Advocacy for Disability Access and Inclusion Inc.

ANNUAL REPORT
2020 - 2021

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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 2020/2021.

Advocacy for Disability Access and Inclusion (ADAI) provides independent advocacy across South Australia to all residents living with disability, of all ages. Our service delivery is flexible and innovative to ensure we assist all clients in the most effective way. To do this we are constantly innovating as the demand for our services continues to be very high.

The Department of Social Services (DSS) has funded our National Disability Advocacy Program (NDAP) until June 30th 2022 and provided additional funding to ADAI to support advocacy for our clients' participating members in appeal processes required to progress Disability plans and supports under the NDIS system. Funding to support people living with disabilities, their families, carers and supporters to make submissions to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability is in place until June 30th 2022 as at the date of writing. The Commission has received an extension until September 29th 2023 and we remain hopeful the program will be extended to maximise the number of people we can assist make submissions to the Royal Commission.

The Board has continued its collaborative relationship with the Catalyst Foundation this year and is pleased to have Ms Jenny Hughes as the ADAI Chief Executive to the annual review in June 2022.

2020/2021 has been, and continues to be, an exceptionally challenging year due to the COVID-19 pandemic and associated restrictions. ADAI continues to adapt quickly to the situation and provides highly professional services in a compassionate manner to walk alongside 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.

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

ADAI has 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 has supported staff training this year to

ensure our practice is current and complete and we again passed our quality assurance audit with flying colours. The Board thanks all staff for their commitment to the quality of services we provide.

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 and operations to ensure we are meeting and delivering our service obligations and remaining current with changes in the disability sector and NDIS implementation 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

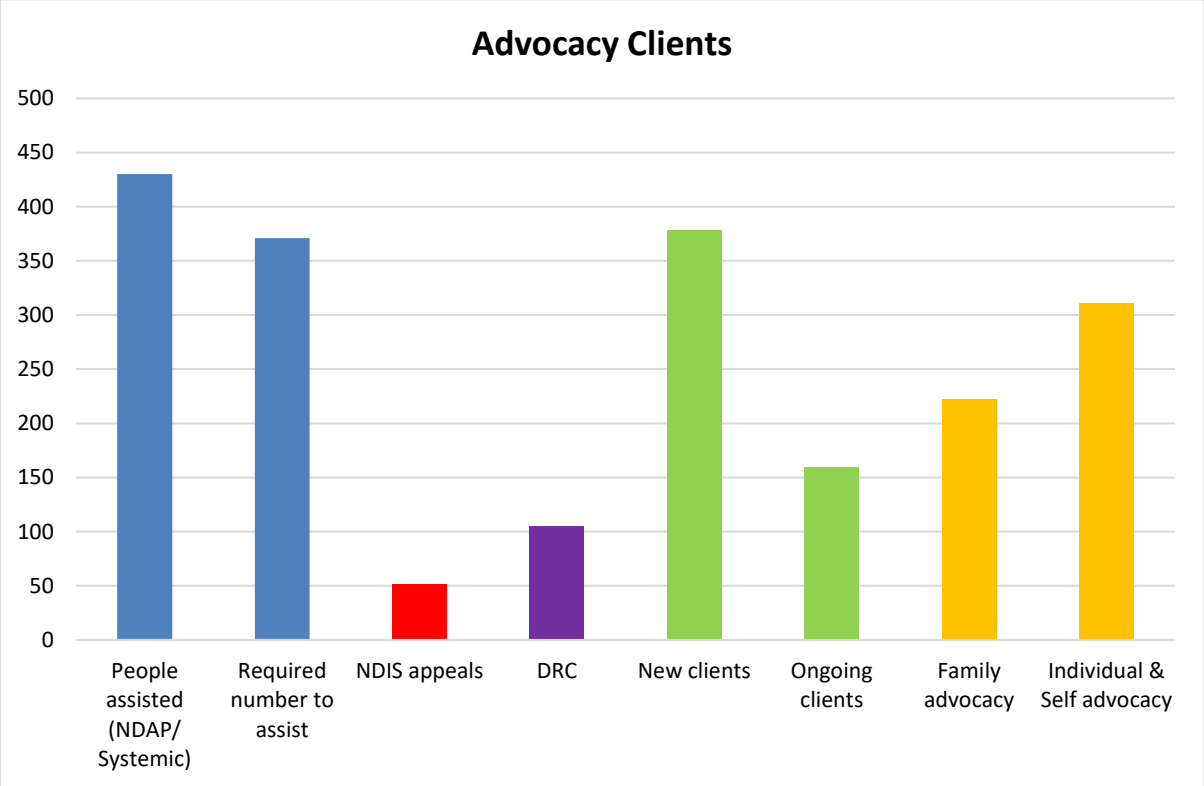
Service In Brief

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 2020/2021 we provided advocacy services under the National Disability Advocacy Program to 430 clients in addition we assisted 51 people with their NDIS Appeals process and 105 people were assisted to lodge 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.

