

ANNUAL REPORT

2021 – 2022



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Table of Contents

<i>Chairperson Report: The Year in Review</i>	3
<i>About ADAI</i>	5
<i>Service In Brief</i>	5
<i>Our History</i>	8
<i>Our Logo</i>	12
<i>Our Client Feedback</i>	13
<i>Case Studies</i>	14
<i>Our Board and Our Staff</i>	18
<i>Our Board</i>	18
<i>Our Staff</i>	20
<i>Financial Report 2021/2022</i>	23

Chairperson Report

The Year in Review

I am pleased to provide the Chairperson's report for the Advocacy for Disability Access and Inclusion (ADAI) Annual Report for 2021/2022.



ADAI provides independent, episodic advocacy across South Australia to all residents with a disability, irrespective of age. Our programs include the National Disability Advocacy Program (NDAP), NDIS Appeals program, and an advocacy program supporting people with disability to make submissions to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (DRC).

The complexity and demand for each of these respective services requires ADAI to have an advocacy model that is flexible and innovative to ensure we assist all clients in the most effective way. This year we have increased our footprint across South Australia through our regional and metropolitan outreach services. As a consequence of our people first approach, and the inclusive and respectful nature of our service, the demand for advocacy support from ADAI remains very high and continues to grow.

In 2021/2022, the Department of Social Services (DSS), undertook an application process for a 3 year funding allocation to the NDAP and NDIS Appeals programs respectively. We were delighted to be successful in achieving funding for both programs to 2024/2025. Disappointingly, the NDIS Appeals program received reduced funding across the 3 year period, and like other NDIS Appeals funded organisations, we remain concerned about our capacity to meet the demand for this program.

We will continue to advocate for additional advocacy funding from the Commonwealth Government, recognition of disability advocacy and funding from the SA Government and indexation of funding amounts to meet client demand for advocacy.

Funding for the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability advocacy program is in place until June 30, 2023 in line with the extension of the DRC's work to September 2023.

The Board has continued its collaborative relationship with the Catalyst Foundation this year and both organisations have signed a twelve-month extension to their MOU to continue to share resources and operational costs, including the Chief Executive role for the 2022/2023 financial year.

Our advocacy work continues to operate within an exceptionally challenging environment and our staff have undertaken advocacy of the highest order. ADAI advocates demonstrated again this year, how highly professional and sought after they are, guided by a compassionate approach to support the resolution of client issues. On behalf of the Board I offer our heartfelt gratitude to all ADAI staff for their continued support of our clients, their commitment to ADAI and the respectful way in which they have worked throughout 2021/2022.

On behalf of the Board, I also thank our Chief Executive, Jenny Hughes, for her leadership and work in ADAI and the wider advocacy sector at a State and National level.

As an organisation, ADAI continues to seek improvement in service delivery to enable an effective and positive advocacy service for our clients. The Board and staff actively monitor and review the external environment and participate in consultations and processes which may impact or apply to independent advocacy services.

As part of this focus, ADAI works with our national peak body, Disability Advocacy Network Australia (DANA) and interacts effectively with DSS at State and Federal level. ADAI takes a statewide sector approach to disability advocacy and convenes meetings of the South Australian based advocacy organisations to collaborate and support individual advocacy and raise issues of a systemic nature.

Our governance is sound and in 2021/2022 we again passed our quality assurance audit with flying colours and maintained our ACNC Charity tick as a well governed organisation. Given the ever changing nature of the legislative and policy frameworks we work within, the ADAI Board continues to review its Strategic Plan and direction. We do this to ensure we are delivering the requirements of our funded programs and we are meeting the needs of our clients which are becoming increasingly complex. We also recognise we need to be agile as an organisation, as we are working within Commonwealth and State Government systems that are ever changing.

In conclusion, I thank all board members for their continued commitment to ADAI on a voluntary basis and their support of myself as current Chairperson. Teamwork and commitment are keys to any successful organisation. The combined and shared passion of the Board and staff to deliver an inclusive, effective and trusted disability advocacy service has enabled 2021/2022 to be a very successful and meaningful year for ADAI.

