

ANNUAL REPORT

2022 - 2023



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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 2022/2023.



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) and the NDIS Appeals program. ADAI also offered 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) which was completed in June of this year.

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.

We are hopeful the findings of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability will lead to increased support, awareness and understanding of the role and need for Disability Advocacy now and into the future. We will continue to advocate for further funding from both the Commonwealth and South Australian governments respectively to ensure the advocacy needs of people with disability are met and enable people to live with dignity and adequate levels of services.

The Board continued its collaborative relationship with the Catalyst Foundation this year. We continue to look forward to working with the Catalyst Foundation Board to share resources and operational costs and to collaborate on advocacy into the future.

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 2022/2023.

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. Jenny completed her tenure as Chief Executive in September 2023 and we are delighted that Tanya O'Neil has joined us as our new Chief Executive. Tanya has a deep and long-standing understanding of disability services and as a Speech Pathologist understands clients service needs.

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 2022/2023 we again passed our quality assurance audit with findings of best practice and maintained our ACNC Charity tick as a well governed organisation. Given the everchanging 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.

At our Annual General Meeting this year we will farewell two longstanding, highly credentialled Board members, Sandra Deakin and Brian Smith. As an organisation and Board, we are very grateful for the time and commitment Sandra and Brian have given ADAI over many years. We wish them well in their future endeavours.

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 2022/2023 to be a very successful and meaningful year for ADAI.

