers. Training typically address issues related to:

- Supported decision making and Substitute decision making, particularly for health matters
- How to access support when a person's decision-making capacity is impaired or questioned, and when decision makers are not acting in a client's best interest
- Enduring Power of Attorney (EPOA) and Advance Health Directive (AHD) documents, their powers, limits and how they relate to everyday decisions
- The roles of the statutory agencies: Queensland Civil and Administrative Tribunal (QCAT), Office of the Public Guardian and the Public Trustee.

In 2017-18, ADA Australia delivered ten "Understanding Decision Making" training sessions to over 160 professionals working in the aged care, disability, mental health, nursing, allied health, residential care and community sectors across Queensland. ADA Australia looks forward to continuing to deliver this important education program again in 2018-19.

Influencing Policy

ADA Australia engages with over 8,000 older people and people with disability each year. Advocates are at the forefront, listening and supporting individuals to raise and address their concerns. Through this ongoing engagement, ADA Australia is able to identify and develop a solid understanding of the key issues impacting on older people and people with disability. As an organisation, ADA Australia remains committed to raising awareness of the issues impacting on consumers and seeks to ensure that the consumer voice is heard and considered in key policy discussions.

This year the organisation has embraced the opportunity to share the consumer experience through a range of policy consultations, advisory committees, roundtable meetings and parliamentary hearings.

Aged care quality was one of the most significant areas of policy reform in 2017-18 and ADA Australia was very proactive in engaging in a range of opportunities in this space, with feedback provided to the:

- Single Aged Care Quality Framework
- Review of the National Aged Care Quality Regulatory Processes
- Inquiry into the Effectiveness of the Aged Care Quality Assessment and accreditation framework for protecting residents from abuse and poor practices, and ensuring proper clinical and medical care standards are maintained and practiced
- Inquiry into the Quality of Care in Residential Aged Care Facilities in Australia
- Draft Guidance Aged Care Standards
- Draft Consumer Resources on New Aged Care Quality Standards

ADA Australia CEO, Geoff Rowe was able to further reinforce the need for quality reforms by:

- Participating on the National Working Group on the Implementation of Unannounced Re-accreditation Audits
- Meeting with Professor Ron Paterson who was commissioned, along with Ms Kate Carnell, to undertake an independent review of the Commonwealth Aged Care Quality Regulation Processes
- Presenting as a witness before the House of Representatives Standing Committee on Health, Aged Care and Sport - Brisbane Public Hearing into the Quality of Care in residential aged care facilities in Australia.

The Increasing Choices Reforms came into full swing in 2017-18 and had a significant impact on Home Care Package consumers. ADA Australia was successful in nominating its CEO as a member of the Department of Health's new Care at Home Advisory Committee. Involvement in this Committee will provide ADA Australia with an ongoing opportunity to ensure the needs of the consumer are considered in future home care reforms.

Elder Abuse has continued to be an area of public interest following the Australian Law Reform Commission Inquiry into Elder Abuse in 2016. This year ADA Australia was pleased to be invited to participate in a policy consultation with the Australian Institute for Family Studies Elder Abuse National Research Project, a project aimed at developing a national definition and parameters for Elder Abuse responses in Australia.

In the disability arena ADA Australia participated in the Human Rights Commission's Roundtable on Violence against People with Disability, presented as witnesses at the Joint Standing Committee on NDIS Marketplace Readiness hearing in Cairns as well as the Queensland Health, Communities, Disability Services and Domestic and Family Violence Prevention Committee's public hearing into the Disability Services and Other Legislation (Worker Screening) Amendment Bill 2018.

In addition to this, ADA Australia submitted a response to the Guardianship and Administration and Other Legislation Amendment Bill 2017 and accepted an invitation to be a member of the Department of Justice & Attorney-General (DJAG) Guardianship Bill Working Group. The Human Rights Service was also very active advocating for systemic reforms to improve access to justice for those experiencing diminished capacity, providing submissions in response to the Law Council of Australia's Justice Project Discussion paper and Review of the Australian Solicitors' Conduct Rules.