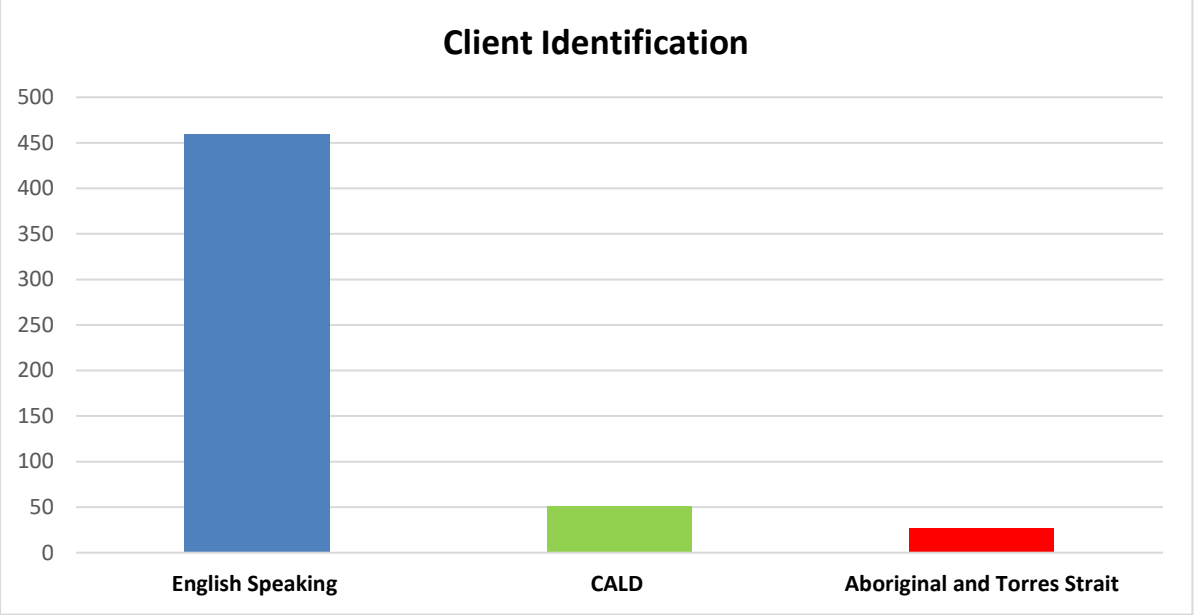
Our Clients

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.