Shane McDougall

Chairperson, Board of Governance

About ADAI

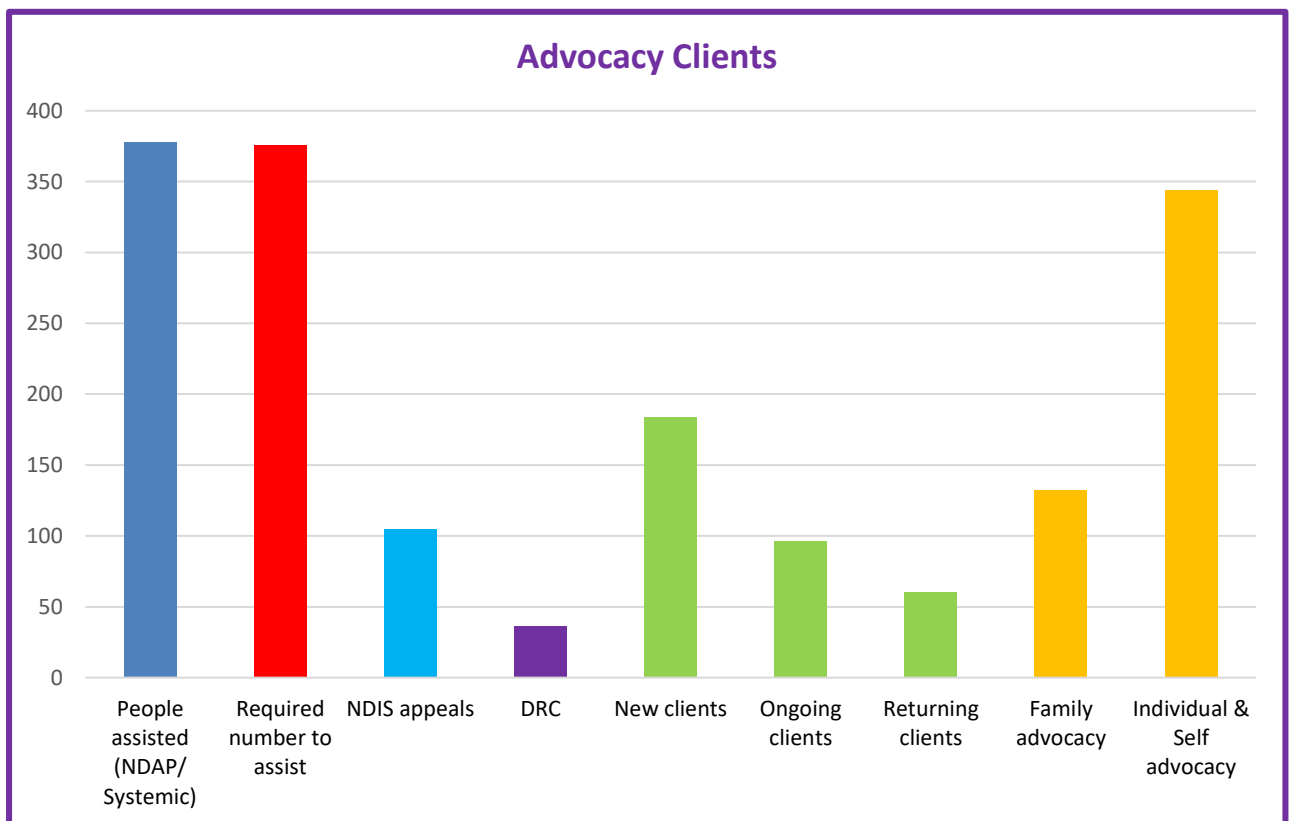
Service In Brief

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 2022/2023 we provided advocacy services under the National Disability Advocacy Program (NDAP) to 340 clients and 38 systemic issues and assisted 105 people with their NDIS Appeals process, leading to many clients achieving an improved NDIS plan through the Internal Review and the Administrative Appeals Tribunal (AAT) process undertaken. Through the Disability Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (DRC) project ADAI supported 36 people to lodge a submission.

Our Clients

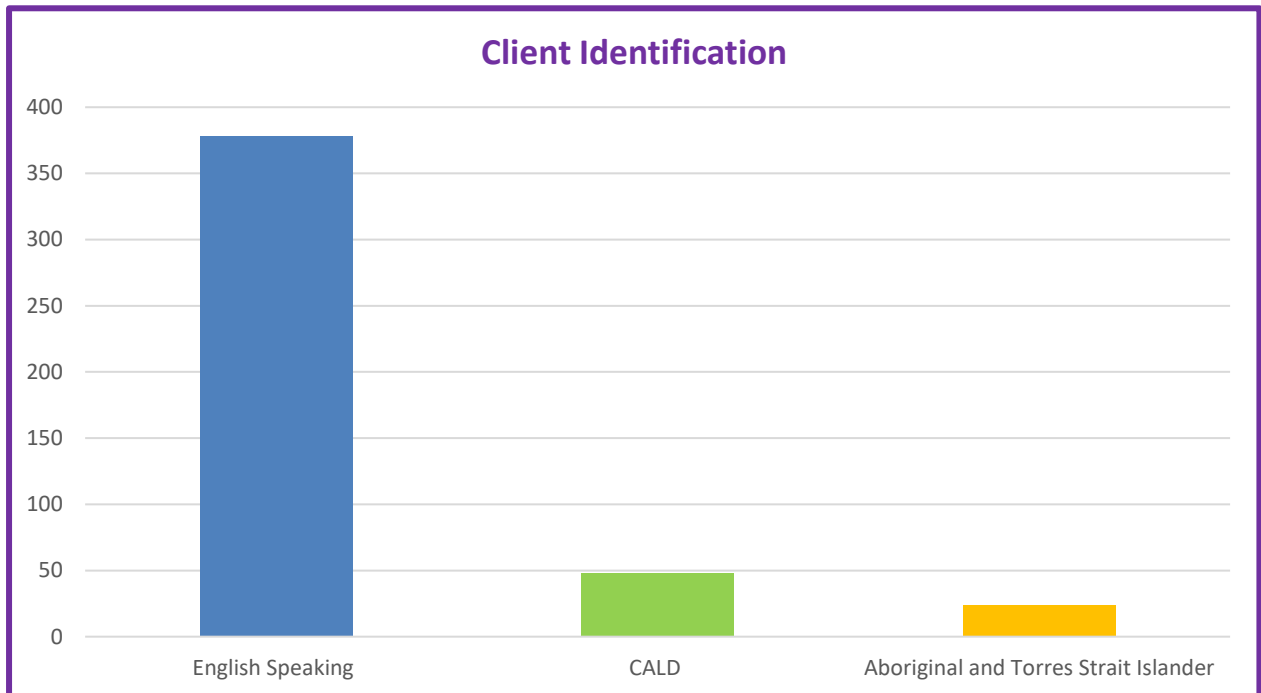
Our clients live in South Australia, and we work with all age groups. Demand for advocacy services is increasing and our service is inclusive, culturally appropriate, respectful, and supportive of individuals, their families, and carers/supporters to address their needs.