ADA Australia enters the new financial year, with hopeful anticipation, as reforms across the aged, disability and quality space continue to roll out. ADA Australia looks forward to contributing to new and ongoing policy discussions throughout 2018-19.

Communications

In 2017-18 ADA Australia continued to develop its profile in communities across Queensland via the media, social media and digital communication.

A key focus of the communications strategy was building on media contacts from the previous two years. This resulted in ADA Australia being regularly called for comment on developing stories in the aged and disability sectors for mainstream and trade publications. An example of the outcome of this effort was ADA Australia's CEO being approached by National Television to present as an expert witness on elder abuse in February 2018. The CEO has also been a regular guest on ABC Radio as an expert on issues in the aged care and disability sectors.

One of the major priorities over the past 12 months has been to highlight the national crisis of elder abuse. ADA Australia has continued to do this through a variety of communications platforms and events. A key achievement for the year was the announcement that ADA Australia will host the National Elder Abuse Conference in partnership with Caxton Legal Centre in Brisbane in July 2019. This is an exciting announcement that will see the conference continue to build following the event held in Sydney in February 2018. Work is well underway in planning for the conference, which will feature an impressive range of keynote speakers and some 500 delegates. ADA Australia continues to build engagement with clients and the community with a bi-monthly newsletter *The Advocate* and through social media platforms. There has been great feedback on the newsletter, with clients requesting printable versions, which are now available on the ADA Australia website.

Facebook engagement is steadily growing, moving from 1,916 page likes to 2,055 during 2017-18, representing an annual increase of almost seven per cent. This is also an increase from the five per cent two years ago.

ADA Australia continued to engage Cole Lawson Communications for strategic marketing and communications



Communication is central to ADA Australia's mission and services. Over the past year, ADA Australia has successfully used a range of communication tools and strategies to help clients, engage with communities and raise awareness of the work it does.



70+
pieces of media
coverage for
2017-18

2,055

likes on
the ADA
Australia
Facebook
page



projects and initiatives, allowing the organisation to speak with a louder voice on issues affecting ageing Australians and people with disability.



Corporate Services

Staff

Unlike previous years, ADA Australia commenced the 2017-18 financial year with greater funding certainty after securing longer term funding contracts through to 2020. This provided staff with greater employment security and served as a reward for the organisation's dedicated and professional staff base. Advocates continue to have extensive experience and skills in the community care, disability, and aged care sectors, with professional backgrounds in nursing, social work, human services, diversional therapy, rehabilitation, education, and law.

ADA Australia continues to pride itself on being an employer of choice, building a positive organisational culture, in which performance, learning and wellbeing are valued and supported, and by actively promoting and catering for positive work/life balance. Following independent analysis of formal work from home trials conducted across two locations, ADA Australia has formalised an outpost worker arrangement with an Advocate on the Sunshine Coast. This arrangement has resulted in reduced operational costs and travel times, and a greater presence for the Sunshine Coast community and its surrounds. This model will be used to guide future delivery of services for the organisation.

ADA Australia has continued to enhance the skills, capabilities and knowledge of staff by providing regular training and development opportunities, including participation in planning workshops with OPAN partners, focussing on elder abuse prevention, and building a nationally consistent advocacy framework.

Integral to the capacity to deliver services is a team of committed locally-based volunteers and students, whose enthusiasm, good heart and dedication has been greatly appreciated in areas such as administration, information/referral and advocacy support.



Information and Communications Technology (ICT)

2017-18 has seen some major ICT developments for ADA Australia, with the transition of the communication system over to VOIP - Voice Over Internet Protocol. This technology allows ADA staff to make voice calls using a broadband Internet connection instead of regular analogue phone lines.

This year also saw the decommissioning of the previous Citrix servers, and removal of the legacy physical server hardware.

Both these changes have produced significant financial savings in both telephone and licensing costs, the funds of which will be better utilised supporting clients to achieve a better quality of life.