Graph 1: Advocacy Clients: 2020/2021



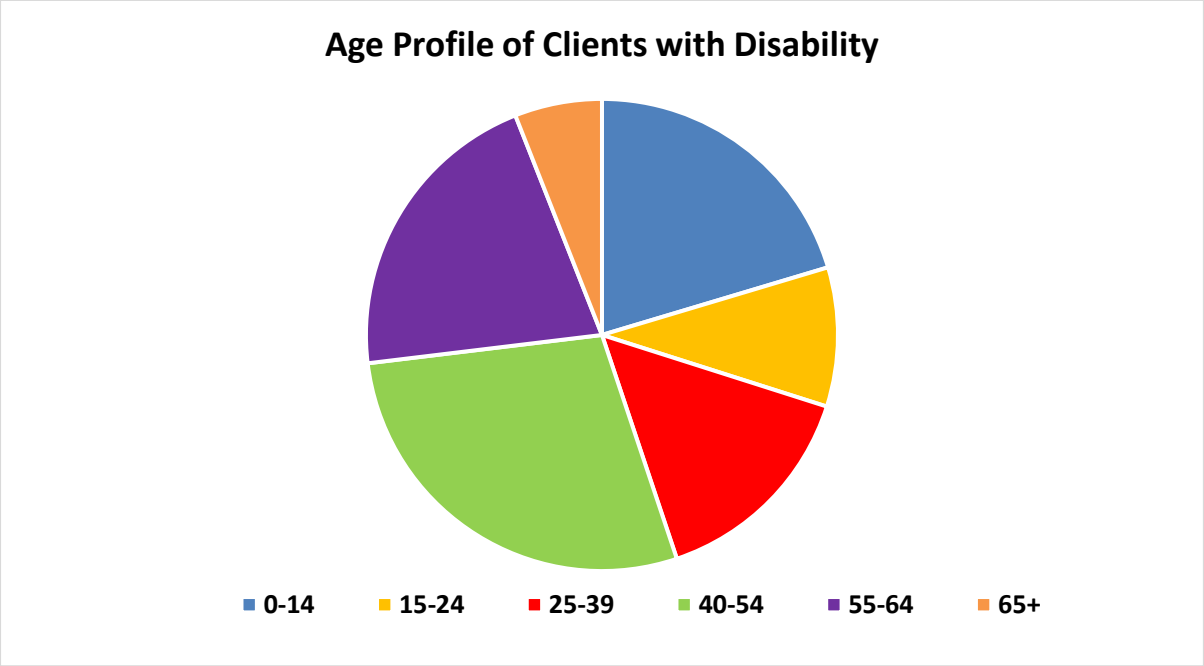
Graph 2: Client Identification



Age Profile of Clients

In 2020/2021 our clients ranged from children to individuals 65 years and over in age.

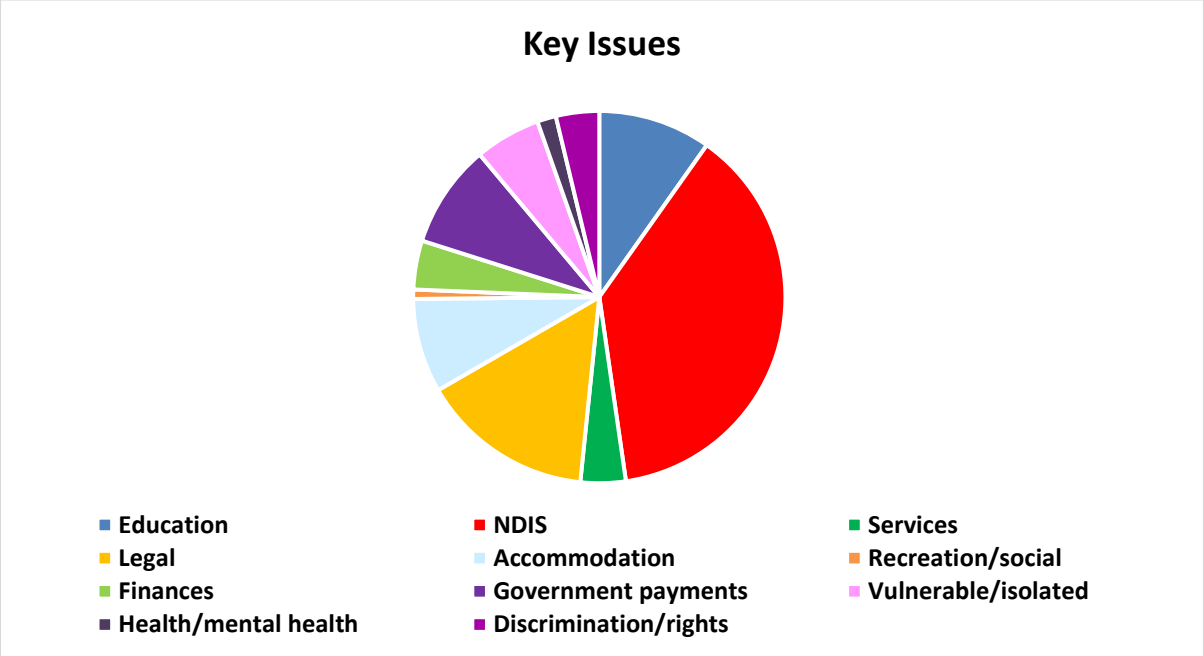
Graph 3: Age Profile of Clients with Disability



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, such as Guardianship.

