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## **Our purpose**

is to advocate for the protection and advancement of the needs, rights and lives of people with disability in Queensland.

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# Acknowledgement of Country

Queensland Advocacy for Inclusion (QAI) respectfully acknowledge First Nations people as the Traditional Custodians of this land and recognises their role in our work, in the disability community and in society. QAI acknowledge the impact of colonisation and the continual social, emotional, and physical consequences it has for First Nations people and we commit to building a brighter future together.

## Vision & Values Our Vision & Values on Our Vision & Values

### Our Vision

Inclusive communities where all people are equally valued and enjoy human rights.

### Our Values

Inclusion  
Diversity  
Self-determination  
Social Justice  
Integrity

# About us About us About us About us

Established in 1987 by a small group of passionate Queenslanders with disability and parents of people with disability, QAI is an independent not-for-profit advocacy organisation and specialist community legal centre for people with disability. We are a Disabled Peoples Organisation focused on building inclusive communities where all people are valued equally and enjoy human rights.

We have grown immensely since 1987 and now have accredited Economic and Social Council status with the United Nations, enshrining our human rights commitment in our Constitution and our local, national and international advocacy. We were the first organisation in Queensland to voluntarily opt-in to be bound by the Human Rights Act 2019 (Qld). We are guided and informed by the wisdom and lived experiences of our Management Committee, members, and clients.

## Our Services Our Services Our Services Our Services

### Human Rights Advocacy Practice

- Human Rights Law
- Justice Support Program
- Mental Health Law

### NDIS Advocacy Practice

- NDIS Appeals Support

### Disability Advocacy Practice

- Young Peoples Program
- Disability Advocacy Pathways
- Indigenous Disability Advocacy

## Management Committee

President	Byron Albury	
Vice President	Fiona Kennedy	
Treasurer	Mandy Kaur	
Secretary	Deborah Jones	
Committee Members	Brendon Donohue Donna Best	Edward Cole Niki Edwards

## Staff as of 30 June 2024

Chief Executive Officer	Matilda Alexander	
Chief Operating Officer	Megan Pearce	
Chief Financial Officer	Shwe McManus	
Principal Solicitors	Anna Brasnett Erica Wilkinson	Sian Thomas
Principal Advocates	Ashley Grant	Caitlin De Cocq Van Delwijnen
Principal Systems Advocate	Sophie Wiggans	
Deputy Principal Solicitor	Mary Burgess	
Senior Solicitors	Andrea de Smidt Jess Park	Kerryn Luppi Saibal Kar
Senior Advocate	Paula Herlihen	
Senior Client Services Officer	Cate Sudbury	
Systems Advocate	Jesse Althaus	Sara Martins
Solicitors	Brianna Bell Chloe de Almeida David Wilkinson Eve Newton-Johnson Louise O'Rourke	Natalie Krahe Ridmi Ambalanduwa Sophie Farnsworth Tara Seiffert-Smith Thomas Dixon

## Staff as of 30 June 2024 continued

Individual Advocates	Alexandra C Brooke Carroll Christen Hayter	Gabrielle Hill Glennis Gill Louise Ostertag
Indigenous Disability Advocate	Louise Staunton	
Graduate Solicitor	Eva Thelander	
Capacity Building Advocate	Lenine Bourke	
Community Engagement Officer	Emma Moore	
Communications Officer	Shannon Bell	
Paralegals	Eva Thelander Neve Fraser	Savannah Spalding
Client Services Officers	Grace Walker	Kirsten Tyler
Information & Referral Officers	Abbey Taylor	Lisa Jones
Operations Officer	Erin Allen	
Bookkeeper	Helen Della-Ricca	
LGBTIQA+SB Project Officers	Annabelle Oxley	Mitch Medcalf

# Our Volunteers Our Volunteers Our Volunteers Our Volunteers

We would like to thank our invaluable volunteers, pro bono legal support and the students who chose to complete their placements with us, for their time, energy and support.

**Volunteers:** Elizabeth Dallaston, Grace McKenna, Isabella Allen, Jemma Cusumano, Matthew Hassan, and Raissa Ardra Kirana.

**Barristers:** David Cormack, Benedict Coyne, Helena Meyers-Nicolas, Felicity Nagorcka

**Law practices:** Allens, Clayton Utz, Gadens, Hall & Wilcox, Legal Aid Queensland, MinterEllison, and Norton Rose Fulbright and secondee Sophie Sia.

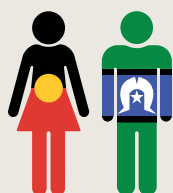
**Universities and students:** Queensland University of Technology social work student Tazeen Badami, University of Queensland (UQ) social work students Su Thinzar Kyaw and Shazell Anindya Humaira, and UQ School of Political Science and International Studies student Rhoen Kennedy.

# Year in Numbers Our Year in Numbers



people with disability or  
experiencing mental illness

**99.9%**



First Nations people

**20.5%**



people experiencing  
financial disadvantage

**98.9%**



people experiencing or  
at risk of homelessness

**18.8%**



people experiencing  
domestic or family violence

**33.7%**



people living in regional  
or remote Queensland

**14%**



children and young  
people under 18

**29.7%**



people aged 65 or older

**9%**

**6,062**

Services  
provided

**5,451**

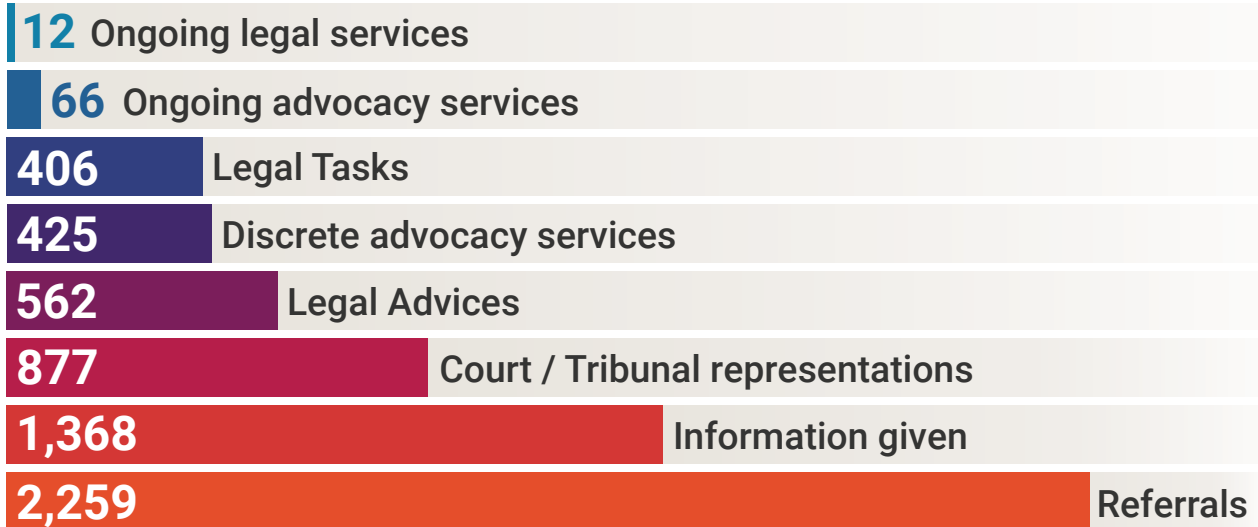
People  
contacted  
QAI

**3,644**

Unmet need\*

\*Includes referrals  
and information  
we gave due to  
limited resources  
or issue being  
outside of our  
scope.





**39,836**

Visits to our website [qai.org.au](http://qai.org.au)



**2,600+**

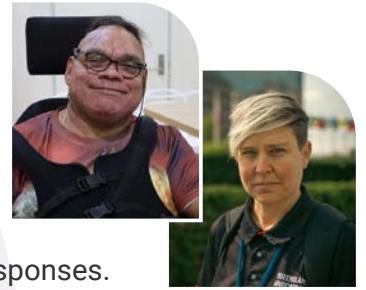
Facebook followers



**200+**

Instagram followers  
in first month of launch

# President & CEO Report



Welcome to the 2024/2025 annual report for Queensland Advocacy for Inclusion. QAI's vision of inclusive communities where all people are equally valued and enjoy human rights continues to guide our work every day, staying true to our core [values and principles](#).

QAI works at a local, state, national and international level. This year we presented at international conferences in New York and South Korea and worked in solidarity with Mob for Mob as the peak body for First Nations people with disability.

In 2025 we saw yet more disastrous weather, with the approach of Cyclone Alfred and flooding in North Queensland. QAI responded by opening the Pathways hotline for extended hours and providing disability advocacy throughout the disaster, including over the weekend. This gave us insight into the challenges and changes needed to improve safety for people with disability at these times, as documented in [our report](#).

QAI continued its role coordinating QIDAN, the statewide network of disability advocates. We have shown that as a sector we are focused on working alongside people with disability to further human rights. The impact of the network as we collaborate and campaign together has never been stronger. For the first time, we received specific funding to work on the intersectional issues for LGBTIQ+ people with disability and partnered with Queensland Council for LGBTI Health develop resources and training for the disability advocacy sector.

Last year the Disability Royal Commission handed down its [Final Report](#) and this year we have been monitoring the Queensland and

Federal government's responses. Honouring the journeys of the many people who shared stories of neglect, violence and abuse with the Commission will be an ongoing priority for QAI. This was a focus of QAI in the lead up to the Federal Election and will continue to be our priority in both Commonwealth and State forums such as through our work on the Queensland Disability Advisory Council.

QAI has continued to deliver excellent advocacy across a broad spectrum of funding contracts whilst growing considerably over the past decade from 13 staff to over 50 currently. We regularly complete multiple accreditation and audit processes to keep the wheels turning in the background. We recognise the amount of work that QAI staff undertake simply to keep the doors open so that we can keep providing free, quality help to our clients. We are proud of the diverse and supportive workplace QAI provides and reflect on the positive relationships between workplace culture and excellent advocacy. We have maintained a vibrant Disability Inclusion Action Group and introduced cultural loading. This year we successfully trialled the Co-CEO model with Disability Leadership Institute and increased staff with disability from 20% to 30% over the past year, with an aim to keep increasing representation well over 50%.

Thank you to all staff, management committee and members for your hard work throughout the year. Together we are fighting for justice and human rights in Queensland, Australia and internationally.

**Byron Albury, President**  
**Matilda Alexander, CEO**

It's been another busy twelve months of systems advocacy at QAI. We continue to advocate for changes to laws and policies that will remove barriers to people with disability so they can live independently and be included in the community.

## Changing political landscape

The election of the Crisafulli Government in October 2024 had a big impact on the rights and lives of people with disability. New youth justice laws mean children and young people with disability are more at risk of criminalisation than ever before. We spoke out against the Adult Crime, Adult Time laws, making a [public statement](#), speaking to the media and making a [submission to the Bill](#) that was [endorsed by 13 other Community Legal Centres](#).