Supplier Diversity

In line with ADA Australia's Reconciliation Action Plan the organisation investigated opportunities to incorporate Aboriginal and Torres Strait Islander supplier diversity within the organisation. As a result, ADA Australia secured membership with Supply Nation, a not-for-profit organisation that works to connect other not-for-profit and corporate organisations to its national database of verified Indigenous businesses. ADA's membership of Supply Nation reinforces ADA's commitment to diversity, both within its workforce and procurement processes.

ISO 9001:2015 Certification – Successful Surveillance Audit

In recognition of the importance of being a quality organisation, ADA Australia continues to hold certification against the International Organisation for Standardisation (ISO) Quality Management System 9001 Standards.

ADA Australia successfully passed its second surveillance audit in June 2018, which included a transition to the ISO 9001:2015 Standards, which had replaced the previous 2008 Standards.

As per ISO's three-year certification cycle, ADA Australia will undergo a re-certification audit in 2019.

Financial Snapshot

Financially 2017-18 was another very successful year for ADA Australia. Overall, actual income for the year was \$3,457,090, slightly down by \$75,676 from the previous year primarily due to a reduction in one-off funding.

2017-18 saw ADA Australia delivering advocacy services to clients of the National Aged Care Advocacy Program (NACAP), through a partnership with eight other service delivery organisations across the nation as a service delivery organisation of the Older People's Advocacy Network (OPAN). This national partnership has not only ensured that older vulnerable people continue to be heard and supported but has created consistency on how these services are delivered to clients and consumers across the nation.

ADA Australia's Human Rights Service, funded by the Department of Justice and Attorney-General, has continued to be highly successful in supporting adults with impaired decision-making capacity to resolve guardianship and administration issues.

In 2016-17 ADA Australia and Queensland Advocacy Incorporated (QAI) were jointly funded by Queensland Health to develop and deliver an education package to assist consumers in completing Advance Health Directives for Mental Health and appointing nominated support people. In recognition of the success of this project, ADA Australia and QAI



ADA Australia's cash position increased with a closing cash balance of \$1,223,037 at the end of the financial year, up by \$236,812 from the previous year.

were further funded to develop and deliver during 2017-18, a second phase of this project in the form of an Advance Health Directive for Mental Health education package for Queensland Health clinicians.

Throughout 2017-18, ADA Australia has continued to partner with Queenslanders with Disability Network (QDN) to undertake a range of key activities to support a dedicated statewide network for Aboriginal and Torres Strait Islander People with disability (ATSIDNQ).



In early 2018, ADA Australia and Caxton Legal Centre secured a successful bid to jointly host the 6th National Elder Abuse Conference in Queensland in 2019. Conference sponsorship of \$50,000 each has been received from both the Commonwealth Department of Attorney-General, and the Queensland Department of Communities, Disability Services and Seniors.

Total expenditure for the year was \$3,462,131, a decrease of \$83,617 from the previous year. This decrease in expenditure reflects the decreased funding received for the year.

ADA Australia's cash position increased with a closing cash balance of \$1,223,037 at the end of the financial year, up by \$236,812 from the previous year. The closing cash balance reflects grants and funding received prior to year-end being reflected in the financial report as unexpended funds carried forward.