*Shane McDougall
Chairperson, Board of Governance*



About ADAI

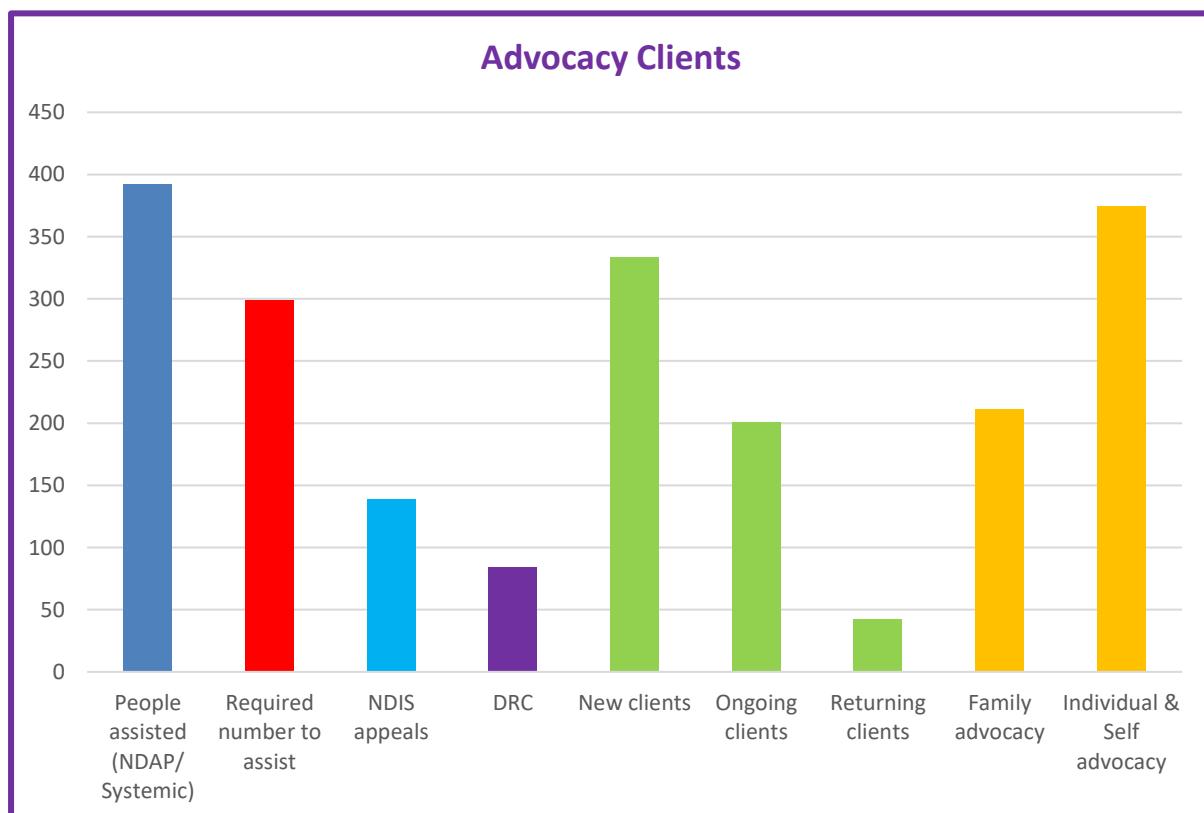
Service In Brief

Advocacy for Disability Access and Inclusion is funded by the Australian Government to provide a free, independent Advocacy service for people living with disability across South Australia. In 2021/2022 we provided advocacy services under the National Disability Advocacy Program (NDAP) to 392 clients, more than 5% higher than our service deliverable. We also assisted 139 people with their NDIS Appeals process, with many clients achieving an improved NDIS plan through the Internal Review and the Administrative Appeals Tribunal (AAT) process undertaken. We also supported 84 people to lodge a submission to the Disability Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (DRC).

