Advocacy for Disability Access and Inclusion Inc.

ANNUAL REPORT
2019 - 2020

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Chairperson Report

The Year in Review

I am pleased to provide the Advocacy for Disability Access and Inclusion (ADAI) Annual Report for 2019/2020.

Advocacy for Disability Access and Inclusion (ADAI) provides independent advocacy across South Australia to all residents with a disability, irrespective of age. This in itself presents challenges in logistics and resource allocation. Therefore, our service delivery is flexible and innovative to ensure we assist all clients in the most effective way. Because of this innovation, the demand for our services continues to be very high.

The Department of Social Services (DSS) has funded its National Disability Advocacy Program (NDAP) until June 30th 2022. The National Disability Insurance Agency (NDIA) has provided additional funding to June 30th 2022 to ADAI to support advocacy for our members in any appeal process required with the NDIA. The funding for the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability continues to be funded until June 30th 2022 as at the date of writing. The Commission published its interim report at the end of October 2020 and its Chair, Mr Ron Sackville, requested and has received an extension until September 29th 2023. We are waiting on further information as how this will impact ADAI.

The Board has continued its collaborative relationship with the Catalyst Foundation and both organisations have signed a twelve-month extension to their MOU to have Ms Jenny Hughes as the ADAI CEO until the next scheduled annual review at June 30th 2021.

The calendar year of 2020 has been, and continues to be, an exceptionally challenging year due to the Covid-19 pandemic. ADAI adapted quickly to the situation and continued our highly professional and compassionate manner to resolve the challenges of our clients. On behalf of the Board I pass on our congratulations and heartfelt gratitude to staff for their continued support of our clients and each other during this difficult period.

On behalf of the Board, I would also like to thank our CEO, Ms Jenny Hughes, for her continuing work with the organisation, providing her perspective on the advocacy sector and continued stewardship of ADAI.

ADAI staff have continued to update professionally with external training and, via internal analysis and reviews, we have continued to offer an effective and positive advocacy service to clients. The Board is continually monitoring the environment and adjusting its model and

service to ensure that staff and clients are supported by best practice. ADAI once again passed our quality assurance audit with flying colours and the Board passes on their thanks to all staff involved.

The Board endeavours to review developments in a range of other national programmes to anticipate what might apply to independent advocacy services. It continues to liaise and work with our national body, Disability Advocacy Network Australia (DANA) and to interact effectively with DSS at State and Federal level.

The Board continues to review its Strategic Plan to ensure we are delivering the requirements of the NDAP agreement. It seeks to remain current with any NDIS implementation and roll out requirements.

In conclusion, I thank all board members for their continued commitment to ADAI on a voluntary basis and their support of myself as current Chair. Teamwork & commitment is the key to any successful organisation.