Then came the decision to delay the implementation of long-awaited changes to Queensland's anti-discrimination laws. These changes were meant to commence from 1 July 2025. Some of the changes included making hate speech on the basis of disability unlawful and introducing a positive duty to prevent discrimination rather than responding to it after it happens. We issued a [media release](#), met with community allies and wrote to relevant Ministers. We also spoke at a rally outside Parliament and [to the media](#). A delay to these reforms means people with disability will continue to experience discrimination, hate speech, abuse and harm.

QAI will continue to advocate for these important changes and stronger discrimination laws.

## Voices for Change

This year, we continued to improve our Voices for Change events. These events allow us to talk directly to our members to help ensure our systems advocacy is grounded in lived experience. The last two events have been led by QAI members with disability rather than staff, and both were incredibly successful. In December, we talked about Disability Justice and, in April, discussed Self-Advocacy and how to find your own voice for change.

“I recently attended the 'Voices for Change' seminar... focusing on the history and understanding of Disability Justice. As a consumer and advocate, I found the workshop both enlightening and inspiring. I truly appreciate the opportunity to participate and commend QAI for facilitating such an important discussion.”

We are proud that our Voices for Change events continue to grow and offer peer learning and capacity building opportunities for our members.

## A Right to Learn Campaign

The A Right to Learn campaign has continued to advocate for every student's right to an education. Students with disability continue to experience disproportionate rates of suspensions and exclusions.

These aren't 'problem students' – the system is the problem because schools are not properly resourced or set up to include all children.

This year, the campaign met with the former Education Minister, attended behaviour roundtables and met with senior figures in the Department of Education.

We also held two online forums, titled 'Rethinking Suspensions' where we talked to parents, teachers and principals about what works to ensure suspensions are only ever used as a last resort. With the recent Teacher's strike in Queensland, this campaign is more relevant than ever. We continue to call for more support to students with disabilities at school so every student can enjoy their right to learn.

## United Nations

We also made our annual visit to New York for the 18th Conference of States Parties (COSP) to the Convention on the Rights of Persons with Disabilities (CRPD). This is where the international disability community come together to exchange ideas and advocate for progressive implementation of the CRPD.

Our two delegates this year were Tom Dixon, one of our human rights lawyers, and Elly Desmarchelier, disability rights activist and consultant to QAI. Tom and Elly did a fantastic job promoting the rights of Queenslanders with disability on the international stage. They held a side event about the National Disability Insurance Scheme (NDIS) alongside Disability Discrimination Commissioner, Rosemary Kayess and the Disabled Peoples International Korea, who are introducing their own version of the NDIS in Korea.



Tom also made a speech about Queensland's Adult Crime, Adult Time laws during the general debate which was covered by media back home, including an article in the ABC.



While Elly spoke passionately about the rights of people with disability who experience sexual violence during the Civil Society Forum.

Some of the other issues we have continued to advocate on this year include the [Forensic Disability Service](#), the [delayed response to the Disability Royal Commission](#), and inclusive education, particularly following the more recent announcement by the Queensland Government of record investment in [segregated education](#).

## Submissions

Topic	Submitted to
<a href="#"><u>Disability Services (Restrictive Practices) and Other Legislation Amendment Bill</u></a>	Community Support and Services Committee, July 2024
<a href="#"><u>Getting the NDIS Back on Track</u></a> (second submission)	Senate Community Affairs Legislation Committee, July 2024
<a href="#"><u>NDIS Supports List</u></a>	Department of Social Services, August 2024
<a href="#"><u>Australia's Federal Youth Justice and Incarceration System</u></a>	Senate Legal and Constitutional Affairs Committee, October 2024
<a href="#"><u>Making Queensland Safer Bill 2024</u></a>	Justice, Integrity and Community Safety Committee, December 2024

“We are so proud to stand alongside you in supporting your exceptional submission to the Making Qld Safer Bill.” – one of our pro-bono legal partners.

<a href="#"><u>100-day Review of Brisbane 2032 Olympic and Paralympic Games Infrastructure</u></a>	Games Independent Infrastructure and Coordination Authority, January 2025
<a href="#"><u>Adult Crime, Adult Time</u></a>	Expert Legal Panel, March 2025
<a href="#"><u>QAI recommendations for law reform</u></a>	Queensland Law Reform Commission, March 2025
<a href="#"><u>Review of the Charter of Victims' Rights</u></a>	Office of the Victims' Commissioner, March 2025
<a href="#"><u>Education (General Provisions) Amendment Bill 2025</u></a>	Education, Arts and Communities Committee, April 2025
<a href="#"><u>Restrictive Practices Procedure Review</u></a>	Queensland Department of Education, May 2025
<a href="#"><u>Assistance Animals National Principles</u></a>	Department of Social Services, May 2025



# Queensland Independent Disability Advocacy Network

2024-2025 was a huge year for the Queensland Independent Disability Advocacy Network (QIDAN). This period saw major developments in the national and state political landscape, ongoing reforms to the NDIS, increasing housing stress across Queensland, and the compounding effects of multiple extreme weather events. Amid these pressures, QIDAN's advocates, managers and boards worked tirelessly to uphold and strengthen the rights of people with disability.



Here is a summary of this year's achievements, as we celebrate the outcomes of our collective role in disability advocacy.

**Securing funding** – A major achievement was securing \$12 million in state funding for the Network's nine disability advocacy organisations in 2024-2025. This result was underpinned by the team's compelling data analysis and advocacy, culminating in a successful submission to Queensland Treasury.



**Capacity building** – Lenine Bourke joined the team in a dedicated capacity building role. Over the year, Lenine facilitated QIDAN meetings, launched a First Nations Advocates community of practice, coordinated the 2025 Qld Advocates Conference, and supported several QIDAN Advocates Community of Practice meetings.



**Remote Locations pilot project** – TASC, Capricorn Citizen Advocacy (CCA) and Rights in Action (RIA) received additional resourcing to extend outreach into regional, rural and remote communities. Together with QAI, they produced a detailed report for government outlining service gaps and effective advocacy models across regional Queensland. Subsequently, TASC, CCA and RIA secured another round of additional funding to deliver outreach in regional, rural and remote communities in the 2025 Queensland Budget.





**LGBTQIA+SB pilot project** – In partnership with the Disabilities Team at QC, Mitch Medcalf and Annabelle Oxley coordinated a series of inclusive tea dances, online panel discussions, training workshops, and community of practice sessions. Their work contributed to a new sector resource supporting inclusive practice with LGBTQIA+SB people with disability.

**2025 Qld Disability Advocacy Conference** – this event brought together over 120 people from across Queensland. It featured keynote presentations, panel discussions, and networking focused on strengthening advocacy practice and partnerships.



**Two new advocacy projects** – the Disability Advocacy and Domestic and Family Violence, and Data Capability building projects will continue into 25/26.

The Disability Advocacy and Domestic and Family Violence project aims to explore the prevalence, experience, and consequences of DFV for people with disability, as well as identify gaps in policy, community support and service provision.



The Data Capability project will build on existing work to improve data literacy and enhance data usage within the Queensland Disability Advocacy Program (QDAP) to support innovation in data analysis and build data-driven decision making (at organisational and program network levels).



A core goal of QIDAN is to address systemic issues experienced by people with disability through coordinated and collaborative advocacy. Over the past year, QIDAN continued to build strong relationships with government, key sector allies, and advocacy networks to elevate shared concerns and influence reform.

QIDAN maintained its role on the Queensland Disability Advisory Council (QDAC) and was newly appointed to the Disability Reform Implementation Stakeholder Committee (DRISC), strengthening our voice in government-led reform processes.

QIDAN representatives engaged in strategic meetings with MPs across the political spectrum, including Ministers and Shadow Ministers, to raise urgent issues around housing, foundational supports, the NDIS review, and the implementation of the Disability Royal Commission recommendations. Letters and briefings were prepared for Disability Minister Amanda Camm and other newly appointed Ministers to advocate for sustained investment in disability advocacy and highlight sector priorities.

We continued active involvement with statewide and national networks, including Queensland Council of Social Services (QCOSS), Disability Advocacy Network Australia (DANA), National Centre for Disability Advocacy (NCDA), the Queensland Peaks Network, Office of the Public Advocate (OPA), and Disability Advocacy Resource Unit (DARU), and participated in regular stakeholder meetings through the Queensland Disability Research Network (QDRN), the Federal Human Rights Act Campaign Advisory Committee, and the National Advocacy Collective (NAC). Quarterly feedback was provided through meetings with the National Disability Insurance Agency (NDIA), NDIS Quality & Safeguards Commission, Local Area Coordinators (LACs) and Office of the Public Guardian (OPG).

QIDAN was an active member of the Queensland Disability Alliance during the federal election campaign, working in partnership with allies to develop joint advocacy asks and support a public forum that brought attention to critical issues facing people with disability. This collaborative work helped amplify the voice of Queenslanders with disability in national policy discussions.

QIDAN’s advocacy extended to media and public campaigns, including supporting anti-discrimination law reform, endorsing submissions led by QAI, Basic Rights Queensland (BRQ) and the National Advocacy Collective (NAC), and joining national initiatives like the “Home Time – Fix housing for young people” campaign and the “Our Health Still Counts” health equity campaign led by Council for Intellectual Disability (CiD). Our comments on delays to the Respect At Work Bill and anti-discrimination reforms were even raised in Queensland Parliament by MP Meaghan Scanlon.

QIDAN also played a central role in shaping reforms and policy through written submissions and advisory input across multiple areas. This included engagement with government departments at state and federal levels, as well as joint advocacy with sector partners. A full list of QIDAN’s formal submissions, consultations, and advisory work is included below. Our submissions can be found on the Pathways website at [disabilitypathways.org.au](https://disabilitypathways.org.au)

Topic	Submitted to
Human Rights Review Consultation	Independent Review of the Human Rights Act, July 2024
Disability Reform Stakeholder engagement strategy development	Queenslanders with Disability Network, July 2024
Department of Education Disability Services Plan	Department of Education, July 2024
Disability Reform stakeholder roundtable	Department of Families, Seniors, Disability Services and Child Safety, July 2024



Topic	Submitted to
Student Behaviour Roundtable	Department of Education, July 2024
Joint letter with QAI on the Draft lists of NDIS Supports	Department of Social Services, August 2024
General Foundational Supports Roundtable	Department of Social Services, September 2024
<a href="#">General Foundational Supports submission</a>	Department of Social Services, October 2024
Early Childhood and Disability Sector Stakeholders roundtable	Department of Social Services, November 2024
<a href="#">Position paper on the Governments Response to the Disability Royal Commission</a>	Position Paper, December 2024
<a href="#">QIDAN data analysis and budget submission</a>	Queensland Treasury, January 2025
Advice on Navigators	Department of Families, Seniors, Disability Services and Child Safety, January 2025
Mandatory registration of SIL providers and support coordinators	NDIS Quality & Safeguards Commission, March 2025
<a href="#">Remote Locations Pilot Report</a>	Department of Families, Seniors, Disability Services and Child Safety, April 2025
Feedback on Fact sheet on Disability Services	Metro South Health, April 2025
<a href="#">Improving the Residential Tenancies and Rooming Accommodation Regulation 2009 Position Paper</a>	Position Paper May 2025
Submission to the Domestic and Family Violence Protection and other Legislation Amendment Bill 2025	Queensland Parliament, May 2025
Disability Reforms Community Forums	Queenslanders with Disability Network, June 2025
LGBTIQA+SB Pilot Report	Department of Families, Seniors, Disability Services and Child Safety, June 2025

# Queensland Disability Advocacy Conference

The second Queensland Disability Advocacy Conference took place in May 2025, bringing together over 120 participants from across Queensland for three days of learning, collaboration, and connection. Hosted at the Victoria Park Conference Centre's Garden Marquee, the event was made possible through uplift funding from the Department of Families, Seniors, Disability Services and Child Safety and a grant from the Community Gambling Benefit Fund.