Graph 1: Advocacy Clients: 2022/2023



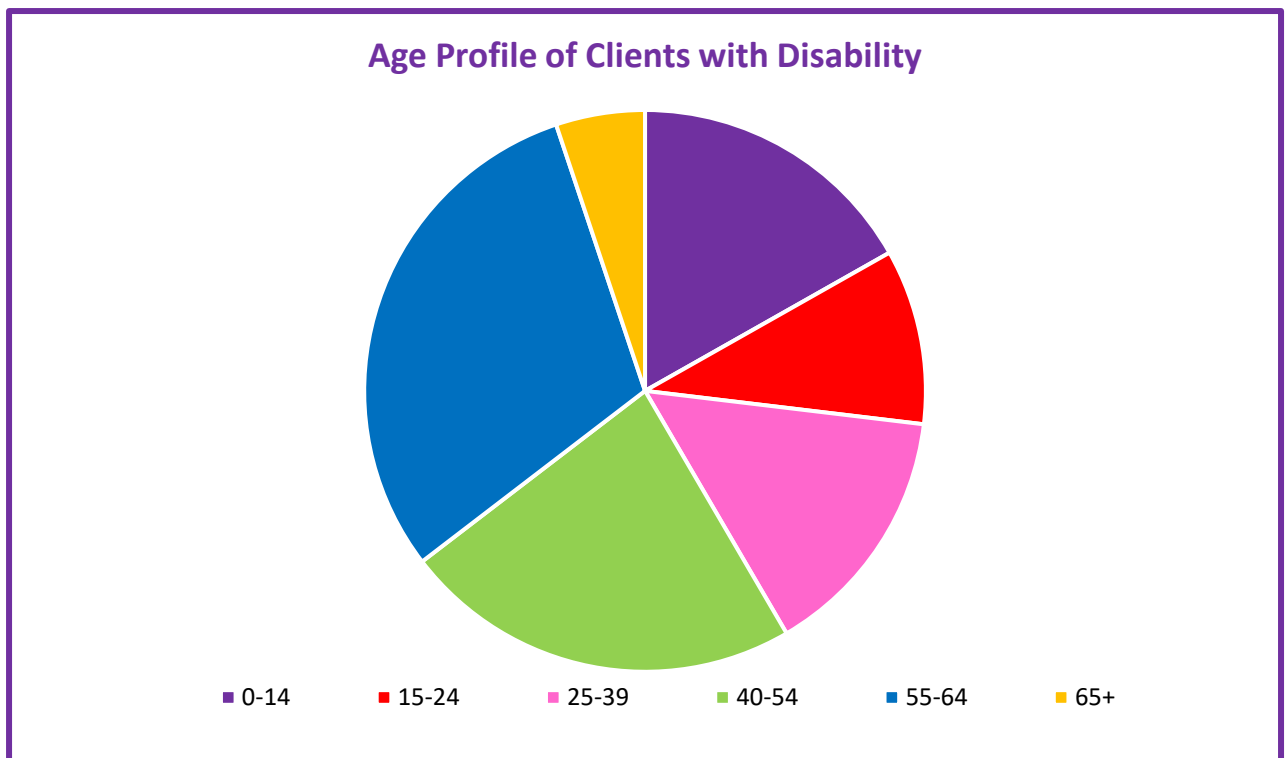
Graph 2: Client Identification

In 2022/2023 we increased our support to CALD communities and Aboriginal and Torres Strait Islander peoples.



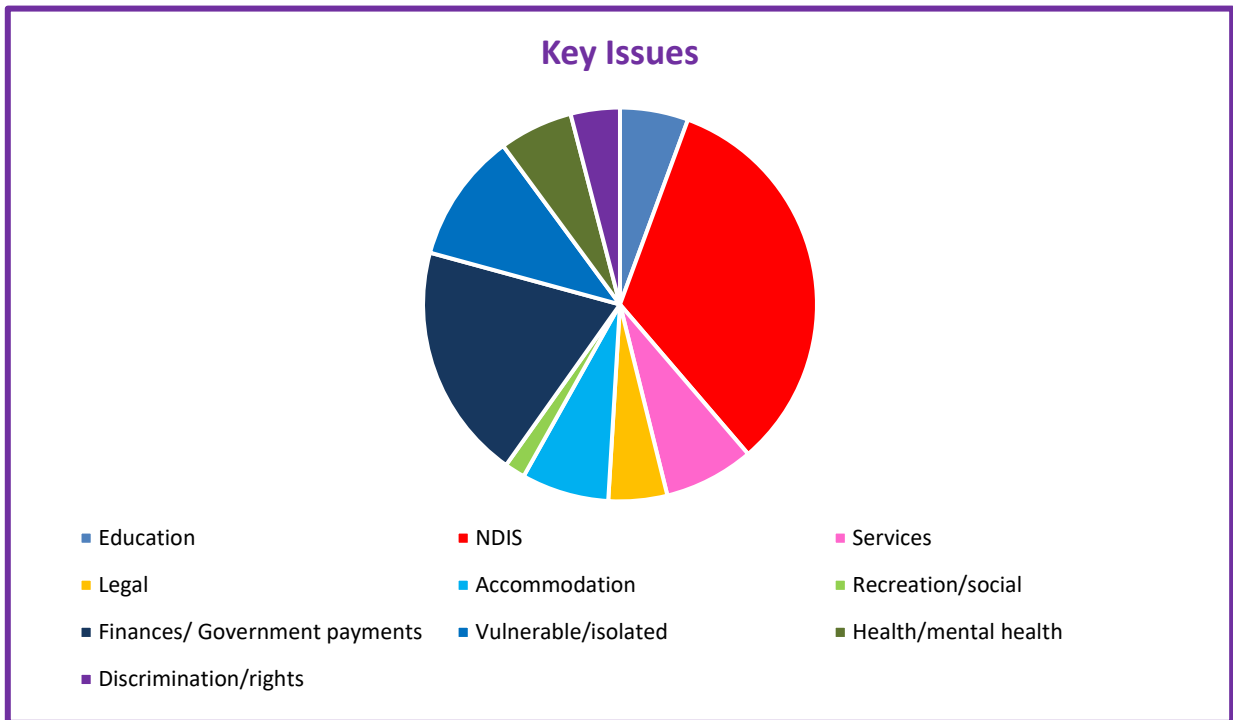
Graph 3: Age Profile of Clients with Disability