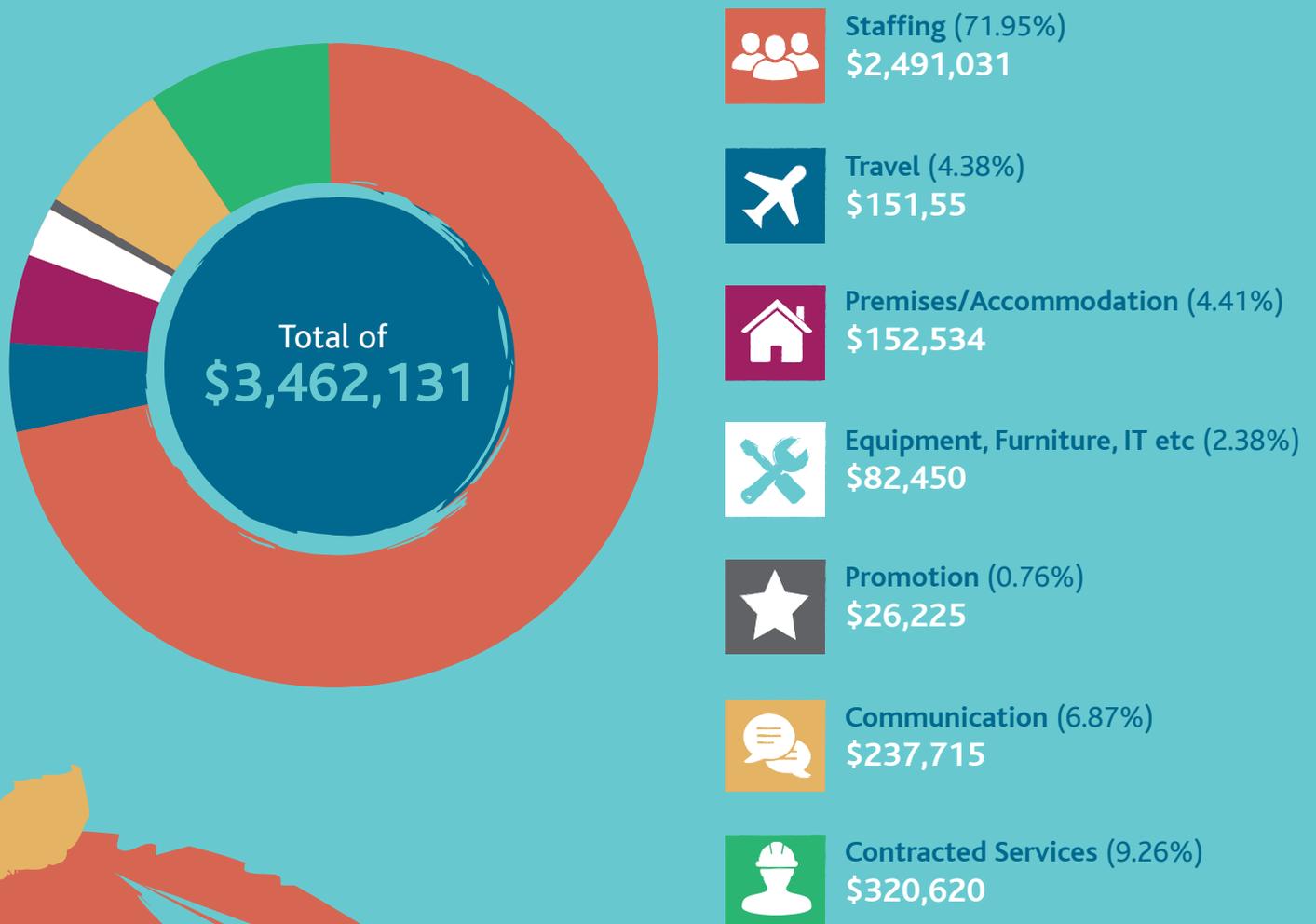
Cash at end of financial year



Sources of income



Expenditures 2017/18



Glossary of Key Terms

ATSIDNQ	Aboriginal and Torres Strait Islander Disability Network of Queensland	NAIDOC	National Aboriginal & Islander Day Observance Committee
CALD	Culturally and Linguistically Diverse	NDIS	National Disability Insurance Scheme
CDC	Consumer Directed Care	OPAN	Older Persons Advocacy Network
CHSP	Commonwealth Home Support Program	QCAT	Queensland Civil and Administrative Tribunal
EPOA	Enduring Power of Attorney	QCCS	Queensland Community Care Services
HCP	Home Care Packages	RAP	Reconciliation Action Plan
LGBTI	Lesbian, Gay, Bisexual, Trans,* Intersex	MAC	My Aged Care
NACAP	National Aged Care Advocacy Program		

* 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.

National LGBTI Health Alliance Health Information Sheet Inclusive Language on Intersex, Trans* and Gender Diversity v3 July 2013



Brisbane - Head Office
121 Copperfield Street, Geebung, QLD 4034 | info@adaaustralia.com.au
(07) 3637 6000 | TOLL FREE 1800 818 338
adaaustralia.com.au