Shane McDougall
Chairperson, Board of Governance

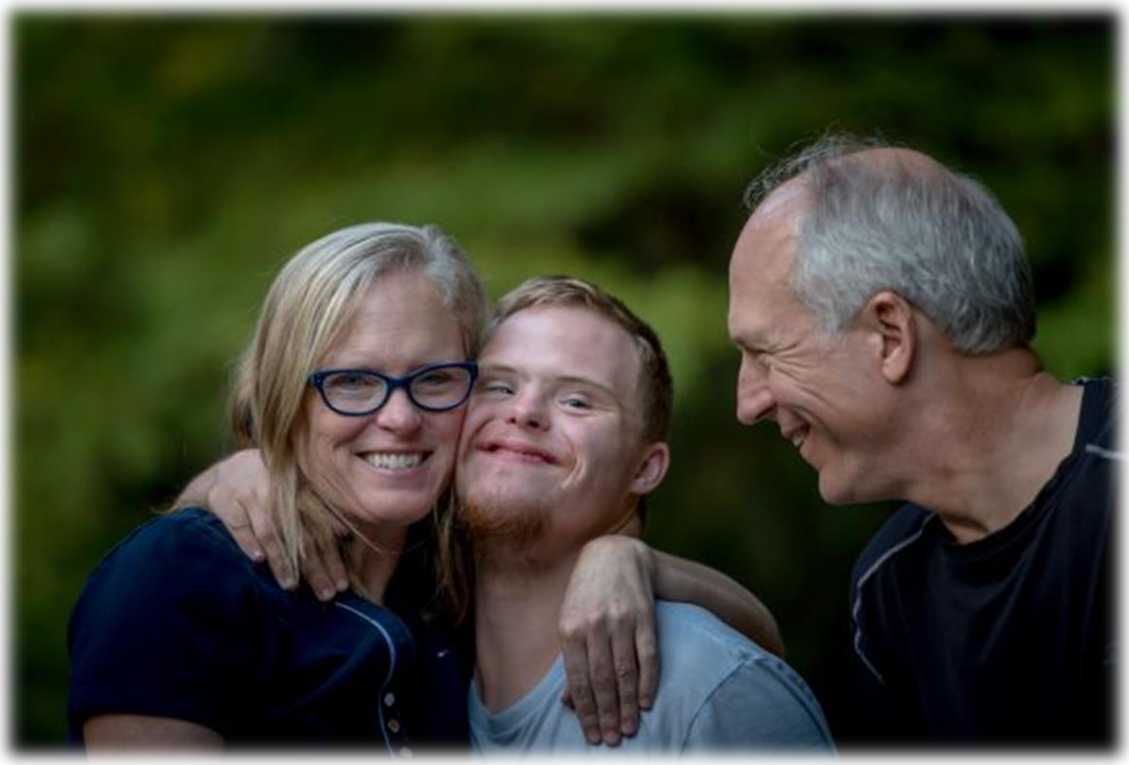


Photo by Nathan Anderson from Unsplash

About ADAI

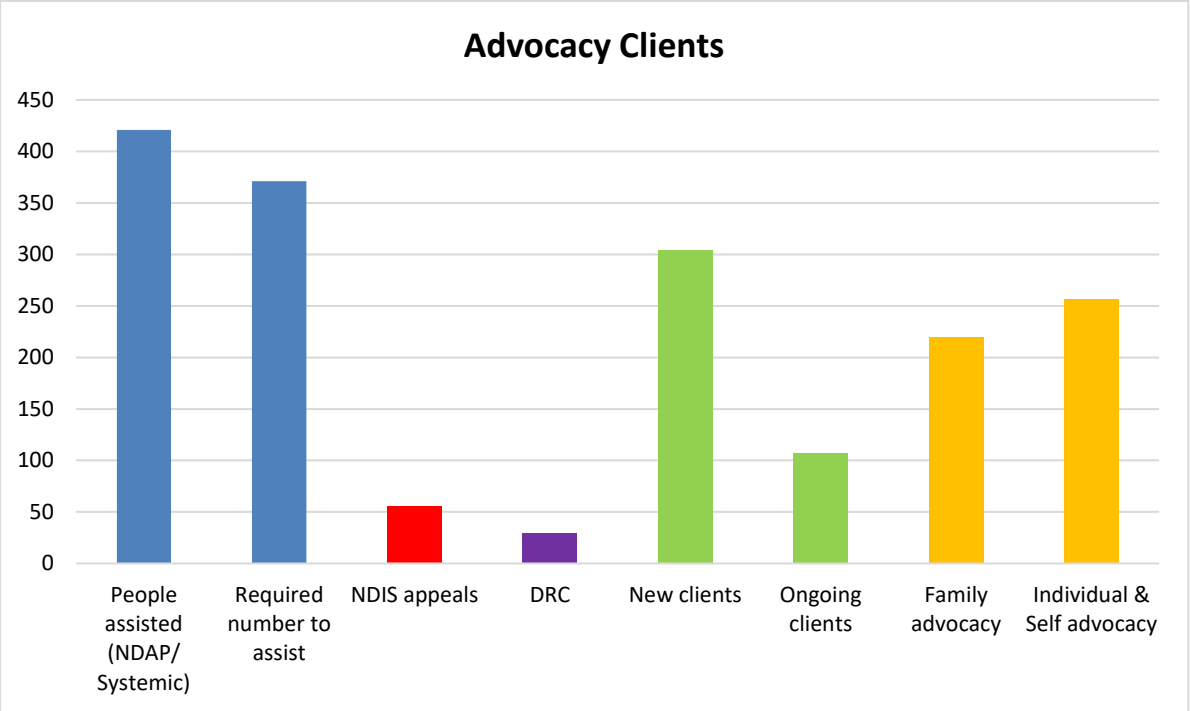
Service In Brief

Advocacy for Disability Access and Inclusion is funded by the Australian Government to provide a free Advocacy service for people living with disability across South Australia. In 2019/20 we provided advocacy services under the National Disability Advocacy Program to 421 clients, assisted 56 people with their NDIS Appeals process and 30 people with lodging a submission to the Disability Royal Commission. Many clients have achieved an improved NDIS plan through the Internal Review and the Administrative Appeals Tribunal (AAT) process.

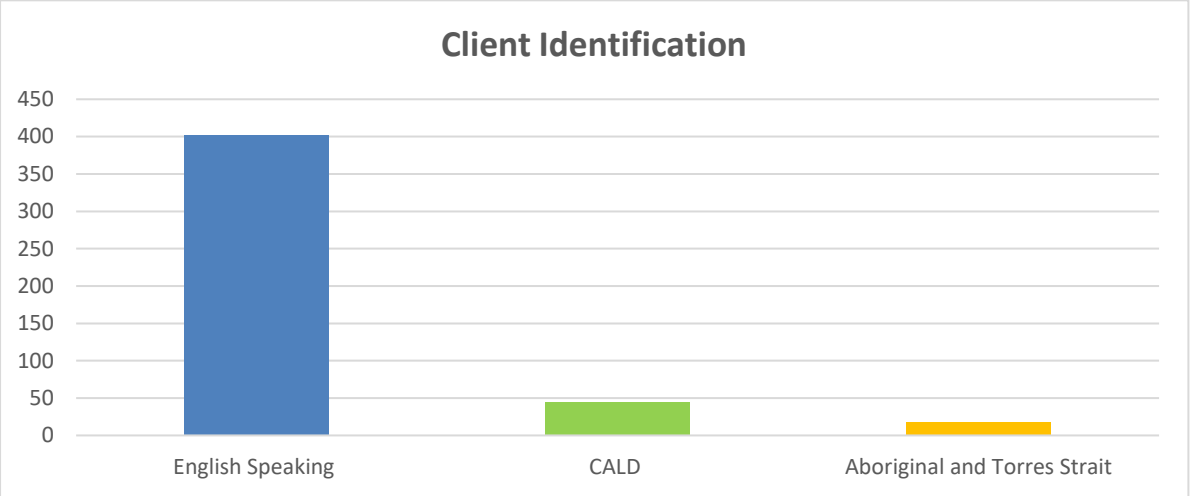
Our Clients

Our clients live in South Australia and we work with all age groups. Demand for advocacy services is increasing and our service is culturally appropriate and supportive of assisting individuals, their families and carers to address their needs. Services to Aboriginal and Torres Strait Islander individuals increased by more than 160% in 2019/20 compared to 2018/19.