In 2022/2023 our clients ranged from children to individuals 65 years and over in age.



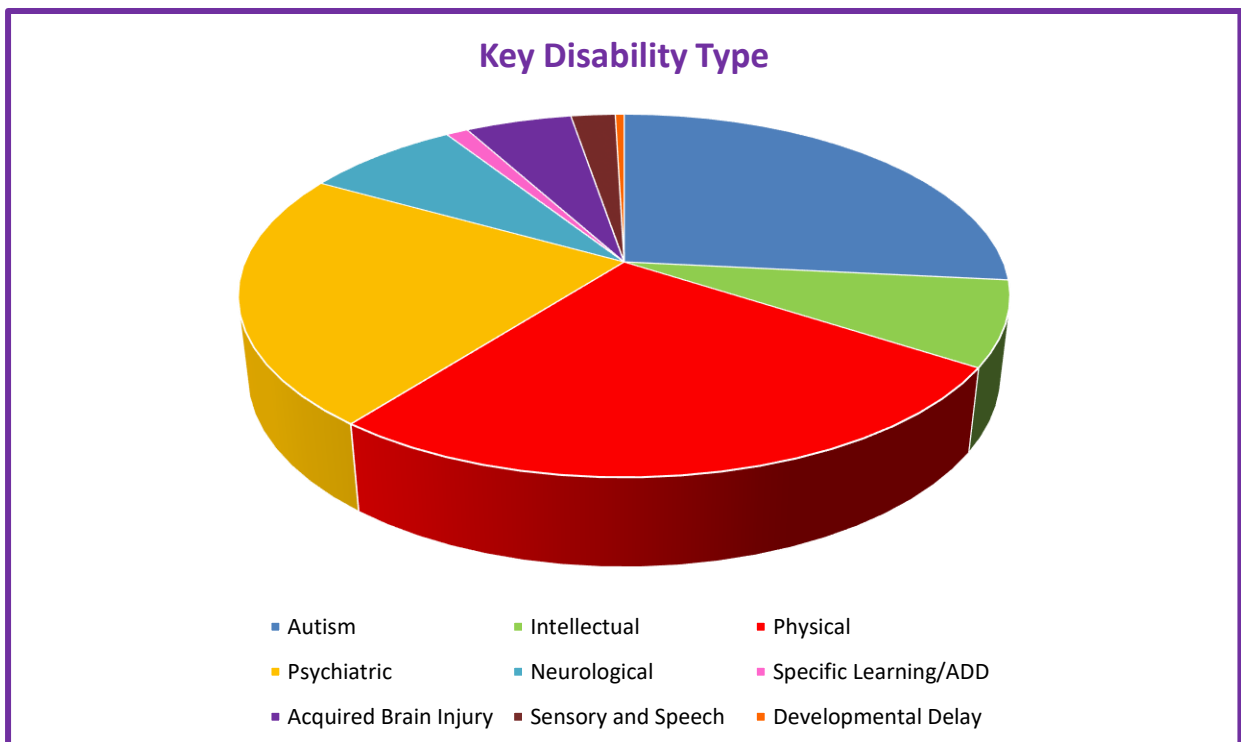
Graph 4: Key Issues for our Clients

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 2022/2023 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.