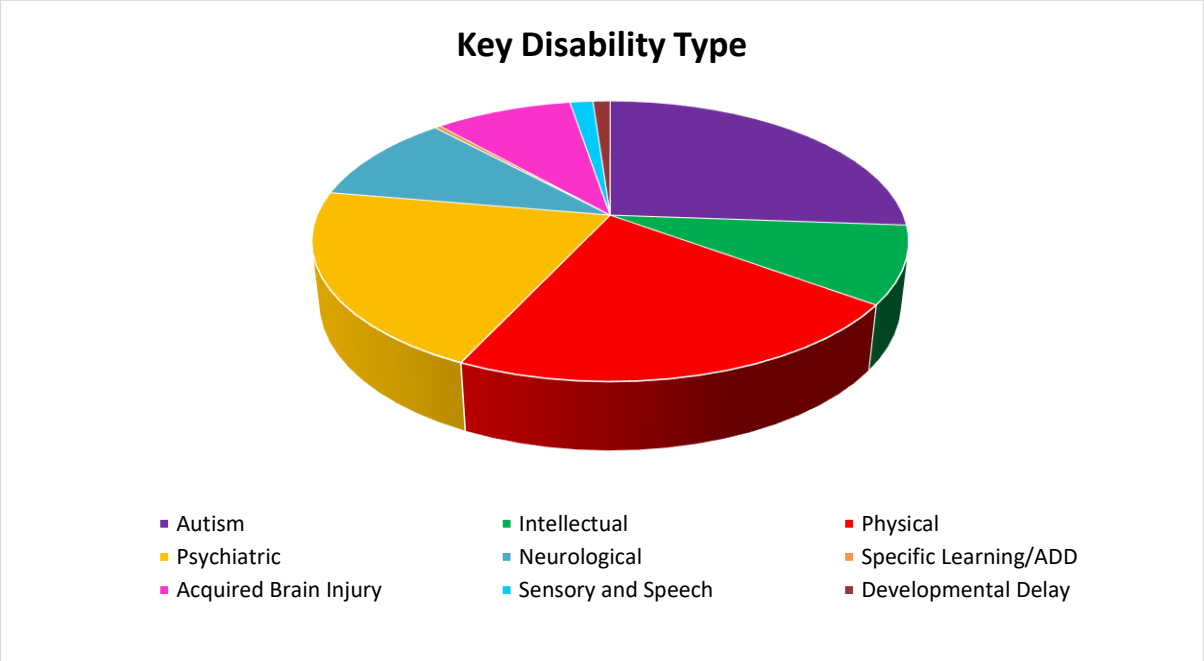
Graph 4: Key Issues



Key Disability Type

Advocacy for Disability Access and Inclusion services clients across disabilities 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

The strategic objectives of our organisation are:

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.

Our Service

Advocacy supports 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 the person to achieve their individual 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 matters our Advocates have supported in 2020/2021 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.

Our work within the Appeals Framework of the NDIS continued to grow this year and we were deeply involved in a range of complex NDIS review/appeal issues during 2020/2021.

Advocacy for Disability Access and Inclusion is one of four Advocacy organisations in South Australia funded to support individuals to make submissions to the Royal Commission into Disability. This important and powerful work continues to enable people to have voice and to express their thoughts and experiences living with Disability. This work is 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 and the number of clients we supported with our Advocacy services increased significantly by 16%. This increase reflects the demand for Disability Advocacy in South Australia and does not include the client wait list for support. In addition, we also conducted a program of community education to assist individuals, community groups and service providers to understand the role of Advocacy and how we can assist.

The difficulties and complexities of 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 continue to create 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.

Photo by Kristina-Jgumnovash from Freepik

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 2020/2021, 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

"Oh my god, I am so thrilled, I had fought the Administration Order for 6 years in what I call "Operation Nora". I am so happy that the fight has been won by our hands, I must thank you, you, my psychologist, my mother and myself for remaining cool, calm and collected throughout this process. It has been an absolute blessing to have such powerful people at my side; I almost had tears of joy. Thank you so much!"

– *Client*

By email

"Thank you for all of your help I truly appreciate all of your time and effort. Thank you for fighting for my daughter and myself.
All of our best wishes and we may be in touch again".

– *Client's mum*

By phone

"Thank you! You have done a great job writing my submission for the Disability Royal Commission from the conversation we had, which was all over the place. You have managed to put the information together, so it made sense!

– *Client*

Photo by Nathan Anderson from Freepik

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 2020/2021.

