

Advocacy for Disability Access and Inclusion Inc.

Annual Report 2024 - 2025

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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 2024/2025.

ADAI provides independent, Advocacy across South Australia to all residents with a disability, irrespective of age. Our programs include the National Disability Advocacy Program (NDAP), the NDIS Appeals program and the ADAI Regional Capacity Building and Peer Support Program funded under the Information Linkages and Capacity Building Grant.

From 1 April 2025, Advocacy for Disability Access & Inclusion Inc (ADAI) agreed to the transition of grant activity under the NDAP, NDIS Appeals program and Information Linkages and Capacity Building Program from Disability Rights Advocacy Service (DRAS) following its sad closure. ADAI was committed to making every effort to minimise impact on clients and deliver best outcomes to the South Australian disability community. We would like to thank all involved for their assistance and support during the transition phase.

On behalf of all Board members, I would like to thank the ADAI team for welcoming all the new team members and supporting them during the transition from DRAS and becoming one wonderful team!

Since April we have also welcomed other new team members who have also worked tirelessly for all clients and achieved great outcomes. On behalf of the Board, thank you.

The complexity and demand for each program we provide 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 continued to increase our footprint across South Australia through our central office in North Adelaide and regional offices in the Riverland, Mount Gambier and Port Augusta. Because of our people first approach, and the inclusive and respectful nature of our service, the demand for advocacy support from ADAI continues to grow.

We have continued to advocate for further funding from both the Australian Government and South Australian Government, to ensure that the advocacy needs of people with disability are met and enable people to live with dignity and have the appropriate level of services.

We have continued this individually and in collaboration with other South Australian independent disability advocacy organisations.

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 Department of Health, Disability and Ageing (DoHDA) at the Federal level. ADAI takes a statewide sector approach to disability advocacy and convenes meetings of the South Australian based independent advocacy organisations to collaborate and support individual advocacy and raise issues of a systemic nature.

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, on behalf of the Board I thank our CEO, Tanya O'Neil, for her excellent contribution and tireless efforts in what has turned out to be challenging but fruitful year for ADAI.

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 this past twelve months to be a highly successful and meaningful year for ADAI.

Well done to all the team at Advocacy for Disability Access and Inclusion!

Shane McDougall
Chairperson, Board of Directors

ABOUT ADAI

OUR HISTORY

Advocacy for Disability Access and Inclusion (ADAI) is funded by the Commonwealth Department of Health, Disability and Ageing to provide individual and self-advocacy services to people living with disability, carers and families on behalf of people with disability. 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 nearly forty (40) years.

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

OUR PURPOSE

We advocate to promote and strengthen autonomy and self-determination for people living with disability, their families and carers through the provision of quality, professional, issues-based advocacy services.

OUR VISION

All South Australians living with disability have access to the advocacy support they need to build their capacity to represent themselves and fully participate in decision making that affects their lives.

OUR ADVOCACY MODEL

ADAI's Model of Advocacy promotes, protects and upholds the equal human rights of people with disability, and gives voice to important issues and those affected. The ADAI model provides people with disability, and carers and family members on behalf of people with disability, access to free, independent advocacy support and information. As an independent disability advocacy organisation, we act on the side of the person with disability whilst respecting the rights of others.

Our Advocates provide short term, issue-specific advocacy support for individuals of all ages in South Australia. Issues can include, but are not limited to:

- equal opportunity, discrimination and understanding human rights and responsibilities,
- resolving issues about government benefits, payments, pensions and support services,
- support through tribunals for guardianship and tenancy,
- matters relating to education, NDIS, health, housing and other state-based matters.

ADAI works in collaboration with community to refer, connect, and engage appropriate services. Our service approach includes individual advocacy, self-advocacy and systemic advocacy that seeks to influence long-term change

OUR VALUES

We demonstrate best practice by acting with integrity, treating people with dignity and supporting independence.
We do this by being:

- Respectful and empathic;
- Resourceful and innovative;
- Inclusive and accessible;
- Accountable and transparent;
- Client centered;
- Connecting and engaging; and
- Collaborative



OUR STRATEGIC OBJECTIVES

Our strategic objectives are:

- 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.
- 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.
- 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.
- To work collaboratively with other disability and community services to maximize outcomes and benefits for people with disability, their families and carers.
- To operate in accordance with accepted best practice principles in all aspects of our organisation.
- To source additional revenue in order to broaden the organisation's participation in the disability arena.



OUR ADVOCACY SERVICE

Advocacy for Disability Access and Inclusion (ADAI) supports people with disability of all ages to build knowledge, skills, capability and confidence to know their rights and have their voice heard.

We do this through the following programs:

National Disability Advocacy Program (NDAP)
The National Disability Advocacy Program provides issue-specific advocacy support to people with disability, carers and families on behalf of people with disability, seeking to reach a resolution on an issue.

NDIS Appeals Program
The NDIS Appeals Program supports people with disability, affected by reviewable decisions of the NDIA, and helps people to access support when seeking a decision review through the Administrative Review Tribunal (ART).

ADAI Regional Capacity Building and Peer Support Program
The community based self-advocacy and peer support program works with people with disability to strengthen self-advocacy skills through individual advocacy support, community engagements, workshops and training.