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 client’s 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 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 2022/2023 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 2022/2023, our advocacy services maintained presence across South Australia to include 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 offer outreach support in Onkaparinga, Playford and Port Adelaide whilst maintain a service in North Adelaide.

In keeping with previous years, we offered a program of community education to assist with community and service providers understanding of the role of Advocacy, its importance to people living with disability and the ways ADAI can assist and built upon our advocacy mentoring program.

Our work within the Appeals Framework of the NDIS grew significantly in 2022/2023 with an increased number of clients seeking Plan reviews and Appeals, due in part to clients receiving reduced NDIS Plans or as a consequence of changed circumstances leading to the need for additional supports or plan values.

In 2022/2023 we 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 was 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 need for awareness and education of the role of advocacy continues to grow in importance. Our advocacy model has 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 both consistent and 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 work with and continue to create many alliances and partnerships with service providers and communities to achieve the best possible outcomes for our clients. 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 2022/2023, 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

"We both just wanted to let you know how much we appreciate your time, assistance and guidance with my daughter's appeal. You did a fabulous job today, you were so good at clarifying things, being polite and professional. Thank you again.

- Client's father

Face to face

"Thank you for travelling so far to help us with our daughter's NDIS access, we really appreciate the time and your support, without we wouldn't have been able to access NDIS. Thank you so much."

- Client's mother

By phone

"I am so grateful for your support and service; it is nice there is another human being on your side that do the extra mile to achieve my goal."

- Client



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 on, alongside our clients in 2022/2023.

Case 1:

Client Alyce contacted ADAI as she had been rejected for the Disability Support Pension. Alyce lives with numerous medical conditions which affect her daily living including mental health conditions of depression and anxiety and back pain. Alyce has also been told by the treating lung specialist that she has less than two years to live. The Advocate provided support by assisting Alyce to apply for a Manifest Grant, which is for DSP applicants diagnosed with a terminal illness who have less than 2 years to live. The advocate checked Alyce's documents, including the DSP Manifest forms and letter from the doctor, and submitting the application with Alyce. After 48 hours Alyce's DSP application was granted. The Advocate contacted the client who was very happy with the approval and its capacity to enable a better life. The Advocate also provided information to Alyce's mental health support worker to enable application for NDIS access.

Case 2:

Advocates first met with Dean face to face at a rural outreach clinic. Dean had been referred to advocacy services by a service provider to help with his NDIS Access Application. Advocates met with Dean and listened to his story. Dean and his service provider were given advice on how to apply for the NDIS and collecting relevant and important evidence. Dean's first Access Request was denied by the NDIA, and he again met with advocates for assistance with an application for an internal review. Advocates assisted Dean to put in the application for the internal review and corresponded with Dean's GP to gather the further evidence the NDIS requested. Dean's internal review application was reaffirmed, and access was again denied. Dean was referred to the NDIS Appeals Advocate and Senior Advocate identified that there was little further evidence that Dean could collect and subsequently discussed the case with the NDIA representatives. The NDIS Appeals advocate participated in the first conference and subsequently assisted Dean to gather the final two pieces of short evidence the NDIA requested. The advocate was able to step through the evidence that had been provided and point to documents that demonstrated that the evidence the NDIA was still requesting had already been presented. The NDIA agreed Dean was eligible for the NDIS and granted Dean access.

Case 3:

Adam has an intellectual disability and lives with his family who care for him at home. English is Adam's and his families second language and Adam prefers support workers who speak his first language. The family approached ADAI seeking advocacy support with Adam's NDIS

appeal in the AAT, primarily seeking funding for the building of a granny flat at the rear of the family home. The Appeal went to a final hearing and Adam was successful in obtaining funding for the granny flat. The Advocate helped to prepare the final submission to the AAT and the pre-hearing documentation. The Advocate went to the AAT as a support person and explained to the family what was happening in the hearing as it proceeded.

The Advocate provided recommendations on processes to follow and ideas for questions the client and his family may wish to ask expert witnesses. As part of this process, the Advocate assisted the family to gather information which was provided to the AAT and made suggestions to the Tribunal Member about the family's preferred communication in court. The Appeals process was conducted over three days of tribunal hearings with the Advocate corresponding with the NDIA lawyer and tribunal staff. The AAT tribunal member approved Adam's appeal. This case has been publicly reported and created a legal precedent that can be referred to in other similar cases.

Case 4:

The ADAI Advocate met with Tanase and her mother-in-law at one of our Outreach Clinics to initially provide one-off advocacy for a NDIS application. However, when the advocate listened to Tanase's story, they started to have further concerns.