Case 1:

Tom (not his real name), previously fit and healthy, has an acquired brain injury as a result of a workplace accident. Tom received compensation for the injury and was privately purchasing individualised disability supports that cost him in excess of $800,000 a year. Tom's decision-making capacity was compromised as a result of the brain injury and a close friend of his was concerned that Tom was receiving an excessive level of supports.

Tom's friend arranged for an advocate to meet with Tom to assess his current and future care needs. The advocate agreed with the friend's view that Tom's high use of disability supports was concerning and also identified that Tom received limited community access whilst paying for services.

The advocate discussed with Tom the options available to help him manage his finances. As Tom had no immediate family, Tom asked the advocate to make an application on Tom's behalf to seek the appointment of a public guardian and financial manager. As a consequence, a complex case manager/case coordinator was appointed to facilitate Tom's community access and improve the quality of service he received. Through this process, an immediate saving of $220,000 was achieved whilst meeting all of Tom's care needs. This favourable outcome occurred because the advocate was able to draw on their skills and knowledge of the service system to address Tom's issues.

Case 2:

The 2019/2020 Australian bushfire season severely impacted many communities, primarily in the country's southeast. People living with disabilities and their families were significantly impacted. In response to an increase in demand for advocacy as a result of the bushfires, a rural advocacy agency was able to employ an advocate specifically to support people with disabilities.

A local family with ten children (eight with disabilities) had their property completely destroyed by the bushfires and lost all their belongings. The property was fully accessible and purpose-built to suit the children with disabilities. The family was overwhelmed with their situation and sought help from the advocacy agency. The agency was able to refer the family to the newly appointed advocate for assistance.

The advocate worked closely with the family to identify their immediate needs and subsequently linked the family with organisations that could help with food, bills and emergency accommodation. With the approval of the family, the advocate contacted the family's insurance company to identify the right person for the family to talk to about what their policy covered and to explain how to make a claim. The advocate also helped the family across a number of other areas including referrals to specialists and counsellors, liaising with their bank, and finding a local builder. The advocate was instrumental in referring the family to appropriate services. The advocate also successfully negotiated for a 12-month private rental lease for the family.

Case 3:

Jenny (not her real name), a woman now in her 50s, has severe autism. For most of her life her autism was undiagnosed and she was managed in the mental health system. Her behaviour was treated with antipsychotic drugs. When the drugs did not achieve the desired result, she was given stronger drugs. She remained in the mental health system for 25 years, being heavily medicated and, at various times, detained in psychiatric wards. In the mental health system, she also suffered much abuse, including sexual abuse. Eventually her autism was diagnosed and she was moved into disability services. As a consequence of years of inappropriate medication, she has a range of serious physical health issues affecting her heart, lungs, liver and kidneys. She also now suffers from PTSD. Jenny wants autism to be diagnosed, understood and responded to in ways that enable people to live a good life. She regards telling her story to the Disability Royal Commission as the one thing that gives some purpose to her terrible experiences and treatment.

Case 4:

Megan (not her real name) is the mother of Sarah (not her real name), a child with autism and intellectual disability. Megan has been unable to find suitable out of school hours care for Sarah. Mainstream services have been unable to provide a safe, constructive environment for her and there are no specialist services available. Megan has had to battle with the NDIA to secure funding for in-home care so that she and her husband can maintain their employment. Megan is a capable, intelligent woman who has kept good records and provided relevant evidence in support of all of her claims. She has challenged NDIA decisions, ending up in the AAT on more than one occasion, where her case has been satisfactorily resolved without progressing to a hearing. Megan wanted to make a submission to the DRC about the neglect and systemic abuse she had experienced because she recognised that she was someone who had the capability and resources to challenge decisions where other people may not. She wanted to highlight problems with the system in the hope that things will improve for the benefit of the most vulnerable people who do not have the support or resources complain about the neglect and systemic abuse they experience.

Case 5:

The client is a man with no family available to support him. He has a severe intellectual disability and separately severe psychiatric disability. He has been making decisions for himself without legal competence to do so. He has an NDIS plan, but the NDIA has determined that because of the mental competence issue it will not accept input/advocacy from the client because of their awareness that he is deemed to be not competent. The Support Coordinator had been providing some support, however the NDIA will not acknowledge her authority/instructions and all support coordination funds in the current plan have been expended. Notwithstanding this, the support coordinator has provided some support pro bono to enable a resolution to be reached.