Supported Employment Advocacy Project
Supports people with disability in supported employment, including those working in Australian Disability Enterprises (ADEs) or in open employment, and young people with high support needs who are transitioning from school to work.

Our experienced advocacy team:

- stands alongside as a “partner” in the process.
- supports people with disability to discuss the outcomes they want to achieve.
- recognises the importance of supported decision making for informed decisions and pursuit of human rights.
- advocates only after we have the permission of the person to do so.
- liaises with and refers to another service for assistance where appropriate.
- treats everyone with respect, empathy, honesty, and transparency; and
- promotes the rights of all people living with disability in the community.

The types of issues our Advocates support clients with include:

- Education
- Employment / Work Issues
- Finances

- Government Payments
- Guardianship
- Health
- Housing Issues
- National Disability Insurance Scheme (NDIS)
- NDIS Appeals
- SACAT matters
- Social and Recreational Access
- Transport

ADAI in South Australia

Our advocacy service maintains a presence across South Australia from our four office locations based in North Adelaide, Mount Gambier, Port Augusta and Berri. Weekly metropolitan outreach support is available in Onkaparinga, Playford/Elizabeth, Port Adelaide and Adelaide locations. We deliver outreach services across rural and remote South Australia and have particularly strong connections through regular support of communities in Eyre Peninsula and Port Lincoln, Fleurieu and Kangaroo Island, Yorke Peninsula and Copper Triangle.

Systemic advocacy

ADAI continues to undertake systemic advocacy at the local, state and national level to educate and remove barriers to ensure the rights of people with disability. In 2024-2025, we made government submissions to the Foundational Supports Consultation, NDIS Act Quality and Safeguarding Measures, Supplementary Consultation of Mental Health Act 2009, and Accommodation Diversity Code Amendment. We engaged in executive roundtable discussions with the Department for Infrastructure and Transport to discuss inclusivity and accessibility in public transport, and Deakin University, Office of the Australian Information Commissioner, Australian Competition and Consumer Commission and Australian Communication and Media Authority on defining communication in a digital era and what best protects diverse consumers.

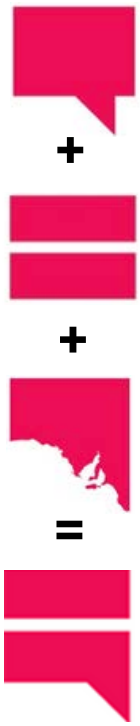
In keeping with previous years, we offer a program of community education to assist with community and service providers understanding of the role of Advocacy, its importance to people living with disability and the ways ADAI can assist and build upon our advocacy mentoring program.

Working in Collaboration

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.

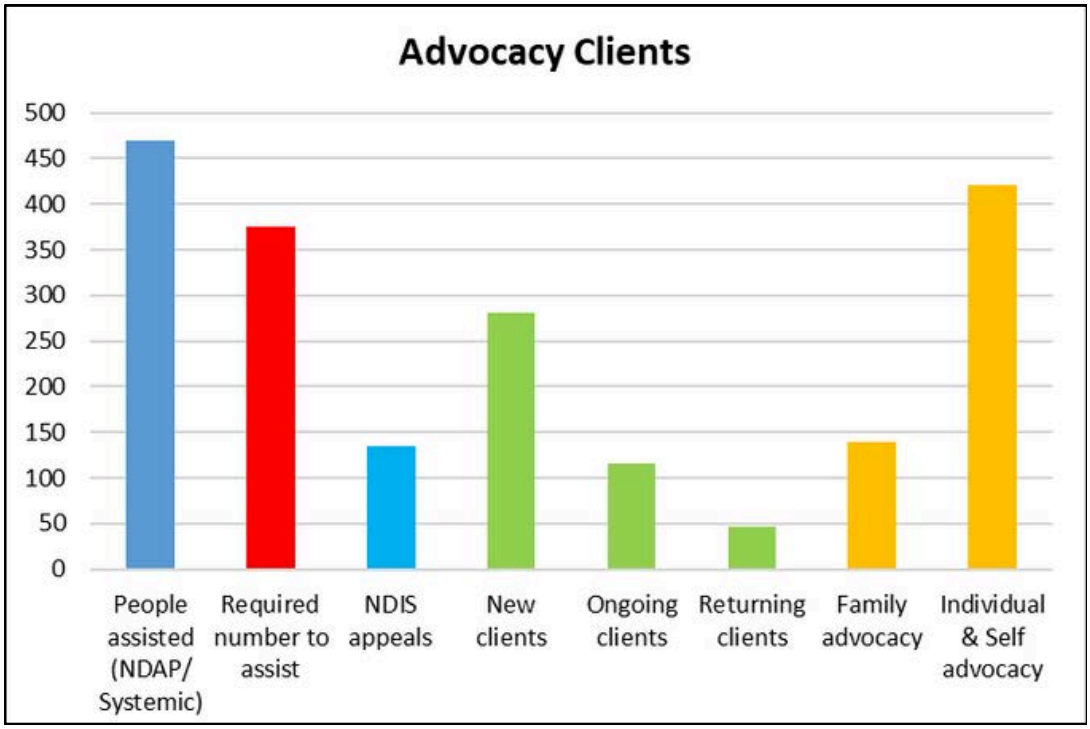
South Australia: A proud South Australia organisation.