Tanase had been told by the Department of Child Protection (DCP) to gain access to the NDIS. The DCP were investigating Tanase as she was approximately six months pregnant and had previously had two children removed from her care around 10 years ago. The decision to investigate was based on cognitive assessments and files conducted at the time of removal of children, ten years prior. Tanase was told by DCP that if she was able to get supports through the NDIS they would close their file, meaning the unborn child would not be removed.

The Advocate raised these concerns with the Senior Advocate and Chief Executive who considered that Tanase was eligible to be triaged to immediate advocacy assistance to help with her involvement with the DCP.

Tanase has been diagnosed with ADHD, Dyslexia, and PTSD. Tanase was only engaging with a GP and a midwife at the time. The DCP had not made any other referrals to family supports or disability supports.

The Advocate worked with Tanase and her family intensively and attended meetings with the DCP, ensuring Tanase was being connected to appropriate family support services. Tanase's goal was to have her voice heard by DCP and to not have her child removed.

The Advocate contacted a NDIS Local Area Coordinator (LAC). The LAC told the Advocate that Tanase was unlikely to get access to NDIS based on her diagnosis and lack of supporting evidence. The Advocate communicated with the DCP Case Manager and advocated for Tanase to be connected to more services as her eligibility for the NDIS was unlikely.

The Advocate requested DCP fund new cognitive assessments for Tanase as they were relying on assessments that were ten years old, were undertaken when Tanase was subject to Family Violence and her two children were removed by DCP. DCP has agreed to this request.

Whilst this was occurring, the Advocate encouraged Tanase to engage with her GP to create a mental health plan. The Advocate also contacted the social worker at the hospital and discovered Tanase was not on record. The Advocate raised DCP's concerns, and the social worker organised extra supports for Tanase at the hospital and offered for Tanase to have an extended stay after the birth of her child.

The Advocate continues to communicate with the DCP Case Manager to improve communication between DCP and Tanase and to advocate for Tanase and her family following the birth of her child.

Case 5:

Rita is an Aboriginal woman living in Port Lincoln who requested support from ADAI with her DSP application.

Rita took advantage of ADAI's rural outreach program to Port Lincoln and attended a number of appointments over the period of 12 months to have her evidence reviewed by an Advocate.

The Advocate went through the DSP process with Rita and discussed the eligibility requirements and what information she would need to collect. Between visits the Advocate would monitor Rita's progress over the phone to see how she was going with gathering evidence.

At appointments Rita would bring updated reports or supporting evidence for the Advocate to review and talk Rita through the next steps of the process.

Rita kept the Advocate up to date, notifying the advocate once she had submitted her application and again when her application was successful.

Case 6:

Aaron's mother Sarah contacted ADAI for help with Aaron at school as she had concerns around the lack of support being given to Aaron by the school.

Aaron's behaviour had been escalating and he was being sent home from school, without effective communication to Sarah on these incidents. Sarah had sent several emails which had not been responded to by the school. When Sarah met with school staff her concerns, Sarah felt her concerns went unaddressed.

During the last week of term one Aaron was sent home from school. When Sarah arrived to pick him up at the school, Sarah was told that someone would contact her the following day to discuss why Aaron was sent home, however this did not occur, and she was not contacted.

Sarah requested a meeting with the Director of Belonging and Aaron's school teacher. The meeting was agreed and booked for week one of the following term. Sarah requested an Advocate attend as a support. The meeting discussed the incident in the last term as this was the first time Sarah had an opportunity to understand what had happened.

The Advocate supported Sarah by following up with the school regarding the creation of a *One Plan* for Aaron. It was identified that Aaron did not have a *One Plan* as the school advised

they did not follow this process and would be developing a collaborate document which would be ready later in the year.

The Advocate questioned the school representatives on how the school stays accountable for the strategies put in place to support Aaron if nothing is formally documented. The school was unable to provide a clear answer. Sarah discussed the remainder of her concerns, in particular the management of Aarons Behaviour and his social interactions. A number of strategies were suggested.

The Advocated and Sarah requested a further meeting mid-term to review the progress of the new strategies. Sarah was pleased with the outcomes of the meeting and felt more equipped to encourage the school to be accountable for the strategies put in place for Aaron.

Case 7:

Tyler has been diagnosed with autism and selective hearing. His mother Carla sought advocacy support to get appropriate NDIS supports for Tyler. Carla did not understand the planning review process or what she needed to action or obtain.