Organised by the QIDAN team at QAI and co-developed with QIDAN member organisations, the conference was shaped by extensive consultation. This included a sector-wide survey in late 2024, feedback gathered through QIDAN's communities of practice, and direct engagement via emails and discussions with member advocates. Through our ongoing systems advocacy and regional face-to-face engagement, we ensured the program responded to the most pressing issues facing disability advocates today. As one participant reflected, "these conferences are going from strength to strength—a very professional event, very well thought through."

## Key moments

The conference opened with a Welcome to Country by Elder Aunty Catherine Fisher, followed by an insightful panel of First Nations disability advocates from around Queensland.



“Great event with inspiring, informative speakers.”

- Panel discussions centring on children and young people, domestic and family violence, housing and community supports
- Lunchtime guests from a range of government and non-government organisations
- Networking opportunities with advocates from around the state

Collaborative arts workshop run by First Nations artist Duane Doyle.



“There is so much to learn and do and I am very keen to continue having these conversations and working with you all.”

Keynote sessions from Akii Ngo, Khadija Gbla, and Nas Campanella on human rights and intersectionality.

Illustration by Rachel Apelt



“I thought there was a lot of knowledge being shared from all the speakers which I will embrace in my advocacy practice.”

The launch of the ‘Listen to Us’ postcard campaign featuring the powerful artwork of artists Ruby Herrenberg, Jazper Sediati and Duane Doyle. Over 130 postcards sent to State and Federal Members and Ministers to highlight the issues and solutions experienced by people with disability.



- A collaborative workshop with Elly Desmarchelier and the Hon Leeanne Enoch, Shadow Minister for Seniors and Disability Services about the ways disability advocates across Queensland can collaborate for impact, explore actions that transform the systems and ensure human rights for all



The launch of sector resources including a wellbeing diary developed by Rights in Action, Guidelines for Advocates Supporting LGBTQIA+SB and People with Disabilities developed by QAI and QC, and a Guide to Child Safety for Advocates.



A moving performance from The Brotherhood of the Wordless, a collective of writers who use facilitated communication to share poetry, stories, and plays



**“The lunchtime guests were a fabulous idea! As was the post card writing challenge. Fantastic calibre of guests, speakers and panel members. Well done team QAI!!!! Can’t wait to see what you do next.”**

The 2025 Queensland Disability Advocacy Conference was a landmark event that amplified diverse voices, strengthened statewide networks, and shared critical knowledge to empower Queensland’s disability advocacy workforce.

### Some key outcomes included:

- Creating opportunities for advocates across Queensland to share professional experiences, advice, and ideas—laying the foundation for new collaborations.
- Bringing leaders from allied fields together to address pressing issues such as child and youth justice, and discrimination against transgender youth.
- Equipping advocates with new knowledge and tools to better support people with disability in their regions.

**“Thank you for all of your amazing work putting the conference together. I enjoyed the conversations and it was a privilege to be part of the housing panel.”**

## Voices for change

We held 3 Voices for Change events this year. In August we focused on the Supported Accommodation Inquiry, in December we had a QAI member lead the discussion on Disability Justice, and in April we held an in person and online session on self-advocacy.



## LGBTIQA+ events with QC

As part of our partnership with Queensland Council for LGBTI Health (QC) we co-hosted 6 online 'Amplifying Voices' panels, and 3 Tea Dance & Connect events where we created spaces for our LGBTIQA+ Sistergirl and Brotherboy communities living with disabilities to come together, share experiences, and celebrate diversity.



Over the year we also provided:

- Carer Ambassador training on systems advocacy to volunteers at Carers Queensland
- Presentations on advocacy to Moonyah, Carers QLD, and Gladstone Interagency Meeting
- A presentation on Youth Support Coordinators to Dept. of Education
- A presentation to QSTARS
- Facilitated breakout rooms at QCOS Human Rights and Housing event
- QIDAN Conference and 2 separate face-to-face meetings for the network members
- QIDAN Community of Practice sessions on:
  - Co-design for hard-to-reach people
  - Navigators
  - Capacity building for 2025
  - Mental Health Orders
  - First Nations Community of Practice
  - Lead Advocates project
  - NDIS regulatory reform
  - LGBTQIA+SB people with disability

# Human Rights Advocacy Practice

QAI's Human Rights Advocacy Practice is a broad practice which provides legal advocacy. Our diverse services are united by the strong human rights focus which underpins all of our work. The service areas work collaboratively, with internal referrals frequently made between services to provide clients with wraparound support. There is a strong, positive relationship between our individual and systems advocacy work, with insights gained through the provision of our individual advocacy informing our prioritisation and understanding of systemic issues.

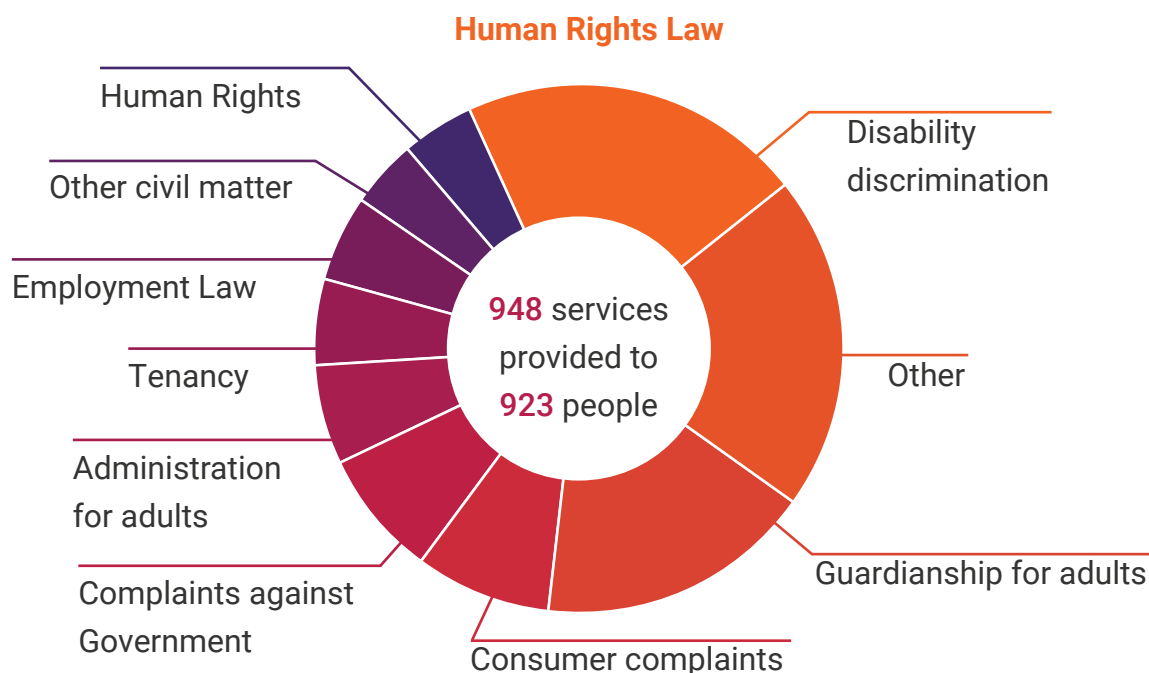
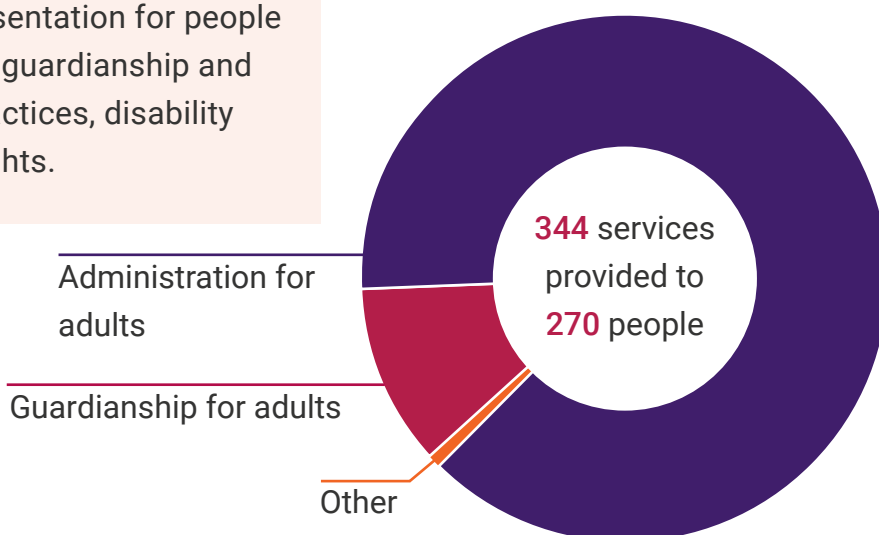
## Human Rights Law

### What we do

Our human rights law service provides legal advice, assistance and representation for people with disability in the areas of guardianship and administration, restrictive practices, disability discrimination and human rights.

### What we assisted with

#### Public Trustee Qld Clinic



“A big hole in me is now whole with you telling me my human rights. I thought I had none, that I was lost in the system and it didn't matter. It helps me in my confidence knowing I have human rights here in Queensland.”

## David's story

David\* came to QAI for help with a disability discrimination complaint he had against public transport operators after he was refused access to a bus service twice because his assistance dog Luna\* was with him.

On the first occasion, David tried to board a bus with Luna who was in her assistance dog coat, but before they stepped onto the bus the driver asked for a Translink Assistance Animal Pass for Luna. David did not have the Translink specific pass, but Luna had successfully completed training and was certified under the relevant laws. David told the driver they didn't need the Translink pass as they had an identity card provided by their accrediting organisation. The driver refused to accept the identity card, closed the doors and drove away, leaving David and Luna behind.

In the second incident the driver allowed David and Luna, who was again wearing her assistance dog coat, to board the bus. However, at the next stop the driver told David they needed to leave the bus. When David refused to leave before his stop, the driver made a phone call and before long, two Translink officers boarded the bus. The officers told David he needed a Translink pass, before they escorted him and Luna off the bus.