Advocacy for Disability Access and Inclusion



CLIENTS' STATISTICS

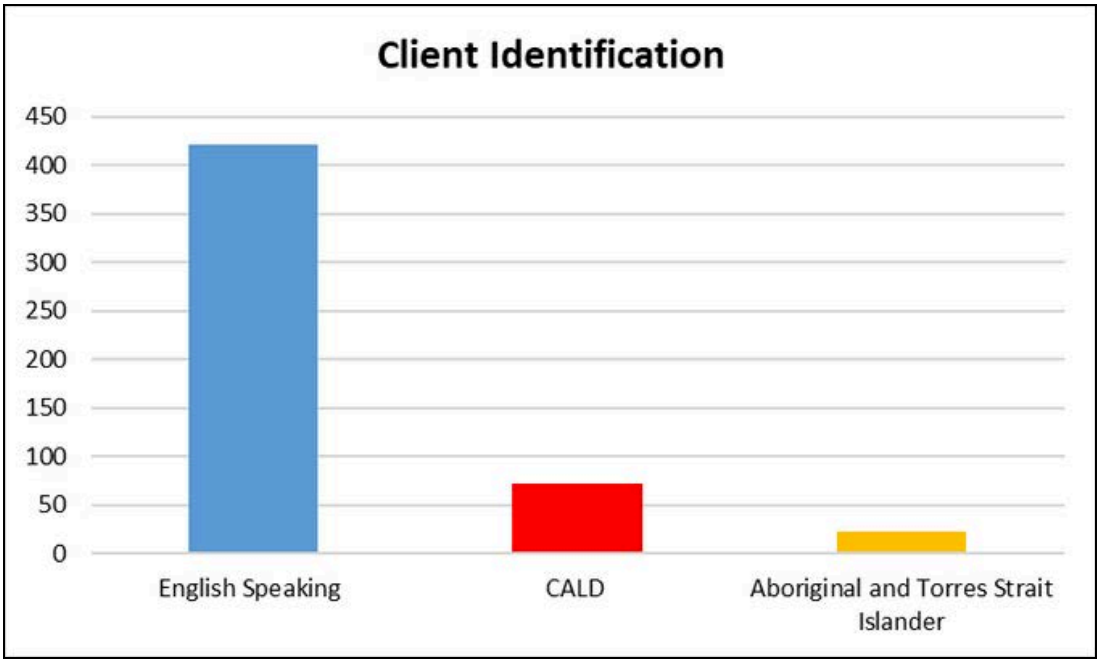
GRAPH 1: ADVOCACY CLIENTS: 2024/2025





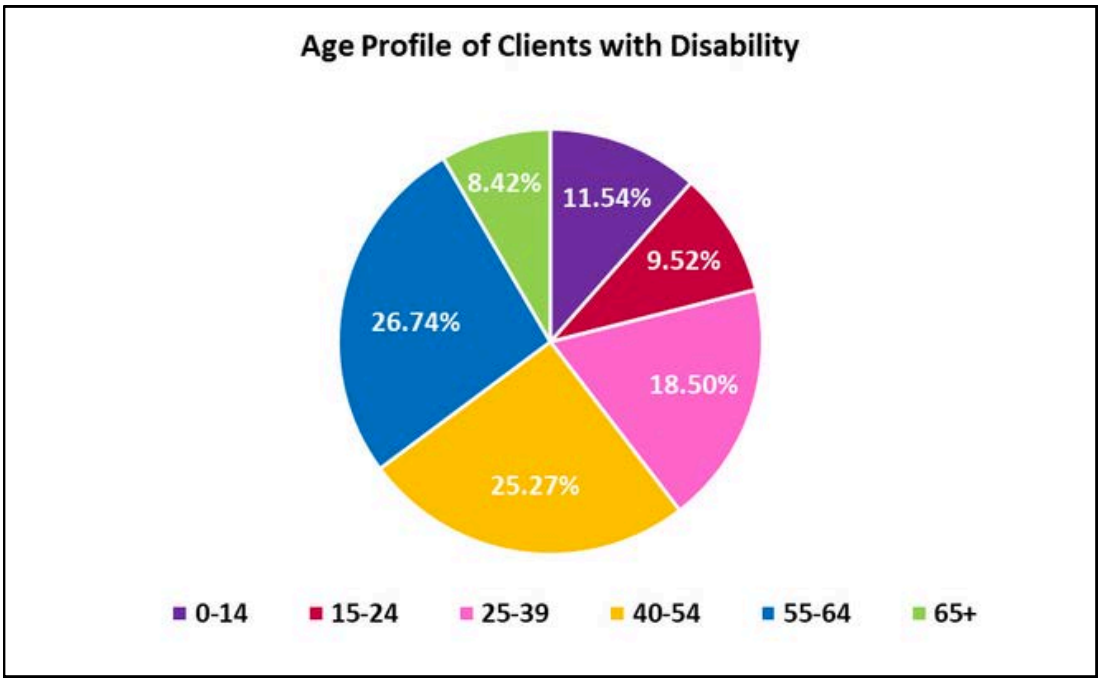
GRAPH 2: CLIENT IDENTIFICATION

In 2024/2025 we increased our support to Culturally and Linguistic Diverse (CALD) communities and Aboriginal and Torres Strait Islander peoples.