The Advocate assisted Carla to explore options and research and review programs and services would be of benefit for Tyler. The Advocate worked with Carla to collect documents from specialists. An Occupational Therapist (OT) provided reports recommending assistive technology, ongoing OT and hydrotherapy.

Carla also wanted Tyler to see a psychologist. In the planning review meeting with the provider, the Advocate, Carla, and NDIS reviewer the meeting considered Tyler's whole NDIS plan.

The planning review staff recommended that Tyler would benefit from a behavioural support specialist and Tyler was subsequently approved for additional funding for psychologist support, orthopaedic shoes, and support workers.

Case 8:

Tom is a 31-year-old male living with Autism. Tom had previously lived in out of home care for a period of 9 months. During that time, the care provider applied for an administration order through SACAT. Tom's finances were approved to be managed by the Public Trustee. Tom and his parents are from Europe and English is their second language.

Tom and his parents came to ADAI for assistance to gain access to Tom's funds, so that they could go on a holiday to their home country. Tom had never visited the homeland and it was important to the family that Tom had an opportunity to meet family and see his origins. The Public Trustee denied the request.

Tom and his family met with an advocate at ADAI, with an interpreter present. The Advocate advised that Tom's parents could apply to have the administration order revoked or changed. The Advocate assisted Tom and his family at a hearing at SACAT.

The tribunal member decided to decline the application. Tom and his parents then decided to meet with the Public Trustee's office to gain access to Tom's funds.

The Advocate and Tom met with the Public Trustee's office and provided a budget with quotes. After this information was provided with the Advocate's negotiation assistance the Public Trustees agreed to release funds to Tom's account for the holiday. The family went on the holiday which the family has been waiting years for. Tom and family were very grateful for all the work the advocate had done.



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 (Australian Capital Territory), 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 extensive experience in the Education sector supporting students with disabilities to access education. Meredith has been a high school counsellor, a welfare manager, a university disability liaison officer, and manager of disability services at university and TAFE. Meredith has family experience of disability. Meredith holds a Bachelor of Arts; Graduate Diploma of Education; Graduate Diploma of Language & Literature and a Graduate Diploma of Educational Counselling.

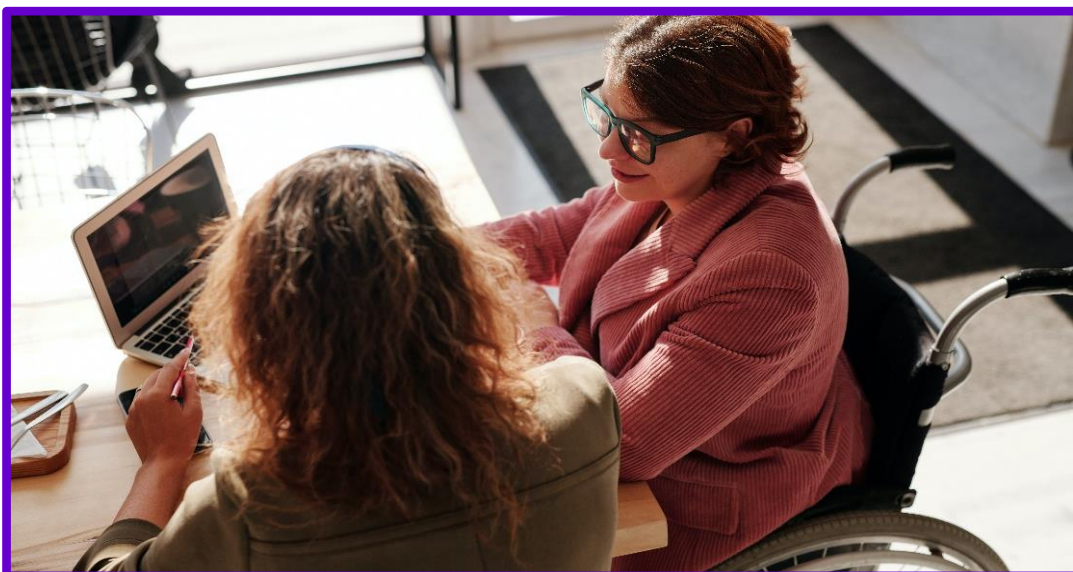
Ms Sandra Deakin

Sandra Deakin has worked extensively in Senior Human Resources roles. Sandra has 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. Sandra has personal and family experience of disability.

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. Brian has family experience of disability.



Our Staff

Kimberly Baker, NDAP 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.

Melissa Ballantyne, NDIS Appeals Advocate

Melissa holds a Bachelor of Laws and a Bachelor of Economics. Over the last three decades Melissa has worked as a lawyer in a range of areas in both private legal practice and community legal services. Melissa brings an extensive knowledge of legal systems to her role as the NDIS appeals advocate together with a strong passion for social justice.