After these incidents, David reached out for help from QAI and made a complaint to the Queensland Human Rights Commission (QHRC). The case unfortunately failed to settle at the QHRC and was then referred to the Queensland Civil and Administrative Tribunal (QCAT). QAI organised assistance from a barrister to represent David pro bono at the compulsory conference, which is a dispute resolution method sometimes used by QCAT before a case goes to hearing. David's complaint was still not resolved after this conference, so QAI helped him settle the matter by engaging in further negotiations on his behalf. The parties finally agreed to an amount of money as compensation and the local council and bus driver made a statement of regret, which acknowledged that David and Luna should not have been refused access to transport. This outcome meant David could avoid the stress of a final hearing at QCAT, and the risk of a costs order being made against him.

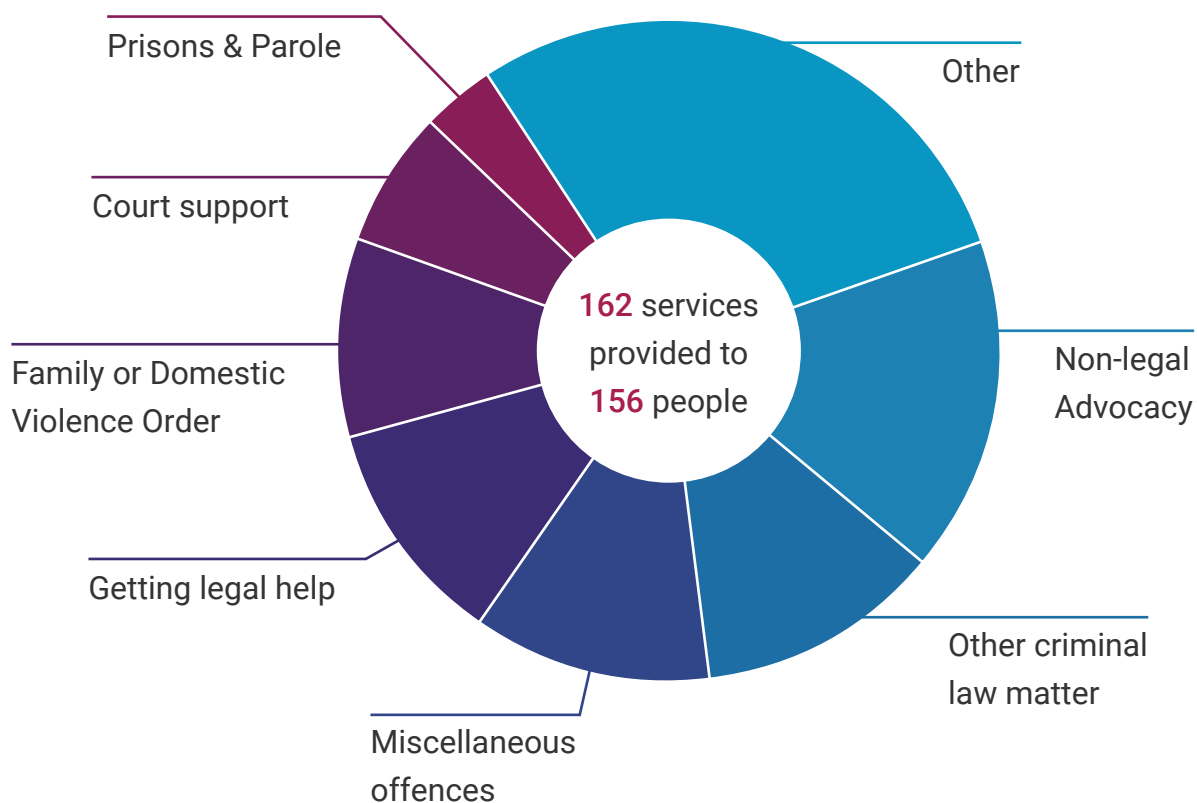
\*Names have been changed

# Justice Support Advocacy

## What we do

The Justice Support Program provides non-legal advocacy and support for people with disability who are involved in the criminal justice system. We help people with disability to understand and navigate the system, and to access the legal services they need.

## What we assisted with





“Just want to say again with a big warm heart thank you for your hard work and supporting me. I am so grateful and blessed to have you. Thank you for being you and so super kind.”

#### Paraphrased feedback from a client:

Our JSP client thanked QAI for making a real difference to their life and thanked us for our support and said they were very grateful. The client has made new friendships, is now living independently from his parents, and has been holidaying with his flat mates. They said that life has really turned around for them and he had a really positive end to the 2024 year. We assisted with a court matter, a human rights complaint and advocacy in relation to his volunteering work. It's really nice to hear how the work we do makes a positive difference!

## Angus' story

Our JSP client, Angus\*, came to us for support as the respondent to a police protection notice. Angus was born with intellectual and physical disabilities and lives in a regional area of Queensland with limited opportunity to access the supports in his NDIS Plan, including very limited positive behaviour supports.

We spoke with Angus about a safety plan and strategies before we compiled extensive information about Angus' disability and his circumstances, which Angus then provided to his lawyer.

Our advocate worked with Angus' lawyer on what details the lawyer could include in a submission to police prosecution, prior to the first court date. We also referred Angus to other disability advocates who could help ensure his NDIS Plan was properly utilised.

This was a very positive outcome for Angus. He did not need to attend court, the police agreed to withdraw the application for the order, and the court did not make any further order. There is now a safety plan in place if needed, and Angus has started to receive the disability supports he needs on a day-to-day basis.

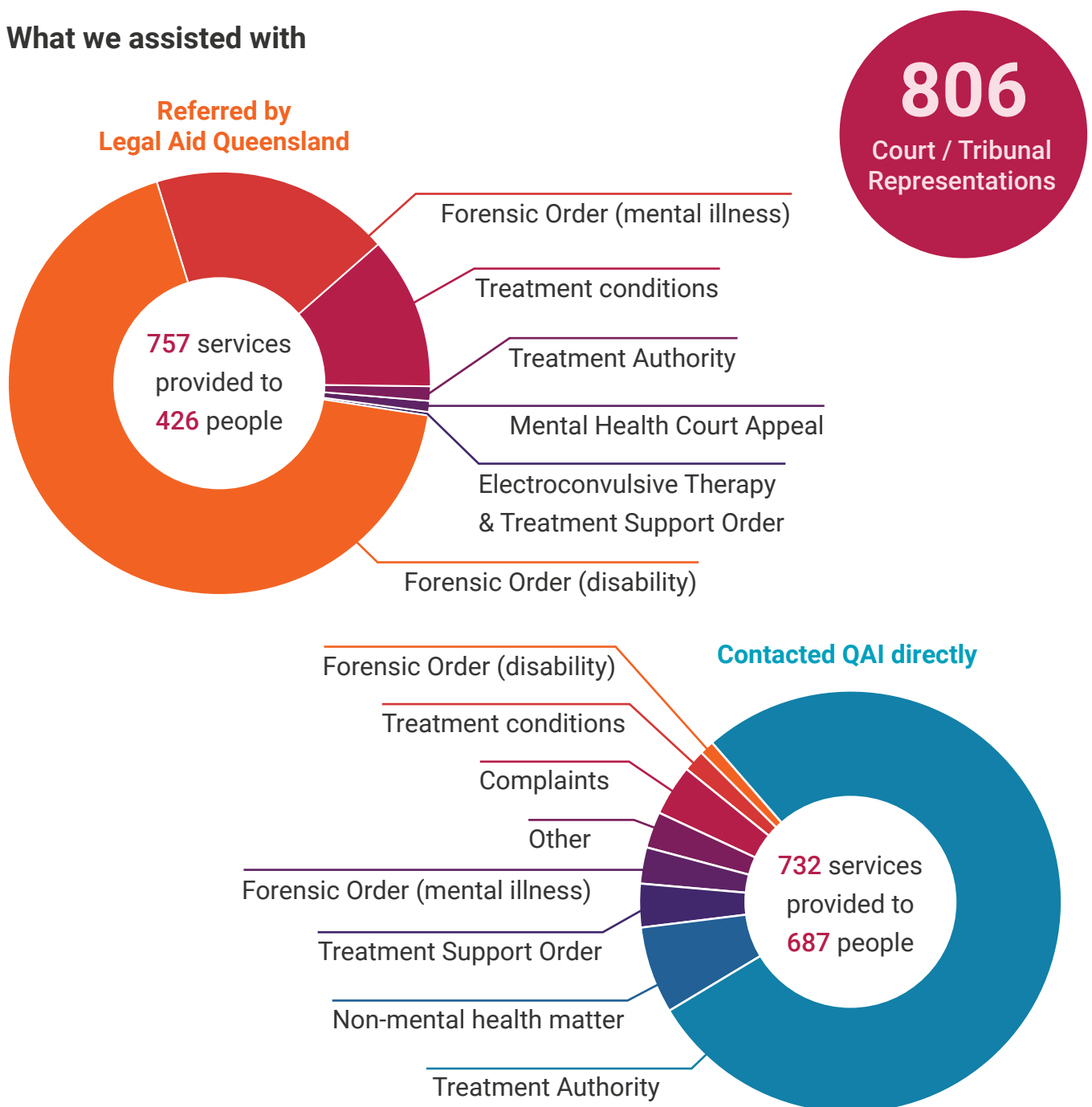
\*Name has been changed

# Mental Health Law

## What we do

Our Mental Health Law service assists individuals receiving involuntary mental health treatment in Queensland. Our solicitors provide legal advice for matters under the Mental Health Act 2016 (Qld) and representation before the Mental Health Review Tribunal (MHRT) for people subject to treatment authorities, forensic orders (mental health and disability), treatment support orders, fitness for trial reviews, confidentiality order applications, applications for electroconvulsive therapy and applications for transfers to other authorised mental health services. In limited circumstances, we also appear in appeals before the Mental Health Court. Our team assists clients across Queensland by providing in person, telephone and video conference assistance as required.

## What we assisted with



“Your professionalism, dedication, and deep understanding of both the legal and mental health systems made a profound difference during an incredibly difficult time.”

“Saibal Kar has been a dedicated advocate.”

“We are deeply grateful for your support.”

## Alex's story

Alex\* is a transgender young adult who has complex mental health and neurodevelopmental conditions. Alex has always been proactive in seeking support for her mental and physical health, including pursuing gender affirming care independently as a teenager and appealing a Centrelink decision to the Administrative Appeal Tribunal.

Alex was placed on their first Treatment Authority (TA) in 2023 following a short period of homelessness. Despite advising the hospital of the history of abuse from her family, she was discharged to her family home where Alex's mental state deteriorated. Following a further admission, she was discharged back to the family home, again. Less than a month later she was re-admitted to hospital for a third time and underwent emergency Electroconvulsive Therapy (ECT) due to symptoms of Catatonia and poor response to medication, placing her life at risk. She was discharged once again to the family home, and the TA was eventually revoked.