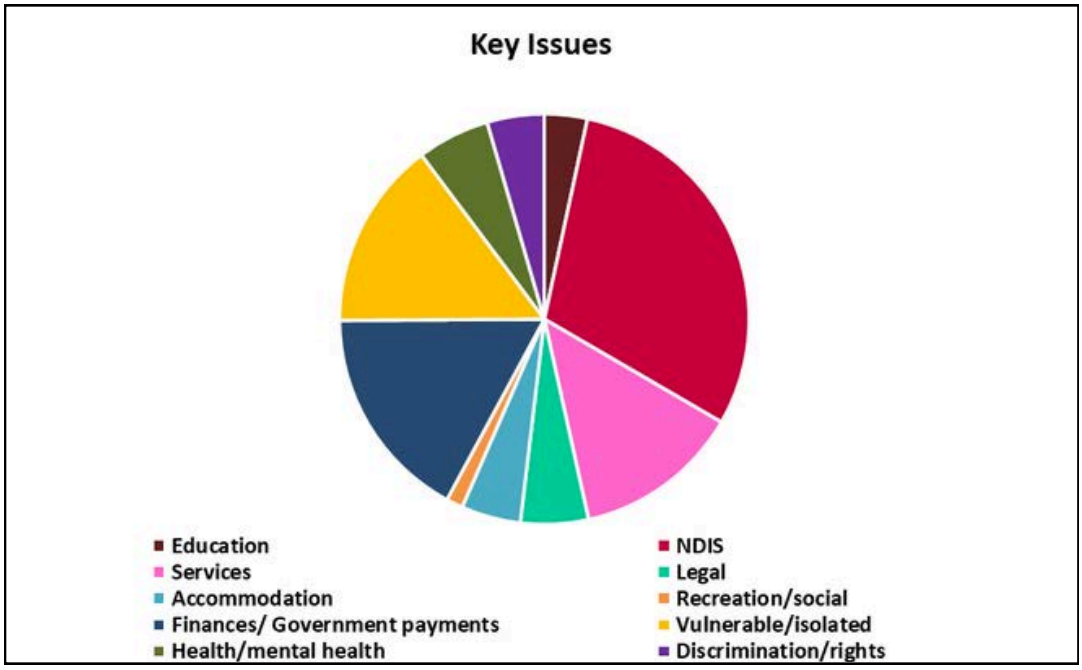
GRAPH 3: AGE PROFILE OF CLIENTS WITH DISABILITY

In 2024/2025 our clients ranged from children to individuals 65 years and over in age.



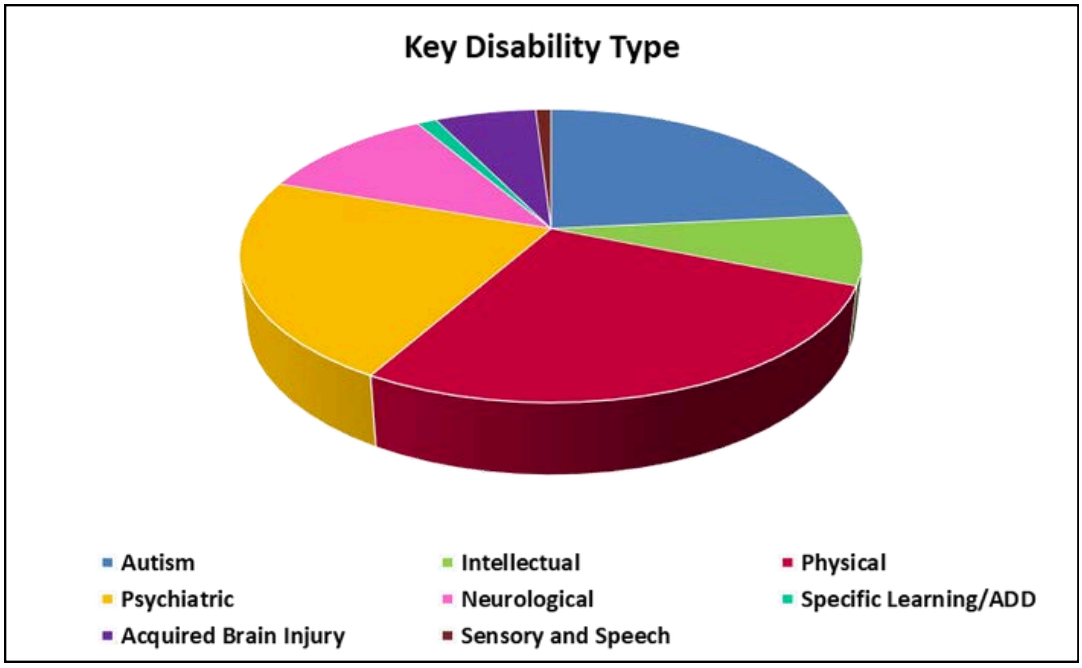
GRAPH 4: KEY ISSUES FOR OUR CLIENTS

Client support was provided across a range of areas that impact on our clients' 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 2024/2025 identified with the following disability types:



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 2024/2025, we received some wonderful and heartfelt feedback on our service from clients, families and their carers/supporters through letters, email, and telephone calls.