Graph 1: Advocacy Clients: 2019 – 20



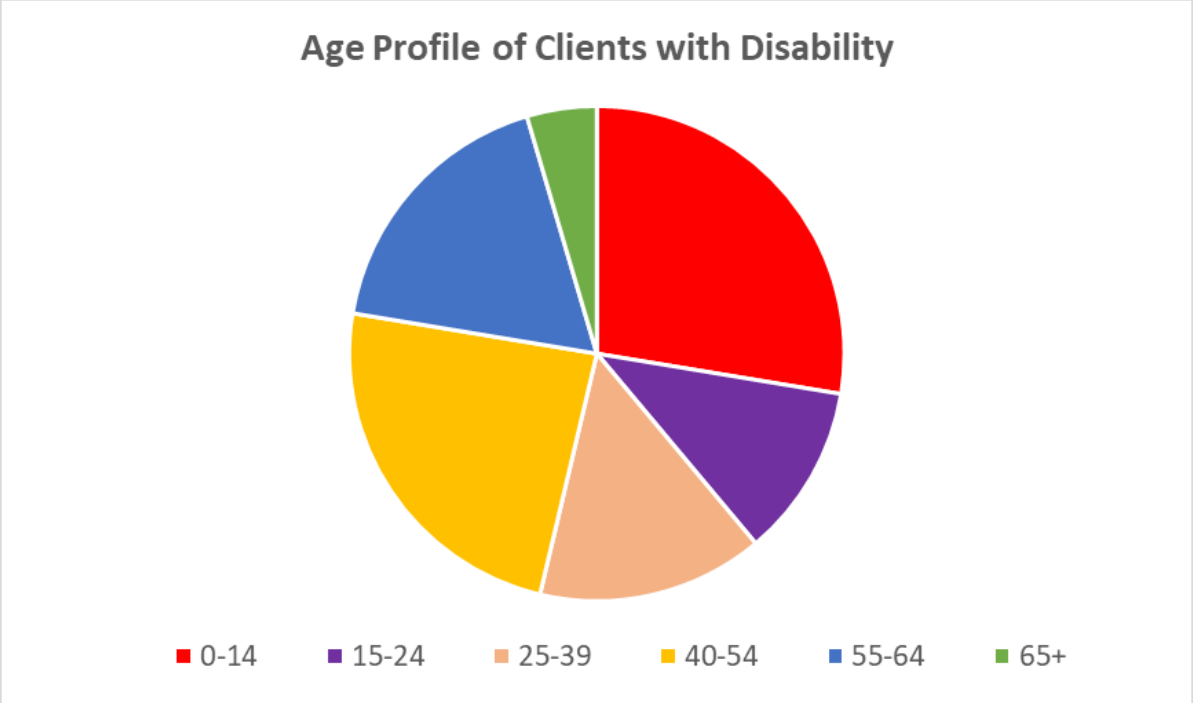
Graph 2: Client Identification



Age Profile of Clients

In 2019/20 our clients ranged from children to individuals 65 years and over in age.

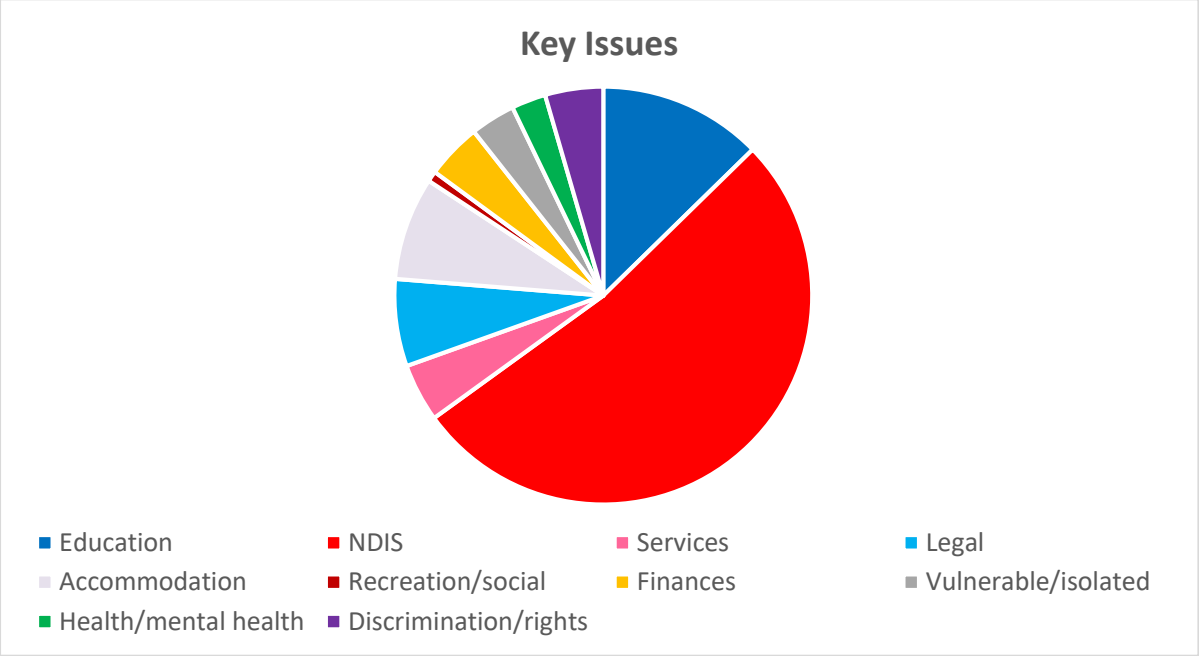
Graph 1: Advocacy Clients: 2019 - 20



Key Issues for our Clients

Client support was provided across a range of areas that impact on our client's lives. Of most significance is NDIS, education, accommodation including access and eligibility and matters of legal significance.