Our Clients

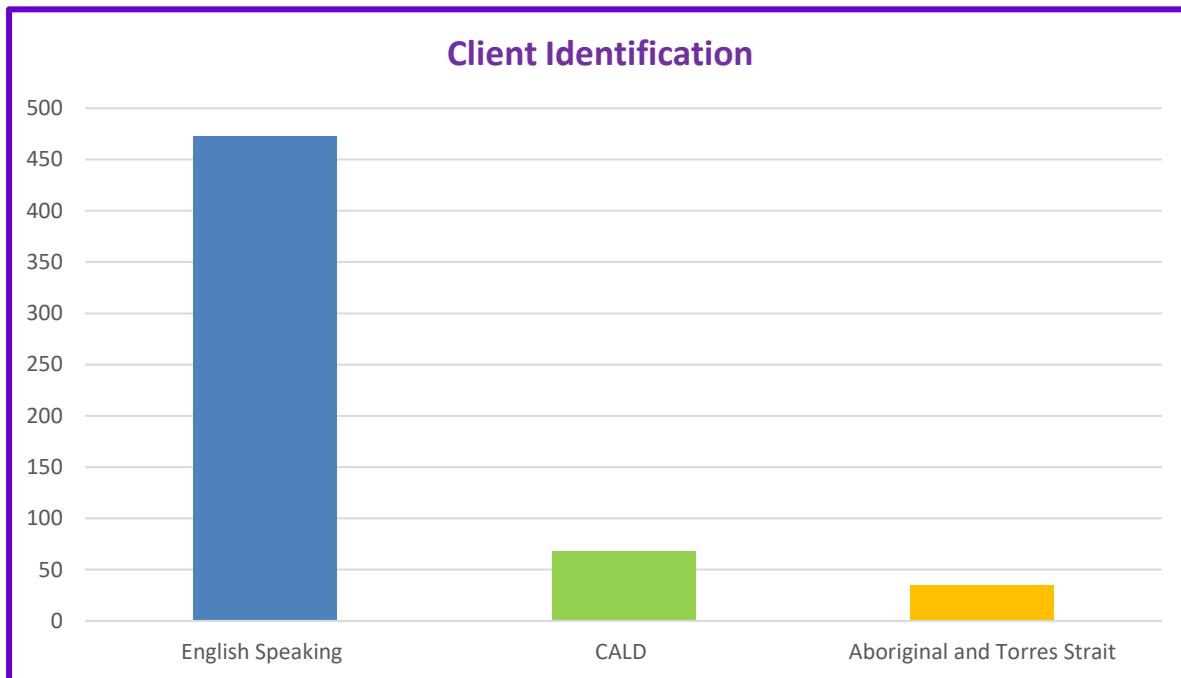
Our clients live in South Australia and we work with all age groups. Demand for advocacy services is increasing and our service is inclusive, culturally appropriate, respectful and supportive of individuals, their families, and carers/supporters to address their needs.