Another TA was made after Alex stopped attending their ECT sessions and medical reviews in the community. She was re-admitted due to the risk of relapse and was later able to be discharged to her own accommodation. When Alex contacted us, they had put in an Applicant Review to have the TA revoked. Alex had rebuilt their social supports, was in stable independent accommodation near to the health service, was actively engaged in the community and working with their private mental health practitioners. QAI advocated that although she disagreed on the diagnosis made by the authorised psychiatrist, she had capacity to consent to treatment as she was happy to continue the prescribed medication while actively seeking a second opinion with the support of her GP and psychologist who provided written evidence. QAI advocated that she was not at imminent risk to herself or others, and due to the significant change in her circumstances and active engagement in her treatment she was not at risk of serious mental deterioration. The MHRT revoked the TA, and Alex continues to work with the community mental health service and her private practitioners to manage her complex mental health conditions.

Alex is a keen self-advocate and is looking to make a complaint to her local health service about the circumstances of her treatment and the decision to repeatedly discharge her to a psychologically unsafe environment. They hope this will contribute to changes in the system and protect others in the future.

\*Name has been changed

# National Disability Insurance Scheme

## NDIS Advocacy Practice

### What we do

Our team of solicitors and advocates support individuals to appeal a decision of the NDIA at the Administrative Review Tribunal (ART). It has been a huge year with significant changes made to the NDIS Act including the NDIS support list, the change from the Administrative Appeals Tribunal to the ART, and the number of applications made to the Tribunal at a historical high, with no change in sight. The complexity of the needs of our clients and the Scheme itself has significantly increased.

In our work we supported clients to achieve great outcomes, with all clients we represented at the Tribunal in access matters gaining access to the Scheme, without the need for a hearing and all clients we represented in supports achieving better support packages, again, without the need for a full hearing (although a few got very close!). We just wish the process was easier for everyone.

Our services include full representation and our comprehensive advice service. Through our advice service we provide lots of practical support, stepping through the process, drafting emails and statements for clients and at times targeted legal arguments aimed at persuading the Tribunal and NDIA. With our ability to provide legal advice, we have also supported clients with their legal submissions to the Tribunal, which has supported them in hearings or for their matter to resolve shortly before a hearing.

Our pro bono partnerships have been instrumental in building our capacity – Gadens and Hall & Willcox both providing volunteers to help with drafting statements and Norton Rose Fullbright providing us with a 2 day per week secondee for over 6 months. Our relationship with private firms continues to grow and we are so pleased with the ongoing engagement.

“Communication was amazing, being able to explain everything. The way Sophie was able to reword things to suit the nature of NDIS was amazing. Kept in touch and had such compassion. QAI is an amazing service.

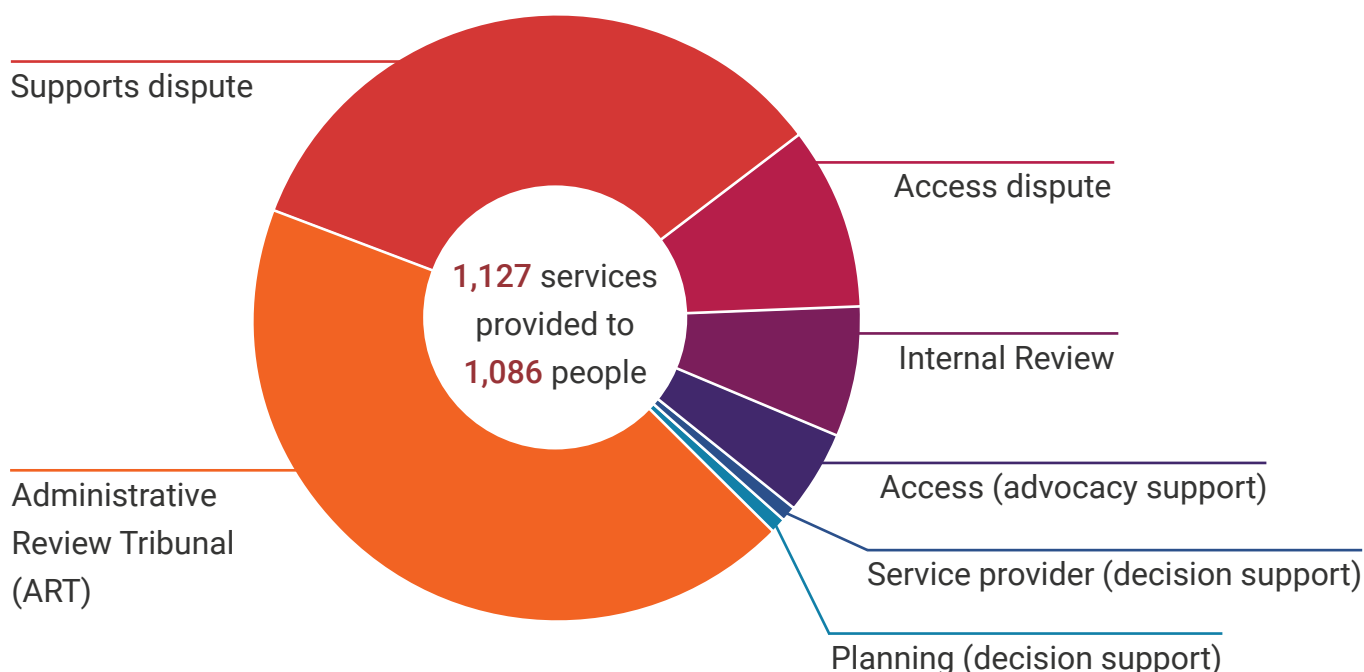
“I really cannot explain in words how much it has meant to me that you have been in our corner. Your constant and consistent updates and conversations are valued more than you know.

We continued our sector leadership through:

- Leading the national Community of Practice for NDIS appeals advocates which meets monthly
- Providing training on the review process, the changes to the NDIS and ART for the community and disability advocates.
- Providing written submissions and feedback to government.
- Engaging with the Queensland Government regarding NDIS changes.
- Direct engagement with the NDIA to provide constructive feedback on improving the review process for participants.
- Community engagement including outreach to Hervey Bay and Cherbourg.

“Thanks very much for your time the other day, I appreciate your assistance and advice. I would also like to applaud organisations such as QAI and yourself for providing the services you do in cases like mine and many others. To be able to access a service like QAI is life changing, and although I think I am managing this Appeal on my own, I know if I required assistance QAI could do this. And I can only begin to imagine the caseloads and pressure you would all be under. So thank you for sticking up for the little guy – I truly appreciate it.

## What we assisted with



## Last year's client story

We would like to acknowledge James, who lived in a remote town in the Gulf of Carpentaria. James' story about trying to access the Scheme was featured in in last year's Annual Report. Since gaining access to the Scheme James' life turned around. He was able to go out fishing on country, and for the first time in years, he expressed to us that he had found joy. It was with great sadness for our Team that we learned of his recent passing. His support people let us know that the NDIS plan gave him dignity, choice and control in the last 12 months of this life, particularly in the last few weeks.

**“ We would never have won our appeal without the help of QAI. Their skill was invaluable in calling the NDIA to be accountable for poor decision making. And whilst our appeal process in itself was brutally fatiguing, having QAI walk beside us, was critical in sustaining our belief to seek better outcomes for the person we support.**

## Julie's story

Julie\* lives with ASD level 3, intellectual impairment and no lower limbs. She was brought up by her grandma and the two of them share a very strong bond. On occasion Julie's disability resulted in behaviour which could hurt her grandma. About 6 years ago she moved into her own place provided by the Department of Housing, which was very close to her grandma's and right next to the train line. Julie loves trains and she loved her new home!

She always needed support at home. During the day she went to a community group where she could be supported with others. Then the NDIA decided she should share her support workers with another person with a disability. To do this the NDIA told her grandma that Julie needed to move out of her house (ridiculous!). The decision didn't account for where she would live, or that it might result in the need for extra funding for Specialist Disability Accommodation, or the significant trauma and distress a move could cause Julie. It could also damage her trusted relationship with her grandma, as her grandma would need to help communicate the change.

QAI worked with Julie's Grandma and Support Coordinator to gather further evidence including a very simple, but very powerful statement from Julie expressing her wish to live in her current home. The NDIA agreed to fund Julie at a 1:1 rate for 18 months. Thankfully this resolved without going to hearing. Though concerningly, there is a risk a future decision by the NDIA might mean she will be asked to move again. If that happens, we will be there!

\*Name has been changed

## Young Peoples Program

### What we do

QAI's Young Peoples Program (YPP) provides individual advocacy for children and young people with disability, from birth to 18 years of age. The program is grounded in a commitment to upholding young people's rights, protecting their interests, and increasing their voice and control over decisions that affect their lives.

Education advocacy continues to be a major area of focus, with many people seeking to address issues related to equity, access, inclusion, and unjust disciplinary action in schools. Advocates also assist young people navigating a range of complex challenges, including involvement with child safety and youth justice, exposure to domestic and family violence, housing instability, discrimination, and exclusion from community programs such as after-school care, sports, or arts activities.

Advocates reach young people across Queensland through targeted outreach and regular service delivery. This includes providing advocacy within all three of the state's youth detention centres, where an alarming 74% of referrals were for young people from Aboriginal and Torres Strait Islander communities. Outreach activities extended from Brisbane to Townsville, Logan, Rockhampton, Cherbourg, Gympie, Hervey Bay, Longreach, and Gin Gin — ensuring that young people in regional and remote areas have access to support and a strong rights-based advocate by their side.

### Feedback survey

When we asked our clients to rate the YPP team's services:



100% felt the advocate was on their side  
100% said they understood the information provided



98% felt supported from the first point of contact  
98% said QAI met their accessibility needs  
98% said QAI met their specific cultural needs



94% said QAI helped them achieve the best possible outcome

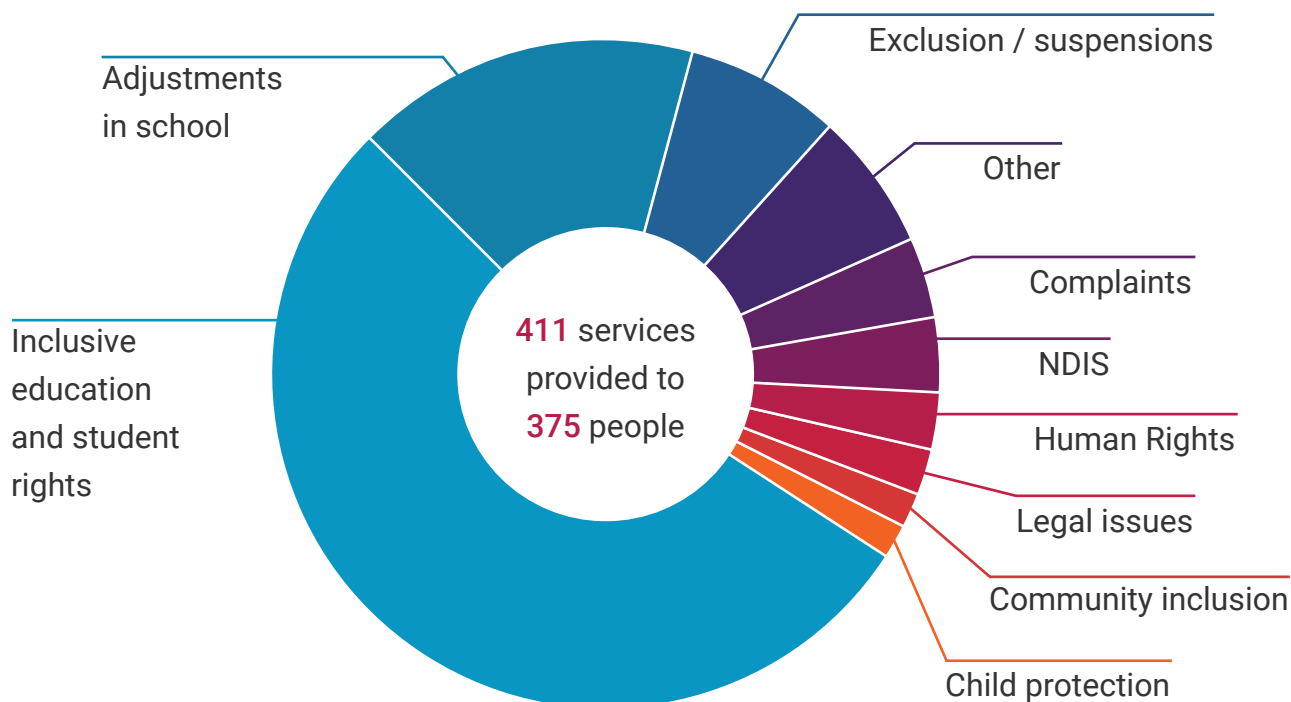


92% better understood their rights and options after working with us

“The step-by-step process was effective and quick to implement.”