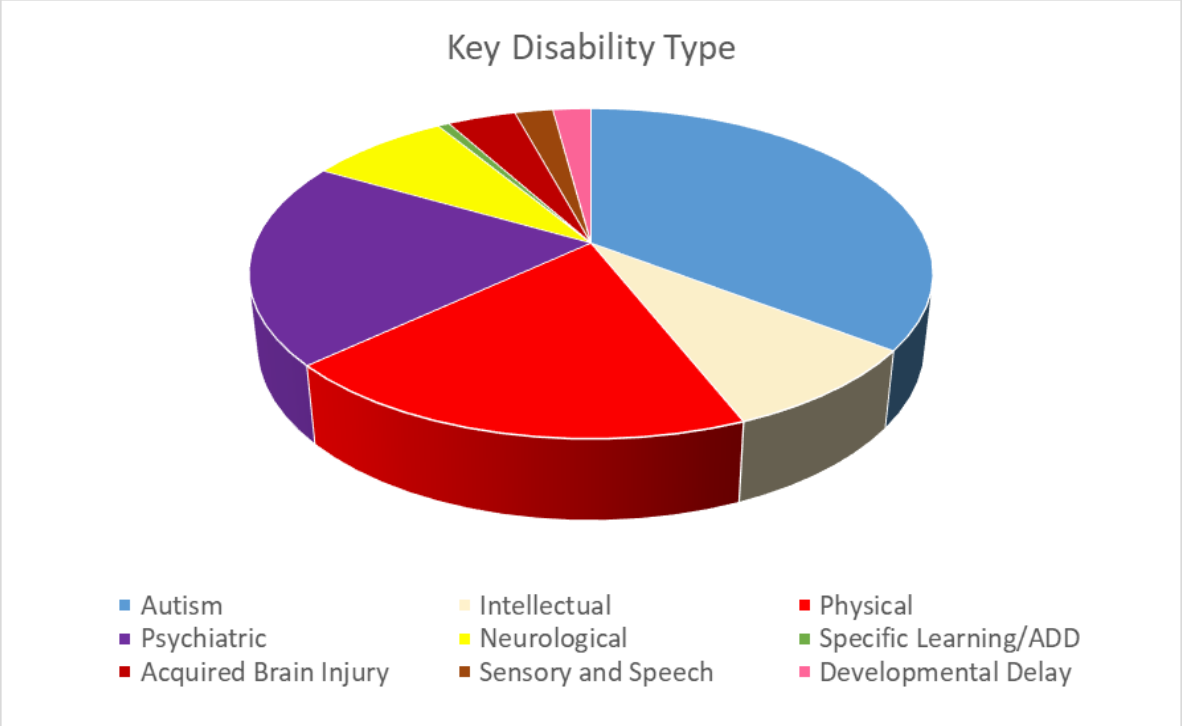
Graph 4: Key Issues



Key Disability Type

Advocacy for Disability Access and Inclusion served clients who identified with the following disability type.

Graph 5: Disability Type



Our History

Advocacy for Disability Access and Inclusion is funded by the Commonwealth Department of Social Services to provide individual and self-advocacy services to people living with disability and their family and/or carer(s). ADAI services South Australia across all issues in a caring, inclusive, innovative and informative way.

Advocacy for Disability Access and Inclusion and its forebears Family Advocacy and Parent Advocacy have provided advocacy services to South Australian's living with disability for over thirty years.

As well as assisting clients living with disability, Advocacy for Disability Access and Inclusion also works collaboratively with other disability and social service agencies or organisations.

Our Purpose

Our purpose is to empower people living with disability, their families and carers through the provision of professional, issues-based advocacy services.

Our Aim

Our aim is to support individuals to build their capacity to represent themselves and fully participate in decision making that affects their lives.

Our Model

ADAI works to support someone to make decisions and navigate services. The ADAI model empowers people through…

A - Advocacy – our model is short term issues-based support for individuals living with a disability, their families and/or carers. Advocacy occurs at a time when the individual feels most vulnerable or disadvantaged.

D - Discussion- to enable individuals to make informed decisions.

V - Voice - provides a safe environment to have your say and feel valued.

O - On the side of the person, by building trust in partnership with client/advocate and other services for mutual resolution.

C - Connection and engagement with local community.

A - Access to services and referred when required.

C - Capacity to build and develop individual strengths and skills to empower own self Advocacy.

Y - Your rights - knowing your responsibilities and to be able to exercise your rights leads to control of your own life.

Our Values

We act with integrity, support independence, and:

- Are Respectful
- Are Resourceful
- Are Inclusive
- Are Accountable and
- Treat people with Dignity.

Our Strategic Objectives

Further to these aims, the strategic objectives of the organisation include:

1. To enable individuals with disability, their families and carers to access and attain their rights and entitlements under the United Nations Convention on the Rights of People with Disability.

2. To continue to provide quality individual advocacy and support for people with disability to enable them to further develop skills and capacity to advocate for themselves.

3. To promote Advocacy for Disability Access and Inclusion Inc. as the preferred disability advocacy agency in South Australia for people with disability, their families and carers.

4. To work collaboratively with other disability and community services to maximize outcomes and benefits for people with disability, their families and carers.

5. To operate in accordance with accepted best practice principles in all aspects of our organisation.

6. To source additional revenue in order to broaden the organisation's participation in the disability arena.

7. To contribute to and incorporate changes that occur as a result of the continuing rollout and development of NDIS.

[JH1]

Our Service

Advocacy is supporting a person to speak up and be heard so that their rights are promoted, protected or defended. ADAI can support a person to speak up for themselves, to help them be heard by working with them to achieve the individual's goals or objectives.

We do this in a variety of ways including:

- standing alongside the person as a "partner" in the process;
- helping develop the person's confidence and ability to discuss the outcomes they want to achieve;
- supporting the person to make informed decisions and pursue their rights;
- recognising the person is the expert in their own life or the life of their child;
- focussing on one or two key issues at a time;
- advocating only after we have the permission of the person to do so;
- keeping the person informed and up to date on any new information or developments along the way;
- referring on to, or working with, other agencies that can provide assistance where appropriate;
- treating everyone we advocate for, or to, with respect, empathy, honesty and transparency;
- promoting the rights of all people living with disability in the community.

The types of issues or problems our Advocates have supported in 2019/20 include:

- Accommodation;
- Service access and eligibility;
- Education and Training;
- Employment;
- Health care and/or treatment;
- National Disability Insurance Scheme (NDIS);
- NDIS Appeals;
- Social and Recreational;
- Transport; and
- Supporting individuals to make submissions to the Royal Commission into Disability.

Through the additional funding we received from the Department of Social Services, Advocacy for Disability Access and Inclusion continued to work within the Appeal Framework of the NDIS and was deeply involved in a range of NDIS review/appeal issues during 2019/20.