Graph 1: Advocacy Clients: 2021/2022



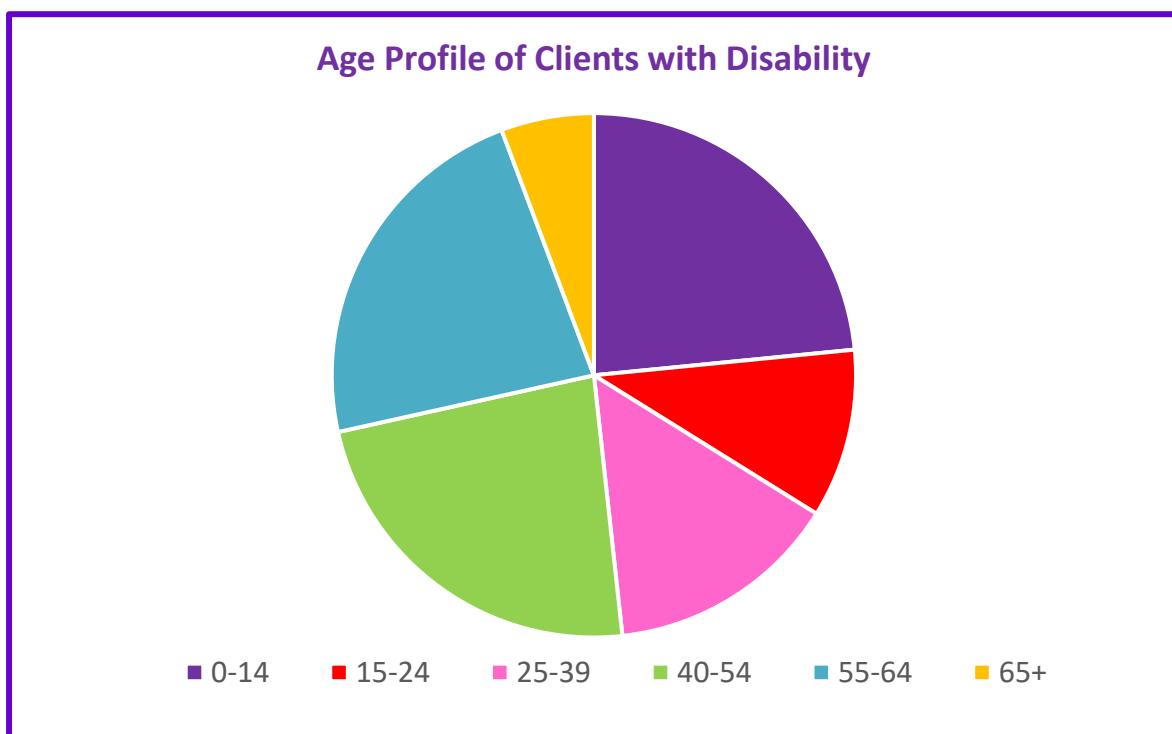
Graph 2: Client Identification

In 2021/2022 we increased our support to Aboriginal and Torres Strait Islander peoples.



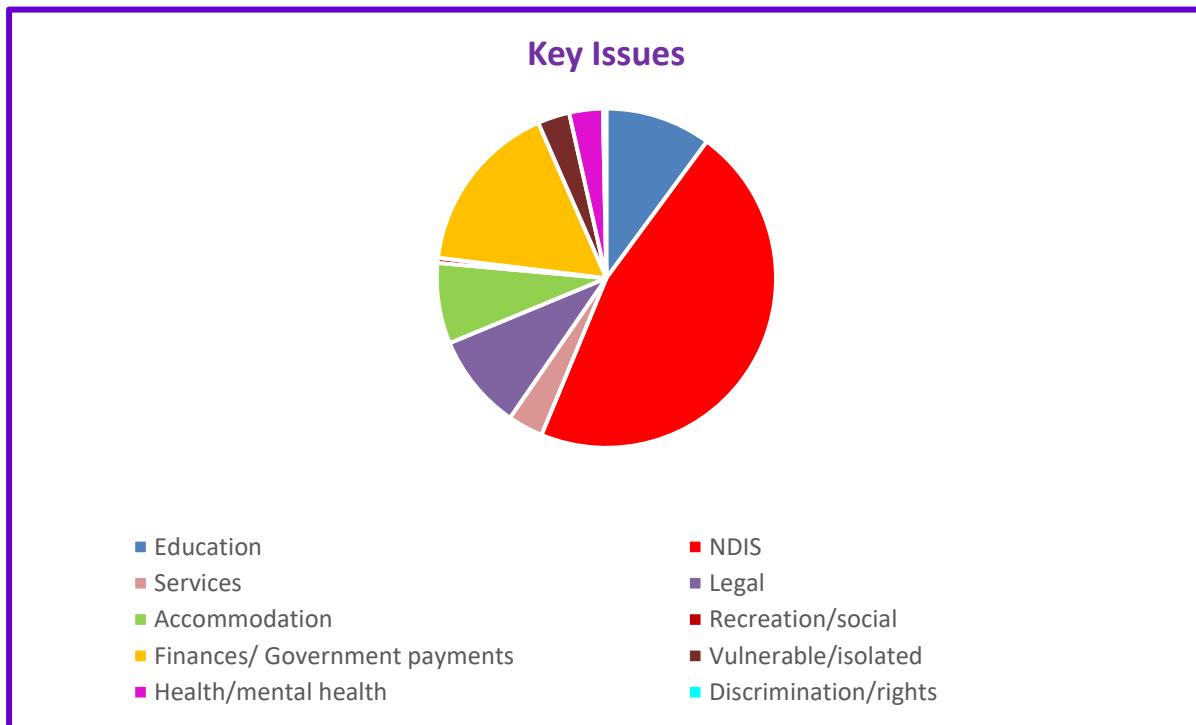
Graph 3: Age Profile of Clients with Disability