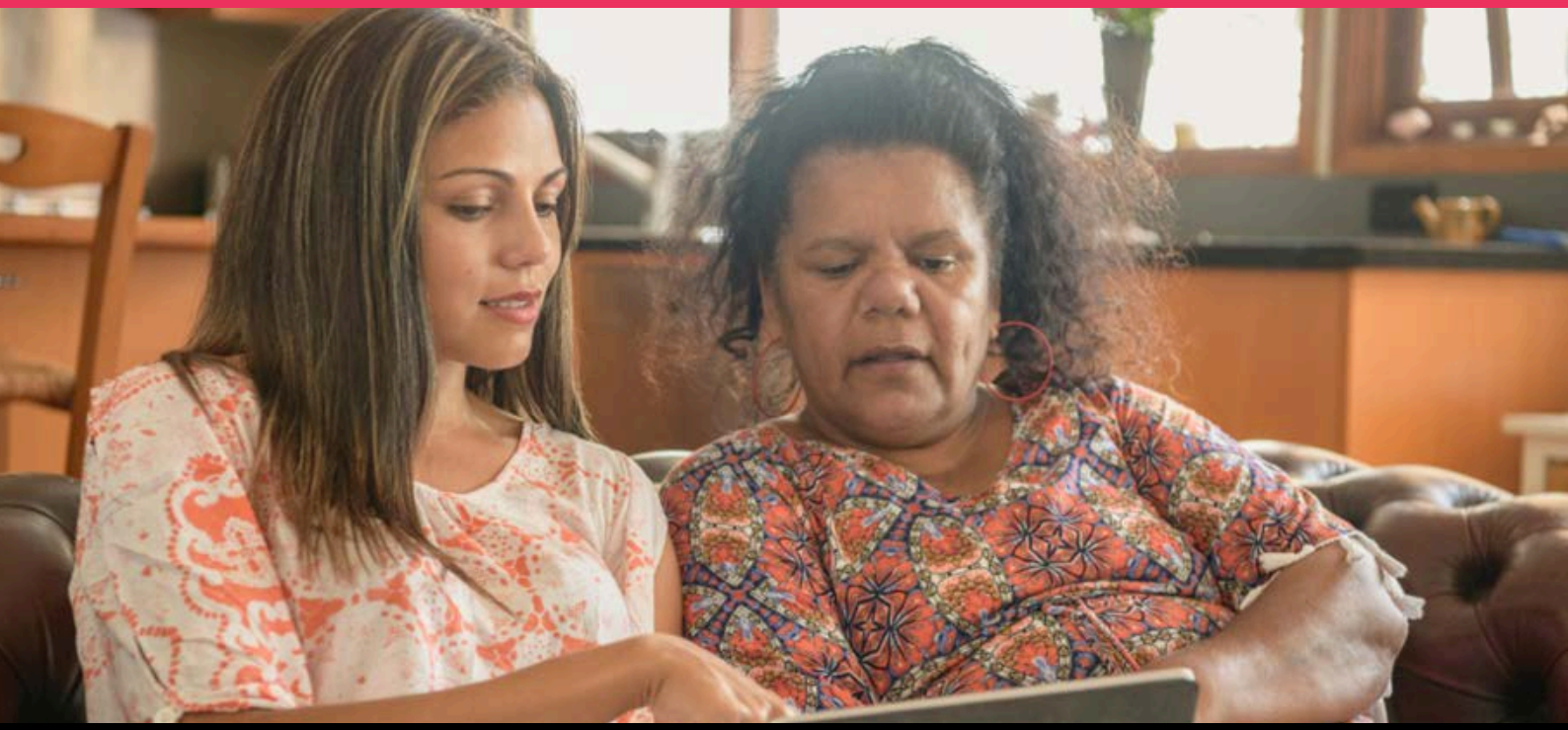


"Thank you so much for your help, you are an amazing team. I couldn't have done this without you. I appreciated everything that you have done for me and family. Thank you!"

"Thank you for the help and support you provided to my client while I was not in the office with NDIS. He is really thankful for you being supportive and liaising with NDIA on the issue which he was in crisis and frustrated. You are amazing!"

"Thank you sincerely for everything you've done for me. Your support has been incredibly valuable and among the most meaningful advocacy I've ever received especially in such short span of time that we've worked together. I appreciate you so much! Your clients are very lucky to have you on their team."

"You are a great organisation supporting people going through the process of applying for Disability Support Pension (DSP). Thank you so much for your help, I don't need to feel overwhelmed doing it by himself."



OUR CLIENT STORIES

We offer advocacy to support and make a difference to people living with disability, their family, and carers/supporters. This work also influences community attitudes and organisational policies in relation to the rights and freedoms of people with disability. The following stories provide a snapshot of the breadth of issues we have advocated alongside our clients in 2024/2025. Information has been de-identified.