Advocacy for Disability Access and Inclusion was also chosen and funded by the Department of Social Services in 2019/20 alongside four Advocacy organisations in South Australia to support individuals to make submissions to the Royal Commission into Disability. This is very

important and powerful work to enable people to have a voice to express their thoughts and experiences living with Disability. This work is being undertaken in collaboration with the Royal Commission and other support services to enable a wraparound service and support for those individuals who participate in the vital work and findings of the Commission.

In addition, we experienced a significant and growing demand for advocacy support across a range of issues including NDIS plan reviews as clients sought additional support for increasing or maintaining services or plan values.

This year the demand for our Advocacy services increased significantly highlighted by an 11% increase in the numbers of Advocacy clients we supported. We also undertook a program of community education to assist with community and service providers understanding of the role of Advocacy and how we can assist.

The difficulties and complexities of the COVID-19 restrictions has meant this awareness and education work to inform and build confidence and capacity in people living with disability to advocate for themselves was of great importance.

The issues our Clients face as shown in Graph 4: Key Issues have been constant for some years. This remains concerning and is one of the reasons why Advocacy for Disability Access and Inclusion continues to undertake systemic advocacy on specific matters as they arise across all Commonwealth, State and Local Government systems.

We have created a number of alliances and partnerships with service providers and communities and we look forward to building on those relationships to support the advocacy of people living with disability, their families and carers.

Our Logo

The Advocacy for Disability Access and Inclusion SA Inc. logo represents what we believe in and stand for:

Advocacy: A speech bubble representing speaking out on issues

+

Equality: The equal sign representing access and inclusion

+

South Australia: a proud South Australian organisation

=

Advocacy for Disability Access and Inclusion Inc.

Our Client Feedback

Client feedback is central to the way we offer and improve our service. We are committed to continually seeking client feedback and listening to our client's needs and experiences through regular client surveys and service evaluation. In 2019/20, we received some wonderful and heartfelt feedback on our service from clients and their carers and families through letters, email and telephone calls.

By email

"Thank you on behalf of my client, for the great outcome achieved, from the beginning the prompt and detailed information with the first enquiry to the hard working and professional advocate, great service, will continue to referred my clients to your amazing service"

– *Support Coordinator*

By Letter

"This is a fantastic service! Our advocate was prompt to reply, extremely helpful, and knowledgeable and we couldn't be happier with his support and advice."

– *Client's mom*

By email

"Thank you for your support with the NDIS Appeal – AAT. We are not sure how we would have been able to cope without your amazing support. The outcome has been life changing not only *for my son but for all the family. Thank you to everyone involve in ADAI."*

– *Client's dad*

By phone

"Thank you so much! your service is fantastic, you have helped me with my confidence to stay calm *while in the school meeting. The outcome will make a big difference in my son's schooling and life, Thank you again."*

– *Client's mom*

Our Client Stories

We offer advocacy to support and make a difference to a person living with disability, their family and carers. This work also supports and informs models of service delivery from the service organisations, schools and Government agencies. The following stories provide a snapshot of the breadth of issues we have advocated for in 2019/2020.

Case 1:
A client with a significant psychosocial disability was seeking support in a guardianship matter to be heard at SACAT. Our client was hoping that ADAI would be able to end the guardianship arrangement, despite significant medical and psychiatric evidence that guardianship continued to be needed. An ADAI advocate supported the client at the SACAT hearing, explaining the process and discussing why the guardianship was extended by SACAT in a way that created greater confidence in our Client. However, notwithstanding the outcome was not what the client had sought, the client felt much happier about the outcome, having been kept better informed about the process. In addition, meeting the Client's representative from the Office of the Public Advocate (OPA) gave our Client greater confidence about her relationship with her guardian and an avenue for communication into the future.

Case 2:
A client had experienced a significant reduction in his NDIS plan with no clear explanation from the NDIA as to why the reduction had occurred. His parent had immediately applied for review but had received no response after six months. ADAI supported the Client to lodge an application to the Administrative Appeals Tribunal, however at the same time the NDIA Early Resolution Team became involved. With a mixed program of mentoring and direct support, ADAI and the parent were able to convince the Early Resolution Team that the client needed the original level of supports and a new NDIS plan was approved at a similar level to what had previously been approved before the reduction. The client was then able to withdraw the AAT application as a consequence of the negotiated outcome between the client and the NDIA.

Case 3:
A female client with an intellectual disability was living independently within the community with minimal formal and no informal supports. At the time she requested advocacy assistance with a Housing SA transfer, she was receiving ongoing threats from a neighbour and feeling unsafe. During this period the client experienced a major incident with the neighbour threatening the client, knocking on her door all through the night and wielding a knife.

The Client was unsure of what to do, so she waited in fear all night until she knew the Advocate would be in the office in the morning. The Advocate informed her to contact the police and when she did so was advised by SA Police that she needed to phone them when the threats were being made. Our advocate and senior advocate after discussion with the client accompanied her to the police station to make a report that afternoon. Our advocate

also contacted Northern Mental Health, who were aware of the situation and advised that a rapid response team would be attending.

When the Advocate and Senior Advocate returned the client to her house 5 police were present and advised the client it was just a neighbour dispute. This was extremely intimidating and upsetting for the client.

Our Advocate needed to strongly Advocate for the client, informing the police that the neighbour was having a mental health episode, the Northern Mental Health Services Rapid response was aware of the situation and would be attending. The attitude of the police changed and they were more understanding of the client, her disability and the risk to her safety once the Advocate had supported and advocated for and with her.

As a result of this incident and strong advocacy with and for the client she was granted an urgent status Category 1 transfer with Housing SA however they advised a transfer could take up to 4 years. Our client was offered a transfer within a year and is now feeling secure and safe in her accommodation and understands what to do if she is feeling unsafe.