“[My advocate] explained very patiently and wrote informative, easy-to-understand emails.”

## What we assisted with



“Very easy to make an appointment... the person who spoke to me was very helpful.”

“After a couple of contacts with QAI, the school has now restructured and implemented new things into my son's program... [before] they attempted to suspend him without evidence and now they are cooperating with me and with us and my son is much happier.”

“Wow! What you have provided in this email and by phone is very informative and you have been highly professional. Great work and thank you for providing us with these options and advice! Best customer service I have experienced in years! It gives us more confidence in moving forward for [young person] so thank you so much!”

“The guidance provided was clear and informative. The advocate respected my son's rights.”

“Our son had just been excluded from his high school and we were at a time of not knowing where to turn. It was great to have someone who listened to us, understood, had empathy for the situation and clearly spent a lot of time working to assist us.”

“It makes a world of difference when you're met with someone who wants to help... it's just nice to have someone standing there with you.”



## George's story

George\* is a 7-year-old child from a culturally and linguistically diverse (CALD) background with diagnoses of ASD Level 3, ADHD, and significant speech difficulties. His mother, Susan\*, contacted QAI after George absconded from school through an open gate and was later found by police at a neighbour's home. The school had not implemented an Individual Behaviour Support Plan (IBSP) or other reasonable adjustments. Susan felt the school had failed to ensure George's safety and was considering lodging a formal complaint.

The Young Peoples Advocate supported Susan by explaining the formal complaint process, George's right to reasonable adjustments, and the supports available through the Department. Instead of immediately escalating the issue, the advocate proposed a collaborative approach: engaging the school's guidance officer, Principal Advisors, and the Autism Hub to put supports in place. Susan agreed to this plan. The advocate then worked with the family and the school to request an IBSP and necessary adjustments.

As a result, the school:

- Installed new locks to secure exits
- Engaged an Advisory Visiting Teacher
- Agreed to provide 15 hours per week of 1:1 teacher aide support
- Developed a time-limited part-time education plan to support George's safe reintegration to school.

When Susan later expressed frustration that George missed a school event due to short notice, the advocate facilitated improved communication protocols. The advocate also coached Susan in developing 'talking points' for future discussions with the school.

Finally, when Susan raised concerns that George's frequent movement breaks were disrupting his learning, the advocate helped her understand the role of these breaks in reducing absconding and supporting regulation. Together, they explored ways to balance George's emotional needs and academic progress.

With sustained advocacy support, Susan successfully raised her concerns with the school without needing to lodge a complaint. George received appropriate safety and support measures, and Susan felt empowered to continue advocating effectively.

George and Susan's story demonstrates how independent, collaborative advocacy can de-escalate conflict, secure urgent reasonable adjustments, and build the capacity of families to self-advocate – reducing strain on schools and promoting student safety and inclusion.

\*Names have been changed

# Indigenous Disability Advocacy

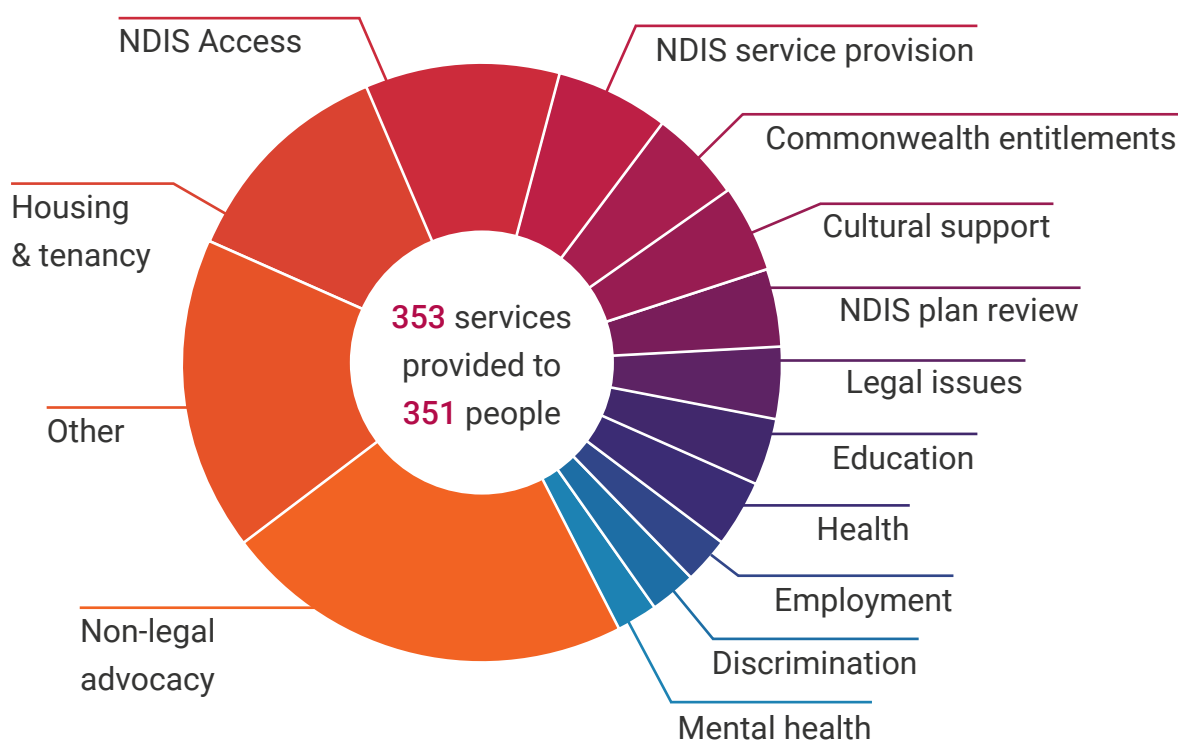
## What we do

Since joining the DAP team in January, QAI's Indigenous Disability Advocate has provided culturally responsive, individual advocacy to Aboriginal and Torres Strait Islanders across Queensland. In addition to direct client support, she offers cultural guidance to colleagues and assists clients accessing other QAI services, ensuring that advocacy is grounded in cultural safety and respect.

Her work centres on upholding the rights and interests of First Nations people with disability and supporting them to exercise greater control over their lives. She helps clients address systemic barriers and navigate complex service systems, including education, child safety, NDIS, housing, justice, and health. Her advocacy often involves responding to discrimination, resolving conflict, and promoting fair and equitable treatment.

Outreach has been a key focus, particularly in Logan and Cherbourg. The Advocate has participated in a range of community events and networks, including the Cherbourg Community Services Muster, Cherbourg Yarn Up events, National Sorry Day commemorations, Logan's Indigenous Community Police Consultative Group, the Gayawur service launch, and NAIDOC celebrations across Southeast Queensland – in Logan, Brisbane, Ipswich, and Acacia Ridge, and conducting a drop-in clinic with Carers Queensland at the Logan Library. These efforts have strengthened community connections and increased awareness of QAI's culturally safe advocacy services.

## What we assisted with



## Carolyn's story

Carolyn\* has lived in her home for 17 years, raising her children there. In this time Carolyn's

physical health has deteriorated,

reducing her mobility significantly. Carolyn rents her home from the Department of Housing and Public Works (DoH) and previously engaged with them a few years ago about the home modifications needed to maintain her safety and independence in the home. Some assessments were completed by an Occupational Therapist (OT) to determine what kind of modifications were required, and some approvals were made. However, things fell by the wayside and no modifications were completed. In addition, Carolyn was given very short time frames to have the work quoted for and completed.

“ I also wanted to commend you on your advocacy letter, as I believe it played a crucial role in fast-tracking the process of securing a more senior OT from the DoH. Thank you again for your efforts.”

Carolyn had recently accessed NDIS appeals support through QAI and was referred for general advocacy by her NDIS Appeals Advocate. The Appeals Advocate and the Indigenous Advocate visited Carolyn in her home to provide advice on what options were available to her to re-engage with DoH about the home modifications. As Carolyn's health had deteriorated further and her speech was now affected, she needed to maintain accessible and safe access to the house, including using her wheelchair and forearm support frame. At times, Carolyn's taxi drivers have had to carry her up the stairs to her home as she was unable to self-mobilise. The advocates talked with Carolyn about her needs and wishes and gained consent from Carolyn to contact DoH on her behalf to enquire further about the previously approved home modifications.

The Indigenous Advocate wrote to the relevant DoH office to explain the situation Carolyn was now in, advocating for the home modifications to be reassessed as she is struggling to leave and enter her home safely. The communications to DoH also addressed human rights issues and the obligations of public entities such as DoH.

The initial OT assessments included approvals for a lift to be installed at the front of the property which would provide safe and reliable independent access in and out of the home for Carolyn. In addition to the lift, Carolyn also identified she needed some extra handrails in the house.

The DoH was quick to respond and advised that the requests would be passed onto the Property Team for further assessments. Carolyn has been included in all communications with DoH via email. The Indigenous Advocate continues to contact DoH to ensure proper attention is given to this matter, with the goal being to have the handrails and external lift installed as soon as possible.