In 2021/2022 our clients ranged from children to individuals 65 years and over in age.

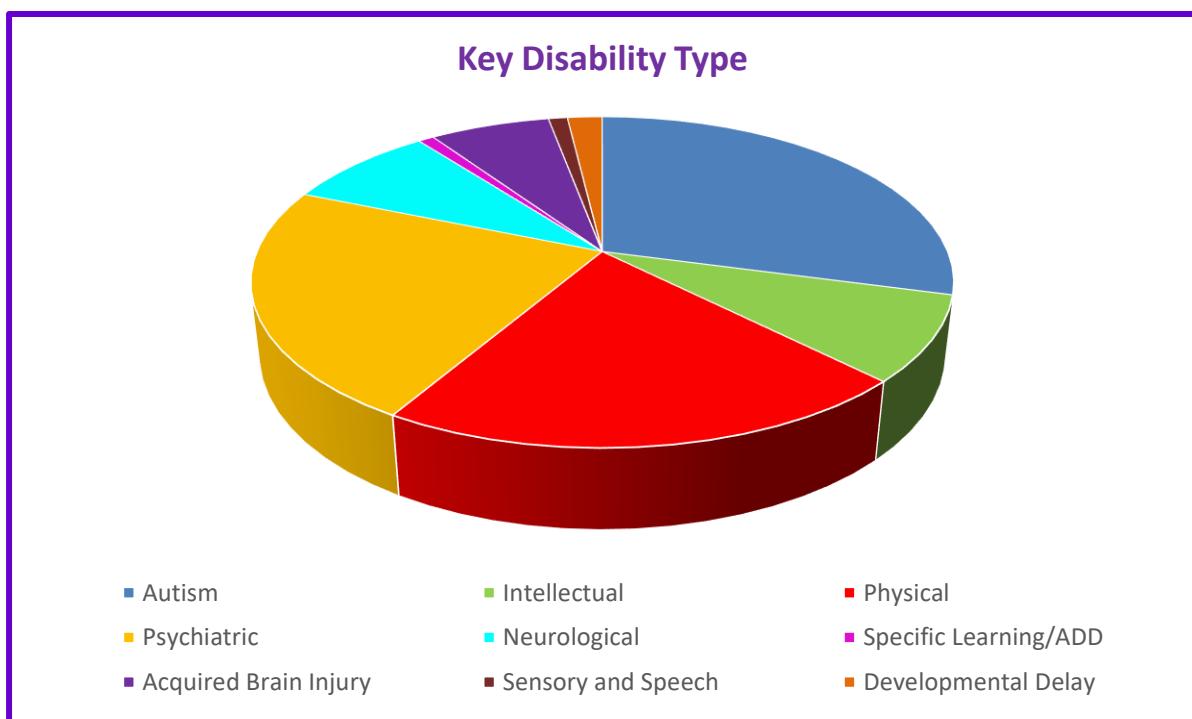


Graph 4: Key Issues for our Clients

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

**Graph 5: Key Disability Type**

ADAI supports clients across multiple disabilities. Our clients in 2021/2022 identified with the following disability types:



Our History

Advocacy for Disability Access and Inclusion (ADAI) 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.