Case Study 1 - Disability Support Pension

Ann lives in a rural and remote region of South Australia and was referred to ADAI by Port Lincoln local Disability Employment Service. Ann was referred for further support to apply for the Disability support Pension (DSP) due to challenges understanding the requirements of the application process and medical rules.

ADAI Advocate met with Ann as part of ADAI's outreach service to Port Lincoln to discuss the application process. Advocate suggested Ann make an appointment with GP to see if they would be able to provide supporting documentation for Ann's DSP application.

Advocate explained information to Ann which guided her and relevant medical practitioner to make an informed and effective decision regarding DSP eligibility to avoid an incomplete and unsuccessful application.

Advocate kept in contact with Ann as the application progressed.

Ann advised advocate via text message that they were successful in their DSP application and was appreciative of the support and information provided by ADAI Advocate.

Lesson Learnt: In rural areas such as Port Lincoln, there are limited services that can support those seeking to make a DSP. ADAI's outreach service was able to provide the person the valuable tools and confidence to make a successful application. The information provided enabled the medical team to make an informed decision to whether the person was medically eligible for the DSP.

Case Study 2 - Risk of Homelessness and Guardianship

Support Coordinator referred Sam to ADAI due to his high risk of homelessness as his support disability accommodation (SDA) provider was selling off all their SA properties. Sam had been with SDA provider for 4-5 years and was NDIS funded for 2:1 supports. Sam was given one month to leave his property with no continuation of services, as required by SDA NDIS registered providers, and SDA provider not assisting with locating a new property.

ADAI Advocate contacted NDIS Quality and Safeguards Commission to be informed on current legislation and guidelines in regard to SDA and was made aware of what the SDA provider was legislated to do. Advocate also contacted Rent Right to seek advice.

Weekly meetings were held between ADAI Advocate and Sam, his SDA provider, Occupational Therapist, Support Coordinator and Support Worker, to discuss housing option, reduce the chance of becoming homeless and to keep all services accountable.

Suitable housing was located for Sam. Sam's long-term support team was able to support him in the new housing provider. Sam faced delays with the NDIS to secure additional funding to transfer between SDA to separate housing provider and long-term support team however the current SDA covered all relocation costs and confirmed move in date.

Lesson learnt: ADAI Advocates assist people with disability to navigate complex issues and initiate collaboration between services to reduce harm and neglect. Through supported decision making, people with disabilities make decision and retain control over choices in their lives

Case Study 3 - First Nations, Healthcare Rights

When Kylie approached ADAI for advocacy support she had been detained in the mental health ward in the Royal Adelaide Hospital for several months.

Kylie was seeking advocacy to ensure that her medical practitioners listened to her wishes, especially around medication she did not want to take due to experiencing adverse reactions to it in the past.

Kylie also reported negative experiences with how hospital staff had treated her and had been making formal complaints. Kylie felt medical staff dismissed her complaints due to her gender, disability and race as a First Nations person.

ADAI Advocate met on multiple occasions with Kylie, her Support Coordinator, Social Worker and medical team including Psychiatrist and Head Nurse.

Advocate supported Kylie to refer to the Charter of Healthcare Rights and make an application to SACAT to have her prescribed medication review and changed.

After several months, Kylie and ADAI Advocate were able to advocate for a new Psychiatrist who Kylie felt listened to her and prescribed an alternative medication with fewer side effects.

Lesson learnt: ADAI Advocates assist a person with disability to exercise their choice and control when there is a perceived power imbalance, and assist the person to understand and uphold their rights in line with the Australian Charter of Healthcare Rights.



Case Study 4 - NDIS ART appeal

Brooke lives with her mother and father. Both Brooke and her mother have an intellectual disability.

The family approached ADAI seeking advocacy support with Brooke's NDIS appeal in the Administrative Review Tribunal (ART). The family was primarily seeking funding for more therapy, support coordination and assistive technology.

The ADAI NDIS Appeal Advocate supported the family through the ART process. The appeal was resolved at conciliation with approval for more therapy and support coordinator funding, together with funding for a trial of communication devices.

The Advocate also assisted with having Brooke's plan replenished during the course of the appeal process.

Lesson learnt: Advocate was able to successfully pursue funding for further supports for person with disability by advocating for the person during the alternative dispute resolution phase of proceedings in the ART.



Case Study 5 - SACAT Hearing

Mariah contacted ADAI on behalf of her son with non-verbal autism. Mariah was concerned her son's freedom of choice was being compromised and was seeking advice around how to present herself and her son at a SACAT hearing, and what to do if she disagreed with the SACAT decision.

The ADAI Facilitator and Mariah talked through her rights and provided some guidance on some keys tips to keep in mind during the SACAT hearing - speak about the facts, listen carefully, tell the truth, be respectful, ask questions, bring along relevant documents, etc. The Facilitator also shared the SACAT web address for Mariah to have a look through prior to the hearing.

Mariah contacted the ADAI Facilitator the next day with an update explaining that she was very pleased with the outcome of the SACAT hearing and appreciated the support she received from the Facilitator. Mariah explained that she would contact ADAI if her or her son needed advocacy support in the future due to the support she received.