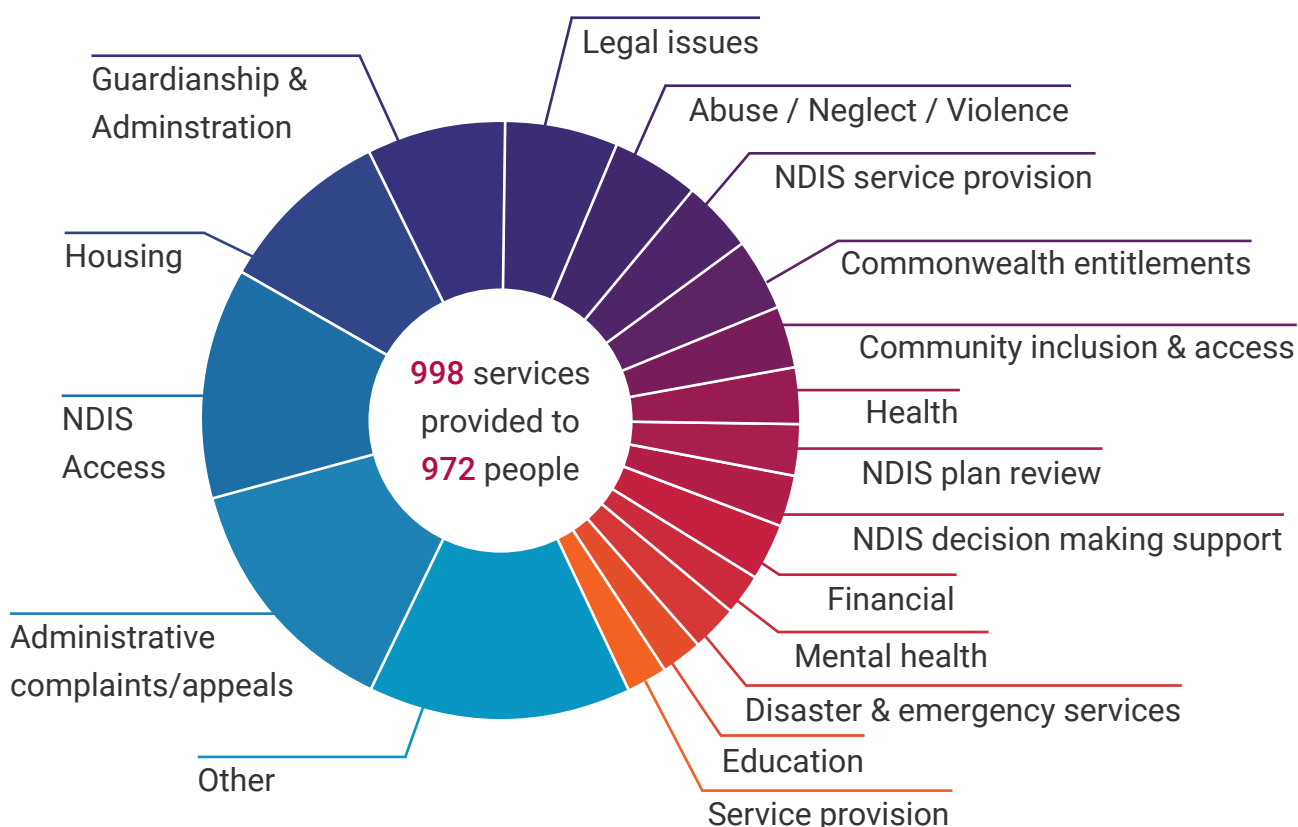
\*Name has been changed

# Disability Advocacy Pathways

## What we do

Pathways provides information and referral support to people with disability, their families and supporters. Enquiries are received via phone, email and an online form. The service also maintains systems for reporting and monitoring service capacity across Queensland Disability Advocacy Program (QDAP) funded organisations, helping to prevent people from being caught in a constant 'referral-round-about'.

## What we assisted with



## Where we referred to



**57%**

Disability Advocacy  
Organisations



**13%**

Community  
Legal Centres



**21%**

Community  
Support Services

## Colin's story

Colin\* is a 64-year-old man living with acquired brain injury and physical disability in Brisbane. Colin lives alone and only receives 5 hours of QCSS support work a week. Pathways received a referral by a QCSS support coordinator after Colin was found on the ground unable to get up after numerous hours. His support coordinator identified that QCSS support was no longer sufficient enough for Colin's disability, and that he was going to try to get him on NDIS. Colin's QCSS support coordinator referred him to Pathways as there was a concern that his local area coordinator was providing 'decision making advice', was rude, and provided incorrect information. Because this is outside the scope of QCSS he sought advocacy advice going forward. When Pathways connected with Colin, he seemed very annoyed at his LAC. He said that she never showed up to arranged appointments, was impatient and said that she hung up on him on a couple of occasions.

Pathways initial engagement with Colin focused a lot on providing correct information, in line with the NDIS website, and communicating it to Colin in an accessible way. Because there was much confusion from the information provided by the LAC, about wait time, what the NDIS does, and Pathways warmly referred Colin back to the local area coordinator partner to flag the concern with the behaviours of the LAC assisting him. Pathways received no response, even when Pathways attempted follow ups. Pathways attempted a referral to Speaking Up for You (SUFY). Because he was at the access stage, they initially did not accept the referral. However, we kept checking in with SUFY as Colin's situation only escalated with his mobility, and the LAC were no longer answering his calls. In attempt to resolve the situation Colin even made several complaints to Bill Shorten's office. 2 months later Colin finally gained NDIS access, and SUFY took him on to assist in the plan drafting stage. Last time Pathways heard from Colin, he seemed excited to be receiving more company around the house with support worker hours being planned to increase. He felt very thankful to both Pathways for their work on assisting him understand the NDIS system, and how to raise his voice. He stated that he wouldn't have gotten NDIS without the efforts that Pathways put in with him over the months, as well as the in-person support SUFY provide.

\* Name has been changed

## Ex-Tropical Cyclone Alfred

In times of natural disaster, Pathways has the capacity to activate extended hours and expand its scope to meet increased demand and provide greater flexibility. With the anticipation of Ex-Tropical Cyclone Alfred, the Department requested that Pathways increase operating hours from Wednesday 5th March to Friday 14th March, inclusive. During this 10-day period, the service operated from 9:00am to 9:00pm, seven days a week.

During this time, we helped Queenslanders with disability plan, communicate, find and contact supports they needed to stay safe. People contacting Pathways experienced a range of issues relating to the impacts of Ex-Tropical Cyclone Alfred including:

- Continuity of care during power outages
- In-home support disruptions
- Complex support systems
- Domestic and family violence
- Lack of disability-specific information
- NDIS barriers
- Lack of coordinated practical support
- Increased stress and anxiety
- Insufficient emergency preparedness.

During this time Pathways received a log of complex enquiries, with at least 1 in 3 people experiencing financial hardship and risk of homelessness. This is reflected in the average enquiry time was longer during this period at 1.2 hours with the longest single enquiry lasting 7 hours. Most people were referred to government agencies for further assistance.

This was a lot higher than usual due to specific escalation required and a lack of non-government services that were known, appropriate and available.



“Pathways were lovely and went above and beyond! She’s one of the most amazing people I’ve worked with. She called back to follow up after speaking with her colleague - most of the time you don’t hear from agencies again.

“Extremely helpful - would recommend this to everyone fantastic service - very helpful - couldn’t be more helpful - it was excellent.

Pathways found natural disasters pose significant and inappropriate risks to people with disability. We prepared a report outlining reflections and recommendations for governments at local, state and federal levels to improve disaster planning for Queenslanders with disability. We urged governments to implement coordinated preparedness and responsive systems that will help ensure people with disability have access to inclusive supports before, and during, disaster events.

Pathways' recommendations highlight the need for:

- Proactive communication
- Access to backup power solutions
- Improved flood prevention assistance
- Safe and accessible evacuation options.

Pathways continue to build on this work and look forward to presenting at the National Preparedness Higher Risk Weather Season Summit held in September 2025.

“Thank you so much for all the info and work you have done for me. And spent the time to talk to me on the phone this afternoon. I can't thank you enough and will source each of the links and see where they take me. I really appreciate your help and thank you.

## Sarah's story

During cyclone preparations, Pathways received a call from Sarah\* who lives in Brisbane and was unable to leave her home due to her disability. Sarah was distressed, as she could not access essential items such as sandbags or food, and her regular support provider was unavailable due to the extreme weather. The situation was further complicated by Sarah's experience of domestic violence. The perpetrator, who lived in the same area and knew her address, was also expected to evacuate to the same local evacuation centre. This was a significant safety risk for Sarah and meant evacuation was not an option.

In response, Pathways contacted the local Member of Parliament to advocate for urgent support. Staff from the MP's office were able to deliver sandbags, assist with setting up a flood barrier, and provide a small supply of food, allowing Sarah to shelter in place more safely.

\*Name has been changed

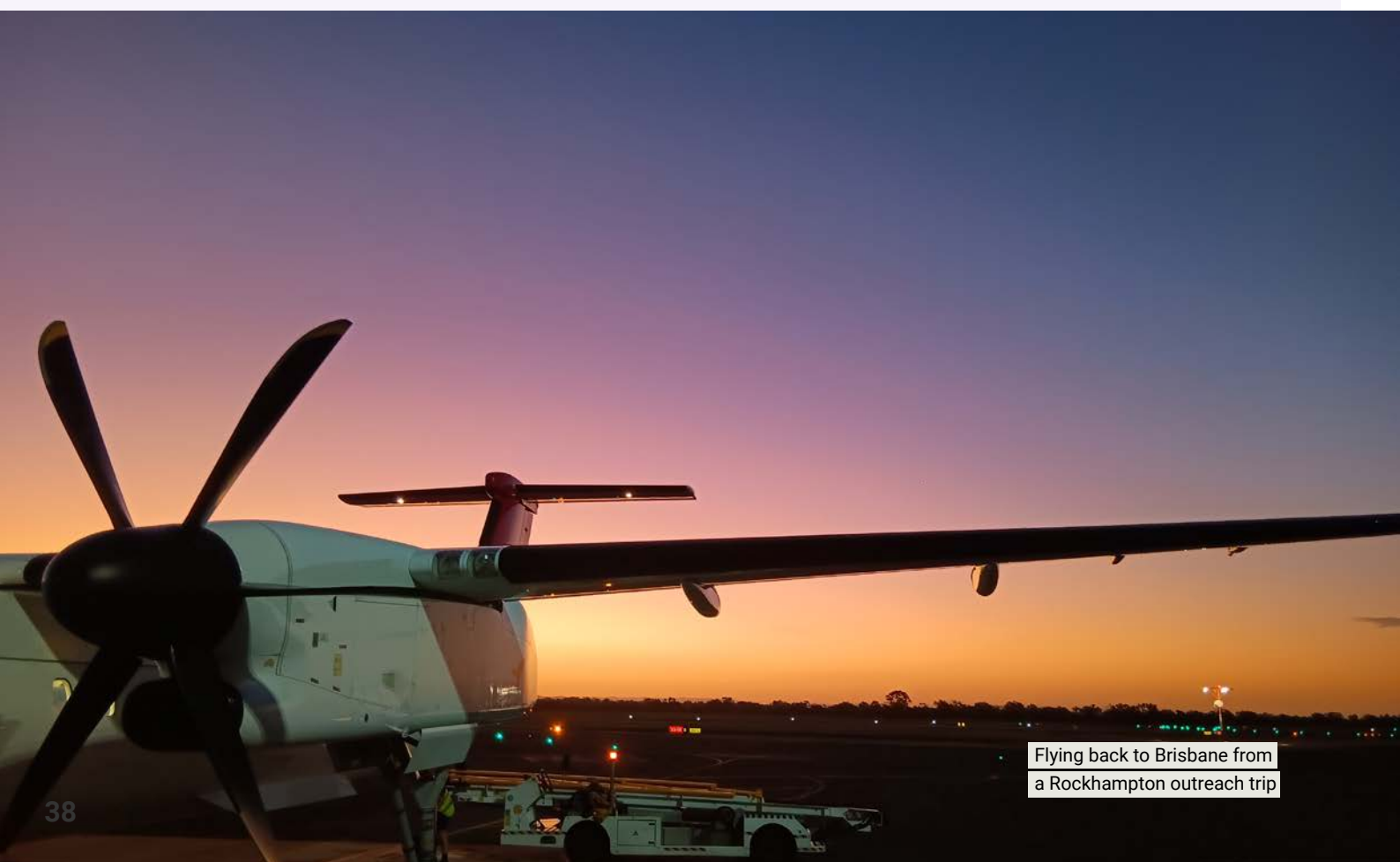


## Community engagement

With uplift funding from the department, Emma Moore stepped into the role of Community Engagement Advocate, connecting with more than 65 community organisations, including domestic and family violence services, and legal services. This work raised awareness about the role of disability advocacy and strengthened referral pathways for seeking advocacy.