Case 4:

Throughout 2019/20 ADAI has been involved in a series of reviews under s100 of the NDIA Act in relation to delays of reviewable decisions. We took a systemic advocacy approach with the NDIA in addition to advocating for clients in this circumstance. Our efforts have informed, in part, the creation of an Early Resolution team within the NDIA. This Early Resolution team has been the pathway for productive negotiations with and for our clients in many matters separately from the AAT. The majority of the issues by the NDIA managed through this process have had negotiated outcomes satisfactory to our clients and to the NDIA. The Early Resolution process has also been the trigger for positive relationships between our organisation and the NDIA Early Resolution team.

Case 5:

A father sought ADAI support with their Administrative Appeals Tribunal application (lodged immediately before contacting us) on behalf of his eight-year-old daughter. The father appeared confident working within the system generally but was overwhelmed by the Tribunal process. Our Advocate supported the Client and talked through the process, including what to expect. Whilst the client was initially doubtful, as the case unfolded, he became more confident.

We supported the Client by assisting with his correspondence and at each step of the way we mentored him in preparation for that step. Some months after the Tribunal application had been started the NDIA Early Resolution Team contacted the father outside the Tribunal

process and offered to improve the daughter's plan as requested. Our advocate advised the father to continue with the Tribunal process until he had received the new plan in writing. Once the new plan was written and agreed our advocate assisted the father to withdraw his

Tribunal appeal. The father was very happy with our advocates support and has increased confidence to self-advocate into the future.

Case 6:

Our client was a student with diagnosis of ASD and trauma, supported with RAAP funding. Our client did not regularly attend school as the Client and parent felt that the students' needs due to ASD diagnosis and trauma, were not understood and the client had not been supported appropriately within the education system.

The Primary school applied for funding for first term in Year 8, to support the student through transition. The student was enrolled in a school outside their zoned area, due to family needs. The Student was motivated to attend school due to established friendships and the choice of subjects offered. However, it took 8 weeks before the student could start at the school. The student was not permitted on school grounds but was required to attend a public library for the first term with one to one support from a teacher. The Student did not engage with the teacher and whilst this was raised with Support Services, no alternatives were provided to motivate and engage the student, including working with the student's strengths. The allocated funding was not effectively utilised as student did not continue to attend the school.

A One Plan meeting was held with the school and Support Services from the Education Department. The Client's parent attended the meeting with child's NDIS Support Coordinator. The Student was placed in the Flo Program offsite from the school. The Flo Program is operated by a community organisation, with a registered teacher and youth workers. It was discovered at the One Plan meeting that the funding for transition support was put in place, for easy access to the Flo Program, but the parent was not aware of this.

The school did not complete a One Plan for the student until halfway through the year, when our Advocate became involved. The parent had originally requested a One Plan meeting at the beginning of the school year and the parent was informed that the Case Worker from Flo would undertake the process. The case worker was not a representative of the school and the One Plan was written by the Assistant Principal with input from all stakeholders. Due to the complex needs of the student issues arose and our Advocate addressed the Client's needs at a One Plan meeting, particularly in relation to the young age of the Client and the Flo program. The Advocate sought to have the student transitioned back to the enrolled school in accordance with the Client's wishes however the School advised the success of this transition generally is minimal. Our advocates continue to work with schools and staff on One Plan and the Flo program to advocate systemically on a student's human right to education irrespective of any disability.

Case 7:

A client with significant anxiety and psychological disability was seeking a Disability Support Pension (DSP). A DSP application was submitted in May 2019. At this time the client was suspended from their job network provider and in September 2019 the client's DSP

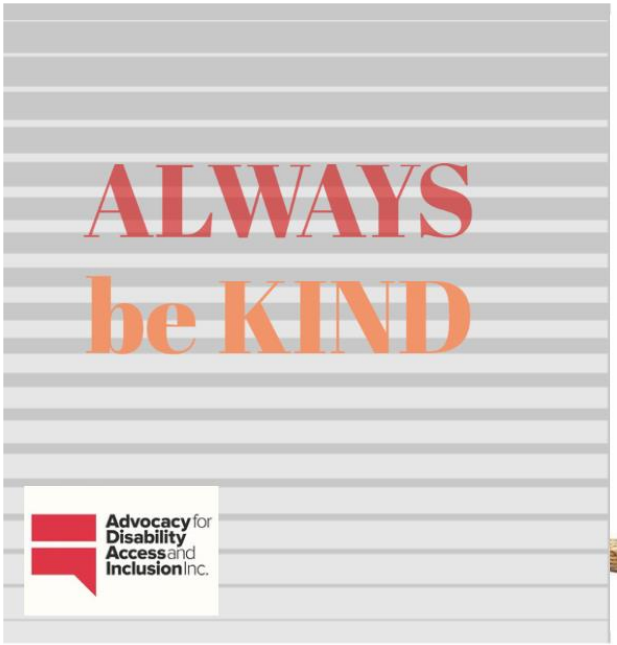
application was rejected by Centrelink. In October 2019, a review was requested because the client disagreed with decision made. The client became highly anxious at this time because of the rejected DSP, and the advice they were deemed able to participate in a Job Network program.

The client's anxiety escalated because any participation in the job network program may jeopardise the DSP review process. To elevate this issue the client submitted a sick certificate from their GP after their Job Network program exemption period had expired. This sick certificate was rejected by Centrelink as they considered this to be the same condition.

In December 2019, a further psychological report was submitted to Centrelink to support the clients DSP review application. Our Client was very upset as they endured further cost for this updated report. Between January 2020 and May 2020 there were several phone contacts to Centrelink from our Advocate asking the status of the DSP review.

In January 2020, the client made a submission to the Disability Royal Commission because of the slow timeframe of the DSP review process and the impact this was causing, including high anxiety levels and impacting the client's daily living.

In June 2020, an independent medical assessment was organised by Centrelink for the client to attend via Zoom (due to COVID19 restrictions). In August 2020, the client received a letter from Centrelink confirming DSP approval and back pay was granted from May 2019 because an incorrect decision had been made to reject the Client's DSP claim. This was a positive outcome, however the whole process and timeframe for this outcome took 15 months and contributed to significant anxiety for the Client.