To act as a circuit breaker and to bring the matter to resolution, the Advocate sought, with the client's consent/understanding, to make a guardianship order to provide for the OPA to act as the legally competent person to instruct on behalf of the client. The Legal Services Commission has been asked to take on the case however the client instruction issue remains a barrier until a circuit breaker can be found, effectively leaving the client without a voice.

The AAT issue (Plan Review) is also on hold/deferred for months as it is awaiting a legal representative who can act as advocate and be acknowledges as receiving instructions for the client. SACAT will allow the advocate to act without instructions in the Guardianship matter in the role of an "interested

person". The Advocate is not able to play this role at the AAT except on procedural issues such as advising the AAT about progress at the SACAT. Even on the procedural issues, the advocate's status speaking for the client is subject to challenge. This causes significant delay to the resolution of the NDIS Plan Review and could be overcome if the same protocols of SACAT were enabled and followed by the AAT.

Case 6:

Lisa (not her real name) is 50 and has been diagnosed as having Intellectual disability, Bilateral profound hearing loss (supported by bilateral cochlear implants) and Autism Spectrum Disorder Language impairment / disorder.

Chris (not his real name) is 48 and has multiple disability diagnosis: (ASD, ID).

Chris and Lisa are brother and sister and have lived at their parent's (Bob 80years and Mary 78years) (not their real names) home until recently. Their parents have been strong advocates and have cared for them both over the years but are now elderly and now find it difficult to provide the care for their adult children.

Bob and Mary are deeply concerned for future care of their children and they have purchased with their own funds, a modified home for Chris and Lisa to move into. This move has now occurred with however, sufficient NDIS funds are necessary to enable them to live independently and continue to receive the level of support their parents have provided Chris and Lisa over the years but are no longer able to, including 24-hour support, and Onsite Overnight Assistance.

Initially, Bob and Mary managed to navigate the NDIS process. Chris and Lisa required differing levels of support. Lisa having more complexities was allocated a planner from the complex need's unit and Chris a general NDIS planner. The initial plans complemented each other because the two planners from the NDIS had come together and understood both Chris's and Lisa's needs.

The following year the NDIA plans were completed separately and there was a significant reduction of funds in both their plans. Bob and Mary submitted a RoRD for both Chris and Lisa. The complex needs unit reviewed Lisa's plan and a new favourable plan was developed. Although Chris's plan was reviewed at a later stage, despite Bob and Mary stating it was important for both Chris's and Lisa's plans to be considered together, this did not happen. The review for Chris was not favourable in comparison to Chris's previous plan.

An advocate then assisted Bob and Mary to make an application to the AAT and for Legal Services Commission funding (LSC). The LSC funding was granted, and the AAT processes followed. Prior to the first AAT conference a meeting with the Early Resolution team took place and after much deliberation it was noted by the advocate that the supports in the plan appeared to be what had been asked for apart from 60 hours of level 2 support coordination. The reduced funds were significantly lower than the previous plan and could not cover the 24-hour support required. At the meeting, the advocate recognised there was a miscalculation (an NDIS Administrative error). The advocate then liaised with LSC, and it was agreed with the early resolution team to ask for the plan to be recalculated and for the additional level 2 support hours to be included. The plan was recalculated from $43,000 to $153,000.

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 Sue Kite, Secretary

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 Capability 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 (Resigned October 2020)

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.

Ms Leanne Pugh

Leanne is a long-term carer for a family member living with Disability. In addition, Leanne was previously employed in the Disability sector for over ten years. Leanne fully understands the role carers play and brings insight into the complex issues and challenges of full time caring

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, Client Intake and Service Officer

Diana holds a Bachelor's Degree in Management and Finance. She has 17 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. Diana is passionate about working with CaLD communities and new migrants.

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
2020/2021

Advocacy for Disability Access and Inclusion (ADAI) received funding through the National Disability Advocacy Program (NDAP), the NDIS Appeals (Appeals) program and funding from the Department of Social Services to undertake advocacy work to support the Royal Commission into Disability.

The Financial Results for 2020/2021 were as follows:

Total income:	$876,635
Total expenses:	$815,417
Surplus / (Deficit):	$ 61,219

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

7 October 2021

Mr Shane McDougall
Chairperson
Advocacy for Disability Access and Inclusion Inc.
47 Tynte St
North Adelaide SA 5006

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 2021. 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

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