Our community engagement prioritised groups that QAI data shows are less connected to our services, including people with disability living in regional, rural and remote (RRR) areas, Aboriginal and Torres Strait Islander people with disability, and young people with disability aged 19–24 years.

Over the 2024/25 financial year, we travelled across Queensland to build connections in Longreach, Cherbourg, Gympie, Hervey Bay, Gin Gin, Childers, Townsville, Toowoomba, Ipswich, and Moreton Bay. We delivered five presentations on Disability Advocacy in Queensland to more than 150 people. These presentations were hosted in a wide range of settings, including regional inter-agency meetings, rehabilitation centres, community legal centres, and government departments. Neighbourhood Centres and Community Mental Health services for young people showed the strongest interest in engaging with our work. Through these activities, we collected valuable insights into the challenges faced by different communities and cohorts of people with disability. Key themes included service gaps in RRR areas and the growing impact of the domestic and family violence crisis on people with disability.



Flying back to Brisbane from  
a Rockhampton outreach trip





Meeting with  
MP Nigel Dalton



Meeting with  
MP Donna Kirkland

“Pathways made me feel like I still had dignity. They took what I said seriously, as someone who is autistic, a DV survivor, and is often not taken seriously by the health industry having someone listen to me, and believe in me meant so much to me. As someone that used to advocate for others, having Pathways treat me like a human gave me hope. I wish there was Pathways on the end of every phone line I call.”

“Excellent communication. Patient and understanding.”



Meeting with  
MP John Barounis



Meeting with  
MP Ariana Doolan

# Treasurer Report Treasurer Report

## Treasurer Report

It is with great pleasure that QAI presents the Treasurer's Report for the 2024-2025 financial year.

This year brought both change and challenge, as QAI continued to evolve to meet the shifting needs of the community we serve. Despite the impacts of Cyclone Alfred, flooding in North Queensland, and rising operational costs, QAI ends the year in a strong financial position.

Total income for 2024-2025 increased by 30.74%, reaching \$6.77 million. This growth reflects the strength of our partnerships, and the ongoing confidence placed in us by our funding bodies.

We gratefully acknowledge the continued support of our funders, whose contributions have enabled the delivery of critical services throughout the year:

- Department of Justice and Attorney-General, which includes funding from the Commonwealth Attorney-General under the National Partnership Agreement, supporting our legal services across human rights, justice, and mental health.
- Legal Aid Queensland, for our representation services at the Mental Health Review Tribunal.
- Department of Justice and Attorney General, for funding the Public Trustee QLD Clinic.
- Department of Social Services, for supporting our NDIS Appeals and System Advocacy programs, as well as our attendance at the Conference of States Parties (CoSP) in New York.

- Department of Child Safety, Seniors and Disability Services, for funding both the Young Peoples Program and the Pathways Information Referral Service.
- Department of Education, for supporting the Education Advocacy Service.
- Gambling Community Benefit Fund, for the one-off grant that enabled us to host the Queensland Disability Advocacy Conference.

Over 83% of our expenditure this year was allocated to wages, reflecting QAI's strong commitment to delivering services directly to those who need them.

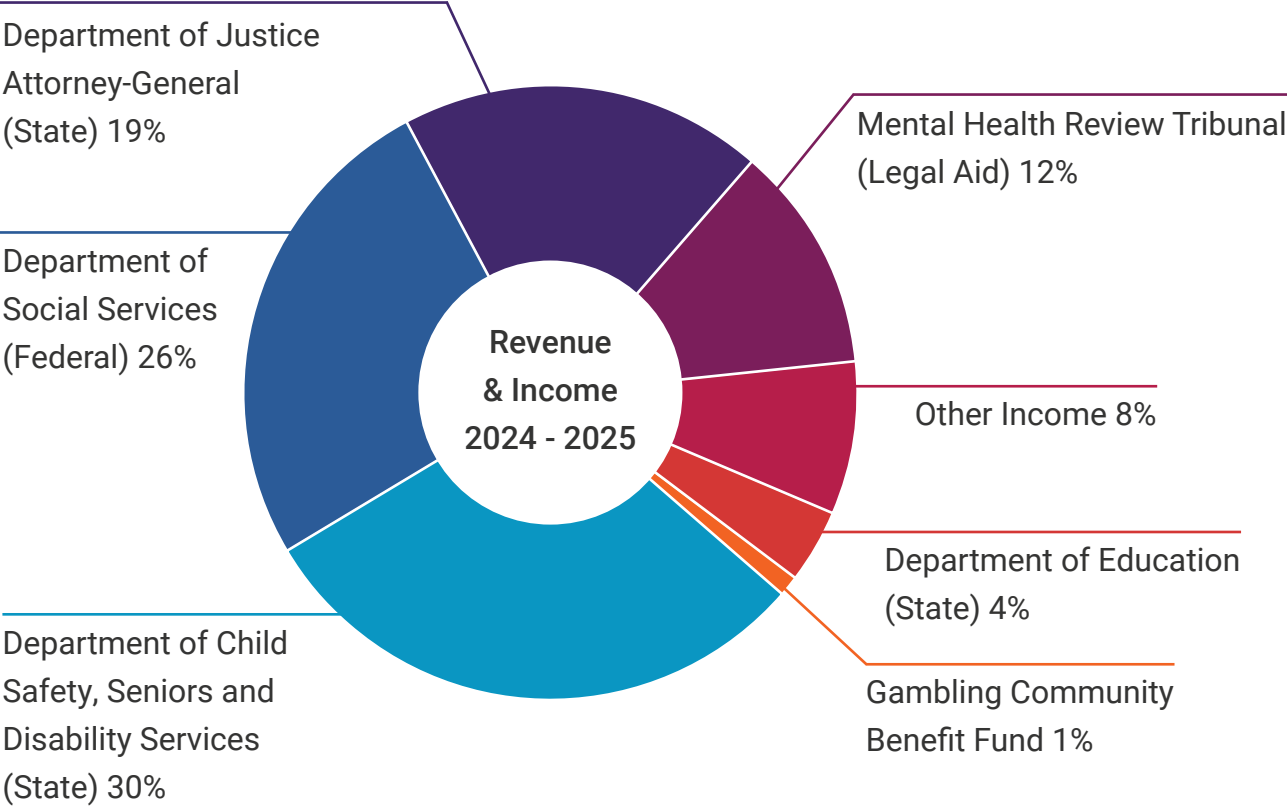
In May 2025, we farewelled our former Chief Financial Officer, Fran Huestis, and welcomed Shwe McManus into the role. We thank Fran for her dedication and welcome Shwe as we continue to strengthen QAI's financial capability and strategic focus.

We also extend our gratitude to Haywards's Chartered Accountants for their contribution to this year's audit.

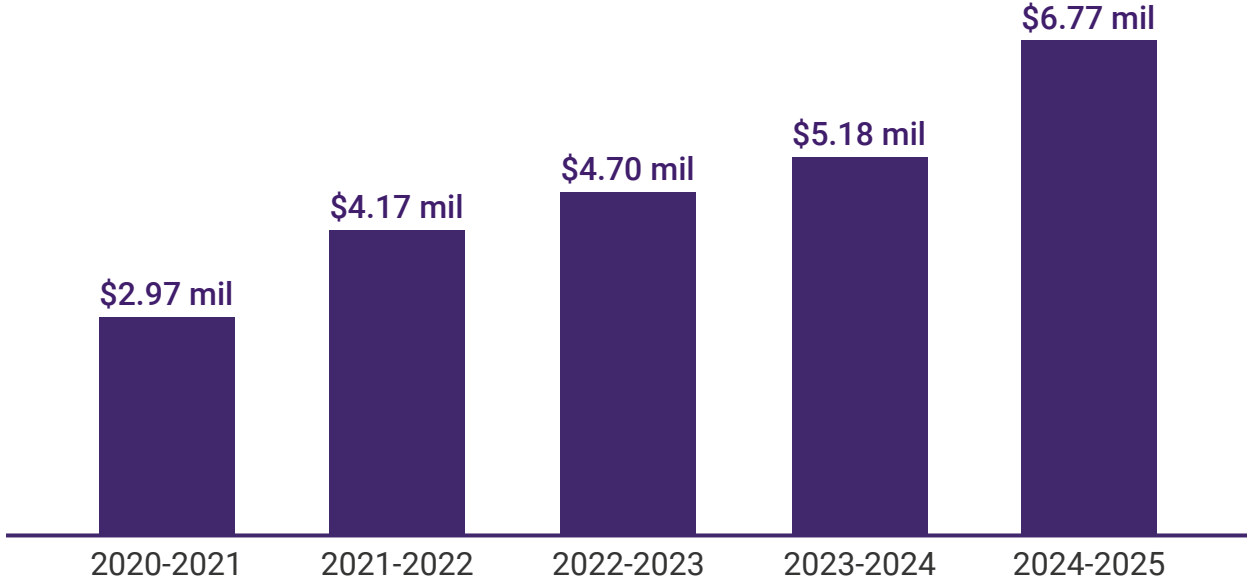
Thanks to deliberate financial decision-making and strong partnerships, QAI remains a responsive, adaptive, and sustainable organisation. We are well-positioned to meet the changing needs of our community and remain committed to delivering high-quality services to people with disability across Queensland.

**Mandeep Kaur, Treasurer**

# Financial Summary



Changes in Revenue & Income



The full audited financial report is available upon request.



# Queensland Government

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Department of Child Safety, Seniors and Disability Services  
Department of Justice and Attorney-General  
Department of Education  
Legal Aid Queensland



# Australian Government

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Department of Social Services  
Attorney-General's Department





[www.qai.org.au](http://www.qai.org.au)



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