Our Board and Our Staff

Our Board

Advocacy for Disability Access and Inclusion Incorporated is governed by a volunteer Board of Governance. It is responsible for the effective governance of the organisation, its policies, procedures, financial management and accountability, and to ensure the organisation operates in accordance with its funding

Mr Shane McDougall, Chairperson

Shane McDougall is a CPA (Certified Practising Accountant) and is currently the Financial Controller with an engineering consultancy organisation. He has experience in a range of manufacturing industries, and the accounting sector as a business advisor. This work experience has included the construction industry, the food industry and the flexible packaging printing sector. Experience has been gained in both financial and operational management roles to Group Finance Controller level for an ASX listed company. Shane was also the Treasurer of DANA, the National Disability Advocacy Network of Australia, based in Canberra ACT, from 2014 to 2018. DANA represents advocacy agencies at the national level. Shane has family members with lived experience of a disability.

Ms Leonie Challans, Deputy Chair

Leonie Challans has worked extensively in the tertiary sector in the areas of human resources management, equity and diversity and workplace relations. She also worked in the disability area with a focus on employment for people living with disabilities and their transition from school to post-secondary education. Leonie has worked on national projects, state level committees, and has had previous Board experience. She is very keen to see people with disabilities be able to access all avenues of life. Leonie holds an Advanced Diploma of Human Resources Management and a part complete Bachelor of Management.

Ms Narelle Schubert, Treasurer

Narelle Schubert has worked in the Education sector for many years, in various accounting and administration roles. Narelle has lived with physical disability since early childhood and has extensive personal experience utilising services to support disability, access and inclusion. Narelle is a self-managed NDIS participant and liaises with service providers, both registered and not registered with the NDIS, to achieve optimal outcomes, in life.

Ms Jennifer Cousins, Secretary (to November 2019); Resigned (March 2020)

Jen Cousins has extensive experience and qualifications as a developmental educator, disability advocate, and as a VET Educator in the Disability and Community Services sector. Jen has been a Lecturer in the Disability and Advocacy Programs of Community Services and Health Program in TAFE SA since 2005 and was Principal Lecturer from 2009-2012/2016-

2019, National Disability Coordination Officer (NDCO) for the Adelaide Metropolitan Region from 2012 – 2016, and Senior Consultant of Educator Practice for TAFE SA 2019-2020.

Jen holds a Masters of Adult, Vocational and Workplace Education, a Bachelor of Laws and a Bachelor of Applied Science (Disability Studies) and is currently the Teaching and Learning Specialist – Accessibility and Inclusive Education for TAFE SA. Jen has extensive personal experience as a carer of family members with disability and is very passionate about creating accessible and inclusive communities.

Ms Sue Kite (Secretary from November 2019)

Sue Kite is a senior human resource management practitioner possessing extensive experience in a range of human resource, management and organisational development roles within the public, university and private sectors and specializing in designing and implementing strategic programs that build leadership skills, workforce capability and organisational high performance. Sue has a Graduate Diploma of Human Resources Management and a Master of Nursing. Her current role is the Manager for People and Capacity at the Environment Protection Authority.

Ms Meredith Norton

Meredith Norton has been a board member for approximately eight years. Her background is in supporting students with disabilities to access education. She has been a high school counsellor, a welfare manager, a university disability liaison officer and manager of disability services at university and TAFE. She also has family experience of disability. She has retired from the position as Manager, Student Services for TAFESA. Meredith holds a Bachelor of Arts; Graduate Diploma of Education; Graduate Diploma of Language & Literature and a Graduate Diploma of Educational Counselling.

Ms Sandra Deakin

Sandra Deakin retired from the position of Senior Human Resources Officer at the University of South Australia in 2005. With a Graduate Diploma in Business Studies (Accounting) and a Bachelor of Labour Studies (specializing in Industrial Law) Sandra provides the Board with expertise in the areas of finance, human resources and industrial law.

Mr Brian Smith

During an extensive career in the SA Police Force Brian served in a wide range of areas. He has management level experience where he was responsible for the development, health, safety and welfare of all staff under management, maintaining discrimination and harassment free workplace and service deliver environment. He was responsible for ensuring the planning and management of all activities within the workplace were consistent with SAPOL's core functions to provide an effective and integrated police service responsive to community needs.

Brian has been awarded three police good conduct service medals. Brian has a Master of Public Policy, Charles Sturt University; Bachelor of Business (HRD), University of South Australia; Grad Cert in Applied Management, Australian Institute of Police Management.

Ms Michelle Anderson (Resigned October 2020)

Michelle has over 27 years' experience in the non-profit disability and social services sector, from hands-on service delivery roles through to executive management positions. Throughout her career Michelle has been approached to take up key management roles due to her ability to think strategically, influence stakeholders and manage change in complex environments. She has worked extensively in the disability employment sector, focusing on maintaining ethical, person-centred service provision within a competitive target-driven environment.

Prior to her current role as Manager, Inclusion with UniSA, Michelle spent two and a half years as Assistant Director with the NDIA and a further ten years with The Multiple Sclerosis Society of SA & NT. Michelle has a Diploma in Applied Science (Developmental Disabilities) and her career choices have been influenced by a genuine desire to shape a society that truly values inclusion and diversity.

Michelle also brings with her a combination of lived and family experience of Anxiety, Depression, OCD, Tourette syndrome, Autism and complex physical disability. Combined with her professional experience, this has enabled Michelle to develop an intimate understanding of the barriers and challenges that people with a disability, families and carers may face at both an individual and systemic level throughout their lifespan.

Mr Graeme Daw

Graeme has a Master of Human Services (Rehabilitation Counselling), Graduate Diploma in Education (Training of Adults) and a Bachelor of Management (Human Resources). Graeme has recently retired as an Access and Equity Counsellor for TAFE SA. He has had over twenty years' experience in delivering Counselling, Vocational Rehabilitation Services and Employment Placement services to people: who have had a workplace injury; have medical conditions and/or disabilities. Graeme has provided these services across private and public corporations.