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.

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.

Natalie Harris, NDAP 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 and disability services, community engagement and social planning fields across all tiers of Government, the charitable and private sectors. Jenny's work and passion has a strong focus on programs and projects which foster inclusion and 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 extensive 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 Law (Hons) degree.

Izumi Lowe, NDAP Advocate

Izumi came from Japan as an international student and became an Australian citizen in 2018. Izumi has a strong passionate for multiculturalism and is a member of Harmony Alliance in ACT. Izumi has a Bachelor of Social Welfare, Diploma and Certificate in Community Services, Early Childhood Education and Care and Art Therapy. Izumi has gained professional experiences across NSW, ACT and SA. Izumi has diverse professional knowledge and experience in case management, child protection, homelessness, child development, counselling, and housing.

Alexandra Turnbull, Senior Advocate

Alex holds a Bachelor of Arts and a 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 a significant focus within her work. Alex's skills include advocacy, report writing and policy development. Alex has enjoyed working across several roles at ADAI, including recently as acting Senior Advocate for the NDAP team. When Alex is not chatting to clients and helping them tell their stories you will find her at the beach with her young son.

Kevin Ramessur Advocate NDAP.

Kevin holds an Advanced Diploma of Community Services Management and Diploma of Mental Health. Kevin has worked in Alcohol and Other Drugs rehabilitation as a case worker for over two years with people with Mental Health, disability, and co-morbidity. Kevin has over 10 years of experience with customer service, having worked as a tour representative with Emirates Airlines group and with Medical Repatriation with Axa Assistance Insurance. Kevin is multilingual and speaks five languages, English, French, German, Creole, and Basic Portuguese. Kevin also volunteers with Redcross Telecross on the Safeguarding phone line for clients in South Australia.





FINANCIAL REPORT

2022/2023

Advocacy for Disability Access and Inclusion Inc (ADAI) received funding from the Department of Social Services to undertake advocacy work through the National Disability Advocacy Program (NDAP), the NDIS Appeals program and the Disability Royal Commission into Violence, Abuse, Neglect and Exploitation advocacy program in 2022/2023.

The Financial results for 2022/2023 were as follows:

Total Income:	\$ 981 737
Total Expenses:	\$ 967 064
Surplus / (Deficit):	\$ 14 673

The financial accounts and acquittal statement were audited by Mr Ian McDonald FCA of Creative Auditing. Mr McDonald's letter of external audit and financial compliance 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 FCA.

Narelle Schubert

Treasurer

Ian G McDonald FCA



Statement by Auditor

**Advocacy for Disability Access and Inclusion Incorporated
For the year ended 30 June 2023**

We confirm that, for the audit of the financial statements of Advocacy for Disability Access and Inclusion Incorporated for the year ended 30 June 2023, we have maintained our independence in accordance with the requirements of APES 110 – Code of Ethics for Professional Accountants, Section 290, published by the Accounting Professional and Ethical Standards Board and the Australian Charities and Not for Profits Commission Act 2012 (ACNC Act).

A handwritten signature in blue ink that reads 'Ian McDonald'.

Ian G McDonald FCA

Dated: 28 August 2023

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Ian G McDonald FCA



Advocacy for Disability and Access and Inclusion Incorporated Independent Auditor's Report

We have audited the attached financial statements, being a special purpose financial report, of Advocacy for Disability and Access and Inclusion Incorporated for the year ended 30 June 2023.

Opinion

In our opinion, the financial statements of the Association are properly drawn up:

- a) to present fairly the financial position of the Association as at the 30 June 2023 and the results of its operations for the period then ended, and;
- b) according to applicable Australian Accounting Standards.

Basis for Opinion

For the audit of the Association we have maintained our independence in accordance with the relevant ethical requirements of APES 110 Section 290. We believe that the audit evidence that we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information – Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report is prepared to assist the association to meet the requirements of Associations Incorporation Act (SA) 1985 and the requirements of the Australian Charities and Not-for-profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the members.

Responsibilities of Management for the Financial Report

The Board of Management is responsible for the preparation of the financial report in accordance with Associations Incorporation Act (SA) 1985 and the requirements of the Australian Charities and Not-for-profits Commission Act 2012. and for such internal control as management determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibilities for the Audit of the Financial Report

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the schedule is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement in the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Ian G McDonald FCA
Registered Company Auditor

Dated at Grange, 30 October 2023

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