Lesson learnt: ADAI's Facilitators can provide support with individual capacity building to strengthen self-advocacy skills. Having knowledgeable, local ADAI Facilitators available and accessible in regional and remote locations and by phone ensures information is readily at hand to assist a person to self-advocate.

Case Study 6 - NDIS ART Appeal - CaLD

Jill transferred to ADAI following the closure of Disability Rights Advocacy Service (DRAS).

Jill reached out to DRAS for support with her NDIS Appeal, to gain access to the NDIS. Jill was one of many clients impacted by the closure of DRAS while her matter was in the middle of the ART Appeal process.

ADAI Advocate was able to review Jill's file and identify it for triage, taking in consideration an upcoming conference date and potential for the matter to go to hearing. ADAI reviewed Jill's evidence and supported by attending the next conference.

Advocate also assisted Jill to apply for Legal Aid following Jill's Legal Service Commission (LSC) free legal outreach appointment.

Jill's legal aid application was successful and LSC took over to continue the matter.

Lesson learnt: ADAI Advocates were available to support the transition from DRAS to ADAI to provide a local, smooth transition across agencies and consistency of service with minimal impact to the client.

Case Study 7 - Education

Sue, the mother of Tom, reached out for advocacy support on behalf of her son Tom and ongoing challenges with Tom's school. Tom had been subject to multiple suspensions due to behavioural challenges at school. Sue reported that the school was not cooperating adequately with her attempts to work together on a positive plan for Tom's educational and behavioural support. Sue reported the school failed to provide timely explanations about the incidentals leading to these actions and Sue had to initiate contact to understand each incident. Sue reported attempts to schedule mediation meetings with the school on multiple occasions only to have the school either decline or reschedule.

ADAI Advocate supported Sue to developed strategies for engaging the school more effectively. Sue reported concerns that involving an external Advocate might escalate the situation. The Advocate assisted Sue to lead the advocacy while being supported by advocacy advice. The Advocate provided guidance on framing communication in a solution-focused and non-adversarial manner, emphasising Tom's long term educational need and the importance of inclusive and supported learning environments.

With ongoing advocacy support, Sue was eventually able to secure a revised education plan for Tom and the school agreed to implement a modified educational plan and commit to regular and clear communication with Sue.

Lesson learnt: Education issues can be resolved through advocacy to support a family in identifying strengths in advocating for students needs and ensuring that the school is meeting their responsibilities to best support students effectively in the school environment.



OUR BOARD

Advocacy for Disability Access and Inclusion Incorporated is governed by a volunteer Board of Directors. 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 disability.

Ms Leonie Challans, Vice Chairperson

Leonie brings an expertise in disability advocacy, with a particular focus on improving post-secondary education access and employment outcomes for people with disability. Her professional background spans the commercial and tertiary education sector where she has led initiatives in human resources, equity, diversity and workplace relations.
Leonie has worked on national projects and contributed to state level advisory committees, with a focus into inclusive policy development and systemic reform. She holds an Advanced Diploma in Human Resources Management and undertakes regular professional development in contemporary HR and Board governance.

Ms Sue Kite, Corporate Governance Officer

Sue Kite is a Member of the Institute of Community Directors Australia and has extensive experience as a senior leader and 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 Narelle Schubert, Financial Management and Risk Delegate

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 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 Carmela Sergi

Carmela has lived experience as primary carer of persons with a disability, including experience navigating the NDIS and educational supports. In her professional capacity, Carmela is the CEO and Managing Director of the Care Economy CRC. Carmela is committed to improving health and care through collaboration, knowledge translation and industry uptake of research outcomes. An accomplished senior executive, Carmela has worked over 30 years across pharmaceutical, medical technology, aged care and health service sectors. Experienced in leading large and complex collaborations, Carmela brings a focus on realising the benefits of technology in care delivery.



OUR STAFF

Kimberly Baker, Team Leader NDAP

Kimberley holds a Bachelor of Arts and Master of Social Work. Kimberley has also completed her Certificate IV in Child, Youth and Family Intervention. Kimberley has been with ADAI for 4 year and also has 6 years' experience working with children and young people with the Department for Child Protection.

Melissa Ballantyne, Team Leader NDIS Appeals

Melissa holds a Bachelor of Law and a Bachelor of Economics. Over the last three decades she 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 advocacy work together with a strong passion for social justice.

Diana Calle, Client Intake and Service Officer

Diana holds a Bachelor Degree in Management and Finance. She has over 20 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.

Natalie Harris, Advocate (until February 2025)

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.

Izumi Lowe, Advocate

Izumi came from Japan as an international student and became an Australian citizen in 2018. Izumi has a strong passion for multiculturalism. Izumi has a Bachelor of Social Welfare, Diploma and Certificate in Community Services, Early Childhood Education and Care. 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.

Tanya O'Neil, Chief Executive Officer

With over 25 years of experience in the disability sector, Tanya is passionate about advocating for people with disability and brings with her a wealth of knowledge from education, health, community, commercial and not-for-profit experience. Tanya holds a Master of Business Administration (MBA) and is a graduate member of the Australian Institute of Company Directors (AICD) and a successful scholar of the 2024-25 Governance Foundations for Not-for-Profit Directors course. She has served in executive leadership roles and is a qualified speech pathologist and autism diagnostician. Tanya is a Board Director for the national representative body for independent disability advocacy organisations in Australia, Disability Advocacy Network Australia (DANA). Tanya is a well-connected and respected member of the South Australian disability advocacy community.