Our Staff

Jo Battersby, Senior Advocate Royal Commission

Jo holds a Bachelor of Laws and has devoted her career to the pursuit of social justice and improving the lives of people experiencing disadvantage. She worked for the Legal Services Commission for many years then led justice reform projects for the South Australian Government. Jo also holds an Advanced Diploma of Arts in Professional Writing, a Cert IV in Training and Assessment and is a trained mediator through the Resolution Institute. Her skills include advocacy, facilitation, community engagement, training, mentoring, negotiation and writing.

Natalie Berg, Advocate

Natalie has over twenty-five years' experience working with people from diverse backgrounds and needs with a strong skillset in disability. Her qualifications include a Bachelor of Human Services Counselling, Diploma of Counselling, a Certificate IV in Disability Work and a Certificate IV in Family Support Work. Natalie has experience and a sound knowledge base in social inclusion, education including vocational training, employment, accommodation, and family support.

Diana Calle, Receptionist & Intake Officer

Diana holds a Bachelor's Degree in Management and Finance. She has 16 years' experience in customer service, administration and management. Diana has experience working with seniors and people living with disability while working in the not for profit, public and private sectors.

Adrian Crowe, Senior Advocate

Adrian holds a degree of Bachelor of Laws and a Graduate Diploma of Legal Practice. He worked as an in-house advocate for the Department of Veterans' Affairs (DVA), representing the Repatriation Commission in matters before the Administrative Appeals Tribunal (AAT) in all States and Territories. He also instructed counsel at the Federal Court. Adrian joined ADAI in May 2017 and manages NDIS Appeals and reviews at ADAI.

Kate Erne, Advocate

Kate has over 20 years' experience working in the fields of Mental Health, Disability Employment Services, Tertiary Education, Training, and Community Services. Kate has a Master's degree in Education, a Diploma in Training and Assessment, a Certificate IV in Disability, and is an accredited Mental Health First Aid Trainer (Mental Health First Aid Australia). Kate is a member of disability organisations including the NDS/MHCSA NDIS Mental Health Interest Group, the National Disability Coordination Officer Program and the National Disability Services (NDS) Employment Sub-Committee.

Stewart Gillies, Finance Officer

Stewart has over 30 years' experience in all facets of accounting from data entry to monthly and end of year financial reporting. BAS, FBT, Superannuation, WorkCover and ATO reporting. Proficient with Technology 1, MYOB, XERO, Microsoft Office products. Stewart is a Fellow of the Institute of Public Accountants Aus. FIPA and a Fellow of the Financial Accountants UK FFA.

Jenny Hughes, Chief Executive

Jenny has over 30 years' experience in management, community services, community engagement and social planning fields across all tiers of Government as well as working in the private sector. Jenny's work includes a strong focus on programs and projects which foster social cohesion within a strengths-based community development framework and supporting and increasing community engagement across a wide range of sectors and issues. Jenny has significant experience in advocating for the community at a systemic level and has family experience of living with disability. Jenny sits on a number of government and non-government Boards and committees including DANA and has a Bachelor of Arts (Public Administration) and is currently studying Law.

Huw Owen, Advocate

Huw has legal qualifications in the UK and South Australia and over twenty-five years of experience of legal practice in field of social welfare law. He has a Certificate 3 in individual support (Disability) and has a special interest in the law relating to mental incapacity and Human Rights.

Cassandra Sage, Advocate

Cassandra has over 25 years' experience in community mental health, general, theatre, child, family and community nursing, Disability and NGO case management. Cassandra's qualifications include Diploma of Enrolled Nursing, Certificate III in Disability and Community Service, Certificate in Children's Health 0-5 years and a variety of specialised certificates in Mental Health. Cassandra is passionate about working within CALD communities' and has a strong connection working with Aboriginal and Torres Strait Islander people.

Alexandra Turnbull, Advocate Royal Commission

Alex holds a Bachelor of Arts and Juris Doctor. She has practiced as a lawyer with the Women's Legal Service and has also worked as a political adviser. She has a strong commitment to social justice, which has been the focus of all of her work. Alex's skills include advocacy, report writing and policy development. Alex enjoys working in the Disability Royal Commission team, bringing her experience as a lawyer and ex-public servant. When Alex isn't chatting to clients and helping them tell their stories you'll find her at the beach with her young son.

Financial Report
2019/2020

Advocacy for Disability Access and Inclusion (ADAI) received funding through the National Disability Advocacy Program (NDAP), the NDIS Appeals (Appeals) program and in November 2019, funding from the Department of Social Services to undertake advocacy work to support the Royal Commission into Disability. The addition of the Royal Commission funding enabled ADAI to employ two (2) additional Advocates qualified to assist clients with writing submissions to the Commission and to promote and encouraging individuals to tell their stories.

The Financial Results for 2019/2020 were as follows:

Total income:	$760,979
Total expenses:	$725,495
Surplus / (Deficit):	$ 35,484

The financial accounts and acquittal statement were audited by Mr Ian McDonald FCA. Mr McDonald's letter of external audited is included in this report.

The ADAI Board of Directors has approved the Financial Statements in accordance with the findings of the Auditor, Mr Ian McDonald.

Narelle Schubert
Treasurer

Ian G McDonald FCA

CHARTERED ACCOUNTANTS
AUSTRALIA + NEW ZEALAND

26 October 2020

Mr Shane McDougall
Chairperson
Advocacy for Disability Access and Inclusion Inc.
149 Currie Street
ADELAIDE SA 5000

Dear Shane,

We are pleased to advise that the external audit of Advocacy for Disability Access and Inclusion Incorporated (Association) has been completed for the financial year ended 30 June 2020. The audit report has been signed without reference to any qualification. The signed financial statements have been provided to the Chief Executive Officer.

We have obtained all the relevant information and explanations that we required from the Association.

If further information is required, please do not hesitate to contact us.

Yours sincerely,

Ian McDonald