ADAI 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 carers/supporters. 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

Our strategic objectives are:

1. To enable individuals with disability, their families and carers/supporters 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 carer/supporters.
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 Advocacy for Disability Access and Inclusion's participation in the wider disability sector.
7. To contribute to and incorporate changes that occur as a result of the continuing rollout and development of NDIS.



Image by upklyak on Freepik

Our Service

Advocacy in our service model 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, and does this by working with individuals to achieve their personal goals or objectives.

We do this in a variety of ways including:

- standing alongside our client as a “partner” in the process;
- helping develop our clients confidence and ability to discuss the outcomes they want to achieve;
- supporting our client to make informed decisions and pursue their rights;
- recognising our client 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 our client 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; and
- promoting the rights of all people living with disability in the community.

The types of issues our Advocates have supported clients with in 2021/2022 include:

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

In 2021/2022, our advocacy services increased their footprint across South Australia to include additional regional areas and metropolitan outreach. Regular services are now provided in Kangaroo Island, Port Lincoln, Port Augusta and Yorke Peninsula. In the metropolitan areas we have outreach support in Onkaparinga, Playford and Port Adelaide.

Our NDAP Advocacy services increased more than 5% above our client service requirements in 2021/2022. This additional work was supported by our committed Advocates who worked with clients to resolve their issues where possible.

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 and built upon our advocacy mentoring program.

Our work within the Appeals Framework of the NDIS has increased significantly in 2021/2022 with an increased number of clients seeking Plan reviews and Appeals specifically due to clients receiving reduced NDIS Plans or as a consequence of changed circumstances leading to the need for additional supports or plan values.

We have continued our work in supporting individuals to make submissions to the Royal Commission into Disability. This is very important and powerful work to enable people to have a voice and to express their thoughts and experiences of 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 DRC.

The difficulties and complexities of the COVID-19 continued in 2021/2022 and this has meant the need for awareness and education of the role of advocacy has grown in importance. We have continued to take a strengths-based approach to inform and build confidence and capacity in people living with disability to advocate for themselves.

The issues our Clients face have been constant for many 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/supporters.



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 2021/2022, we received some wonderful and heartfelt feedback on our service from clients, families and their carers/supporters through letters, email and telephone calls.

By email

"Thank you so much for your help and for guiding me through the NDIS process. I really appreciate the time you took to help me understand and to send these resources to be able to support my client with the NDIS review. Thank you so much!"

- Support Coordinator

By email

"Thank you for your email and for getting in touch with Peter to confirm the closure of his ADAI file. I look forward to working with ADAI on other matters in the future. Thank you for your hard work on this file. It was really invaluable and greatly appreciated."

- LSC solicitor

By phone

"Thank you for your assistance. You and your service were excellent at the lowest point of my working life. With your help and support everything has been sorted out in the best possible way."

- Client



Photo from Freepik

Our Client Stories

We offer advocacy to support and make a difference to a person living with disability, their family and carers/supporters. This work also highlights, informs and enables review of service model delivery from organisations, schools and Government agencies that are impacted by the advocacy matter. The following stories provide a snapshot of the breadth of issues we have advocated for in 2021/2022.

Case 1:

Ally (de-identified) is a 4-year-old who has been diagnosed with cerebral digenesis, autism, epilepsy and Terext syndrome. Ally and her family moved to South Australia from WA, 2 years ago. Before leaving WA, a NDIS application was made by a Support Coordinator, with a report from a Psychologist attached.

Ally was referred to Advocacy for Disability Access and Inclusion for an outreach appointment on Kangaroo Island. Ally's mother met with outreach advocates on the Island and explained that she has not heard from the NDIS nor been able to find out the progress of the application.