Kevin Ramessur, Advocate

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.

Alexandra Turnbull, Senior Team Leader

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.

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 4 in Training and Assessing, 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.

Kit Yuan, Advocate

Kit holds a Bachelor of Laws and Legal Practice, a Bachelor of Psychology (Honours) and a Graduate Diploma in Social Science (Counselling studies). He has at least 5 years-experience as a Disability Advocate and has been involved in facilitating NDIS Access workshops for interpreters, and Disability Support Pension workshops for Non-Government Organisations including CALD organisations (NGOs). He has a strong passion for helping People with Disability to get fair outcomes for them.

Chris Hansford, Advocate

Chris holds a Bachelor of Government, Public Management (Public Policy) and a Bachelor of Business (Human Resource Management) degrees. He has been a Disability Advocate since 2018, prior to that, he worked as an Assistant to Members of the South Australian Parliament.

Mark Biram, Advocate

Mark has a Bachelor of Business in Business Administration and a Certificate IV in Training and Assessment. He has worked 10 years in Human Resources (Organisational Development) before making a Tree Change to the Riverland. Driven by a passion for social equity, Mark has 8 years' experience as an advocate.

Karen Smith, NDIS Appeals Advocate

Karen holds a Bachelor of Social Science (Human Services) and a Master of Politics and Policy. Karen has worked across different levels of government and in community service organisations within the aged care and disability services sectors. Karen's roles have included working as a policy officer, advocate, and program coordinator. Karen is committed to social justice and human rights in supporting people who experience disadvantage and barriers in accessing needed services.

Jacinta Cordner, Advocate

Jacinta holds a Bachelor of Arts/Psychology and a Master of Counselling. Jacinta worked as a counsellor for several years, before becoming a disability advocate. Jacinta has lived experience and a strong commitment to upholding the rights for those of us living with disabilities.

Tori Verrity, Team Leader, ADAI Regional Capacity Building and Peer Support Program
Tori has experience in Aged Care, Personal Support, and Early Childhood Education and Care. She is deeply passionate about supporting individuals to improve their quality of life and draws on her lived experience of disability to inform her approach. Having lived and worked in rural areas, Tori is also committed to breaking down barriers and promoting inclusion within communities.

Alysha Staska, Facilitator, ADAI Regional Capacity Building and Peer Support Program

Alysha is passionate about empowering people with disability to recognise their strengths and advocate for themselves with confidence. Alysha is an experienced community facilitator with a strong background in disability advocacy, employment services, and capacity-building programs. She leads initiatives that support people with disability, their families, and carers to strengthen self-advocacy, confidence, and community participation. Alysha's work focuses on collaboration, inclusion, and practical skill development through workshops and partnerships across South Australia. She is passionate about creating equitable opportunities and empowering individuals to influence decisions that affect their lives. Her professional strengths include stakeholder engagement, program design, and mentoring others to build confidence and independence.

Michael Clifford - Advocate
Michael has previously worked in the disability sector as a Disability Employment Services supervisor, Support Worker and NDIS Support Coordinator. Michael has a Certificate III Individual Support (Disability), Certificate IV Residential Drafting. Prior to being employed at ADAI Michael worked for the South Australian Housing Trust as a Housing Officer for 3 years and an Access Worker for 2 years.



FINANCIAL REPORT

Ian G McDonald FCA

CHARTERED ACCOUNTANTS
AUSTRALIA + NEW ZEALAND

Statement by Auditor

Advocacy for Disability Access and Inclusion Incorporated
For the year ended 30 June 2025

We confirm that, for the audit of the financial statements of Advocacy for Disability Access and Inclusion Incorporated for the year ended 30 June 2025, 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).

Ian G McDonald FCA

Dated: 8 October 2025

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bility limited by a scheme approved under Professional Standards Legislation.

Advocacy for Disability Access and Inclusion Inc.

FINANCIAL REPORT

For the year ended 30 June 2025

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 Individual Linkages and Capacity Building Program in 2024/2025.

The Financial results for 2024/2025 were as follows:

Total Income:	$ 1,140,507
Total Expenses:	$ 1,119,026
Surplus / (Deficit):	$ 21,481

The financial accounts and acquittal statement were audited by Mr Ian G 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 G McDonald FCA.

Narelle Schubert

Financial Management and Risk Delegate

21/10/2025

Ian G McDonald FCA

CHARTERED ACCOUNTANTS
AUSTRALIA + NEW ZEALAND

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

To the members of Advocacy for Disability Access and Inclusion Incorporated

Opinion
In our opinion, the financial statements of the Information Linkages and Capacity Building Program are properly drawn up:

a) Giving a true and fair view of the financial position of the Program as at the 30 June 2025 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 Program 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 reporting requirements of Program. 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 the Program 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 objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit of the financial report in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Registered Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of Registered Entity's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Registered Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our

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auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Registered Entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Ian G McDonald FCA
Registered Company Auditor

Dated at Grange, 6 November 2025

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Annual Report 2024 - 2025