Our Advocate assisted in making a call to the NDIA, and it was through this process that Ally's mother learned that the NDIS application had been cancelled due to no further evidence being submitted. Our Advocate discussed with the NDIA the resubmittal of the application. The NDIA referred Ally to an organisation for help however they were unable to assist as Kangaroo Island is out of their scope. Ally's mother was also requesting a copy of the report that the Psychologist provided with the original application.

Ally's mother requested that our advocate attend additional telephone conversations with the NDIA. Our Advocate contacted the NDIA to escalate the matter and was advised to contact the National Access Team. As no response was provided, the advocate escalated this issue of resubmittal to the Community Engagement team of the NDIA.

With the support of the Advocate, Ally's mother was able to locate and obtain the missing report to support Ally's NDIS application. Ally was subsequently granted access to the NDIS.

Case 2:

Liam (de-identified) is a known absconder from school and requires constant adult supervision. When Liam's parents arrived to collect him from school one day he was missing, and the SSO's and teachers were searching for him. Liam was found coming out from underneath a transportable building and running towards a busy road. Liam responded to his father yelling "stop" before he ran into a busy, 4-way intersection. The incident reports and eyewitness accounts were not consistent and elements of difference were concerning.

After the incident, Tori (mother) called Advocacy for Disability Access and Inclusion, requesting one off advocacy support for the meeting with the school over the incident and the report lodged by school staff. Tori explained the issues and stated that a school meeting had been set with Tori, John (father), the Advocate, Principal and Support Services Manager.

The Advocate met with Tori prior to the meeting and debriefed with Tori after. The Advocate supported Tori and John throughout the meeting. Tori sought an apology and that the incident report was rectified to reflect more accurately what had occurred. Tori also sought School approval to sign off Liam for home schooling. The School representatives apologised and reflected on how things could have been handled differently and learnings to be put in place.

Case 3:

Anna came to ADAI to tell her story to the Disability Royal Commission (DRC) after her negative experience with the Department for Child Protection (DCP).

Anna (de-identified) has intellectual disability and is a mother to 6 children, 5 of which have a disability. All children were removed from her care at the end of 2021. In the lead up to the children being removed, Anna advised she had received no support from DCP, and once the children were removed, she felt there were no resources put towards reunification of the family.

At a meeting between the Advocate and Anna, Anna told the Advocate that DCP had advised her they were going to apply for a long-term guardianship order. Anna also told the Advocate that DCP staff had told her children they were not going to be reunited as a family before the matter had been finalised.

Our Advocate referred Anna to Independent Advocacy for assistance with her court proceedings to ensure she was supported and understood all of the information she was receiving. This helped Anna to get some supports in place for herself and to prepare her case for reunification with her children. Currently the matter is proceeding through court and she is feeling confident with the process and the possibility of a good outcome.

Anna has been engaging with all services and has been working hard to do everything she can to reunite her family. She is currently in the process of applying for NDIS access herself after confirmation of an intellectual disability. Anna is confident that with some support she can manage all of her children's needs.

Case 4:

Kristy (de – identified) came to ADAI for support for an insurance claim that she wanted to re-open. In 2010 she had put in a claim due to a leak at her property which had caused damage to her house. During the process of the claim, in 2011 Kristy had surgery for 3 aneurisms and was later diagnosed with an Acquired Brain Injury (ABI) as a result of the surgery. Her brain injury had impacted her ability to deal with the claim and repairs on her house and the work was never finished.

Kristy needed support with speaking with the insurance company to request them to re-open the claim and support with understanding the information provided to her. Due to her ABI Kristy had felt overwhelmed in attempting this by herself as she knew that people often would not understand why she struggled with information when they were speaking to her. Our

Advocate sat with her through the process to provide support and debrief with her after the telephone calls with the Insurance Company.

When the Insurance Company agreed to review the claim, Kristy asked for our Advocate to attend the building inspection, to ensure she understood all the information that was provided. After the engineer's assessment was completed the Insurance Company agreed that the work had not been completed and re-opened the original claim to have the repairs finished.

Our Advocate supported Kristy to correspond with the companies involved and remained available for support until the work had commenced.

Case 5:

John (de-identified) is 56-year-old man with an Acquired Brain Injury (ABI), he is non-verbal and has been in care since he was 8 years old. He is currently living in Disability Accommodation managed by a provider. His sister Sarah has been guardian of John since their mother passed.

Sarah came to ADAI for support with her brother John after he had a fall in 2020. The fall occurred while under the care of 2 carers and he was not taken to hospital until the following day. As a result of the fall John required ongoing physio. The incident was investigated, and the accommodation provider took responsibility for the lack of supervision and offered to cover the costs of 2 physiotherapy sessions. Sarah felt that John should not have been liable for the costs of the physiotherapy and that John should have been better compensated by the accommodation provider.

Sarah organised a meeting with the accommodation provider to discuss the incident and to request they cover the cost of the physiotherapy sessions. Sarah requested our advocate attend the meeting to provide support.

Our Advocate and Sarah attended the meeting with the relevant manager and discussed the incident, amongst other concerns that Sarah had. It was agreed that the accommodation provider would cover the cost of weekly physiotherapy for 3 months and then review John's condition if further sessions were required. Sarah was happy with this outcome.

Our Advocate followed up with the accommodation provider following the meeting to ensure physiotherapy payments were put in place.

Case 6:

Eva (de – identified) has a degenerative condition that causes her constant pain and impacts her ability to work. Eva loved her job, but as her condition worsened she was no longer able to continue. Eva has suffered from depression for most of her life and felt that a lot of her self-worth was connected to her being able to work. Not being able to pay her bills was causing further stress.

Eva contacted ADAI for assistance in applying for the DSP. She lives in a remote location and booked in to see an advocate during an outreach visit. Eva's GP had provided a very short letter to support her DSP application. The advocate worked extensively with the GP and Eva to draw out further evidence the Department required and then assisted Eva and her GP to draft a more specific report for the DSP application. Once the advocate had assisted Eva to collect her documents the advocate booked in another appointment for the next outreach trip. The advocate sat with Eva and helped her upload every document and answer the questions in the online application. Eva would not have been able to do this on her own as she found the process overwhelming and it heightened her physical symptoms and escalated her depression. This appointment was over three hours long as the online application process for the DSP is complex.



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). Shane 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. 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 has extensive experience as a senior human resource management practitioner. Sue has worked in a range of human resource, management and organisational development roles within the public, university and private sectors. Sue specializes 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.

Ms Meredith Norton

Meredith Norton has been a board member for approximately nine 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 SA POL'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.



Our Staff

Kimberly Baker, Advocate

Kimberley holds a Bachelor of Arts and is currently studying her Master of Social Work. Kimberley has also completed her Certificate IV in Child, Youth and Family Intervention and has 6 years' experience working with children and young people with the Department for Child Protection.

Jo Battersby, Senior Advocate Royal Commission (to January 2022)

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 (to October 2021)

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 19 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 (to June 2022)

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, Senior Advocate

Kate has over 25 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 Master 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.

Natalie Harris, Advocate

Natalie holds a Bachelor Degree in Social Work and Social Planning. She has 7 years of experience working with people with a disability and children in state care. Natalie has a broad knowledge in education, SACAT, NDIS and government entitlements.

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.

Cassandra Sage, Advocate (to April 2022)

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.

ADAI also thanks for the following staff for their service:

- Shandelle McNeill
- Adrian Rutter
- Kate Trlin, Advocate
- Robyn Simmons





Financial Report
2021/2022

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

The Financial Results for 2021/2022 were as follows:

Total income:	\$972,979
Total expenses:	\$958,937
Surplus / (Deficit):	\$ 14,042

The financial accounts and acquittal statement were audited by Mr Ian McDonald FCA of Creative Auditing. 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.

A handwritten signature in black ink that reads "Narelle Schubert". The signature is fluid and cursive, with "Narelle" on the top line and "Schubert" on the bottom line.

Narelle Schubert
Treasurer