QIDAN
Queensland Independent
Disability Advocacy Network

Annual Report 2025-26



'My good life'
By Gabe Wischki

Acknowledgement of Country

We acknowledge the many Traditional Custodians of the places that make up what is now called Queensland. We pay our respect to all Elders past and present and all First Nations people. We recognise their continued connection to the lands and waters, and their ongoing holding of memories, traditions, culture and community aspirations that span more than 65,000 years. We recognise sovereignty has never been ceded and express our sorrow for the personal, spiritual and cultural costs of colonisation and its lasting impacts. It always was and always will be Aboriginal land.

We are deeply committed to First Nations people's self-determination and recognise that by working alongside First Nations disability advocacy organisations and advocates, the disability advocacy sector will continue to create respectful and collaborative partnerships. We learn from the many ways First Nations people shape, challenge, adapt and develop disability advocacy practices. May we walk forward together in harmony and the spirit of healing.





'We who believe in freedom cannot rest'
Interactive artwork by Jared Payne

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'Disability Housing Crisis'
By Levi Di Ball

About QIDAN

Our Purpose

QIDAN exists to protect and promote independent advocacy and to uphold the rights, needs and wellbeing of people with disability.

QIDAN works collectively to influence systems, policy and practice to create a more inclusive and socially just community.

Our Aims

QIDAN has three aims:

1. **Systemic advocacy**: to take coordinated action to address systemic issues experienced by people with disability.
2. **Member support**: to provide a collaborative space for the exchange of information, knowledge and practice.
3. **Sector advocacy**: to promote the importance and value of independent disability advocacy.



Photo of QIDAN delegation March 2026

Our Guiding Principles

QIDAN is guided by the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

QIDAN's work is:

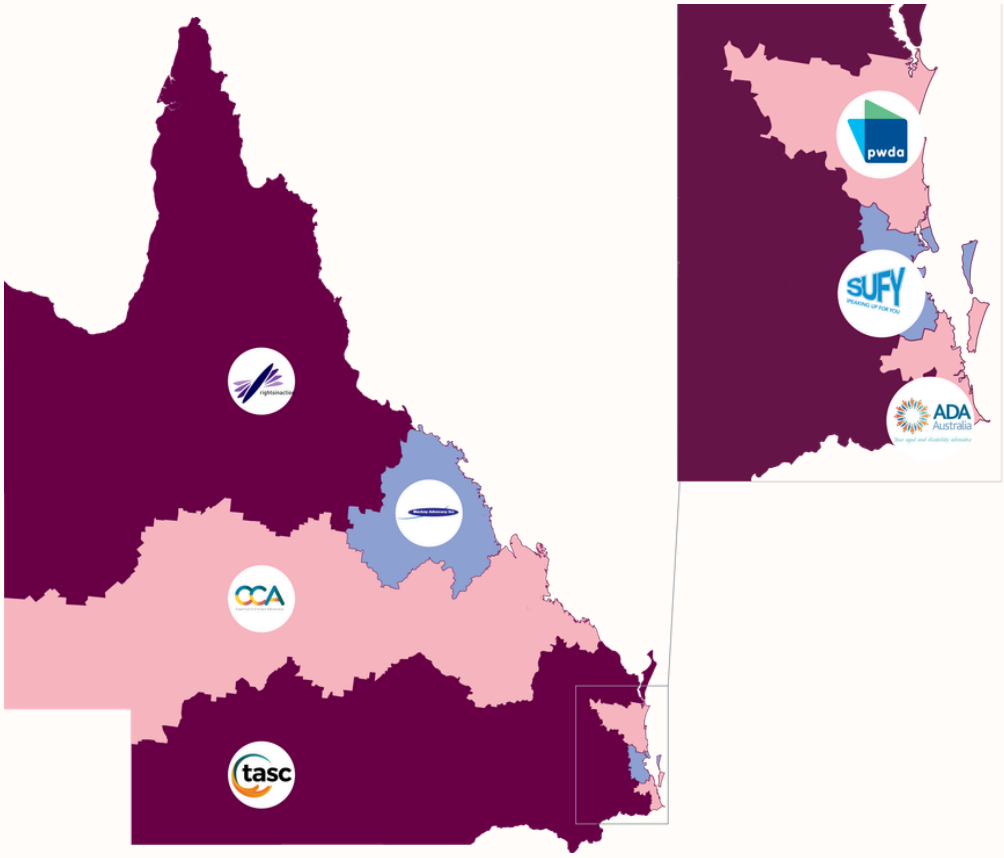
- Led by people with disability
- Independent
- Grounded in human rights
- Committed to equity and intersectionality
- Respectful of Aboriginal and Torres Strait Islander peoples and cultures
- Collaborative and collective
- Accountable and transparent

Specialist statewide services

qai
Young people

ADA Australia
First Nations

Amparo Advocacy Inc
Culturally & Linguistically Diverse people



Our Members

- Queensland Advocacy for Inclusion (QAI)
- Aged & Disability Advocacy Australia (ADAA)
- Yarn2Action (ADAA)
- Amparo Advocacy Inc.
- Capricorn Citizen Advocacy (CCA)
- Mackay Advocacy Inc. (MAI)
- People With Disability Australia (PWDA)
- Rights In Action (RIA)
- Speaking Up For You (SUFY)
- TASC

QAI team supporting QIDAN

Systems Advocates

Sara, Jesse and Lenine

Turning the experiences of advocates across Queensland into a stronger collective voice for systemic change.

Chair of QIDAN

Caitlin

Bringing the network together, strengthening its collective voice and keeping issues affecting people with disability on the agenda.



L-R: Harmonie, Caitlin, Neve, Sara, Len
Matilda, Trent

Sector Sustainability Officer

Harmonie

Helping member organisations build the skills, resources and partnerships they need to remain strong and sustainable

CEO of QAI

Matilda

Leading QAI and representing QIDAN on the Disability Reform Implementation Stakeholder Committee to ensure the voices and rights of people with disability inform reform.



ine, Duane Doyle (artist), Jesse, David,

Systems Project Officers

Neve and Trent

Turning research, consultation and collaboration with advocates into policy and projects that advance the human rights of people with disability.

Pathways Hotline & Community Engagement

Emma, Abbey and Lisa

Connecting Queenslanders with disability to information, referrals and advocacy support while strengthening community partnerships and referral pathways, including with domestic, sexual and family violence services.

Communications Officer

Russel

Strengthening QIDAN's public voice through accessible, advocacy-focused communications that amplify disability-led campaigns, share stories and engage communities across digital channels.

A year of impact and progress

2025 – 26 was a year of growth, collaboration and impact for QIDAN. With continued uplift funding, we expanded the support available to the network by introducing new roles focused on systems advocacy, sector sustainability, communications, community engagement and project delivery. These investments strengthened QIDAN's ability to respond to emerging issues, support member organisations and advocate for lasting systems change.







At a time when people with disability continued to face significant challenges – like housing stress, cost-of-living pressures, domestic, sexual and family violence, child safety concerns and ongoing changes to the NDIS, QIDAN worked collectively to ensure the voices and experiences of people with disability remained at the centre of policy, reform and community conversations.

The year also marked an important milestone with the development of QIDAN's 2026-28 Strategic Plan. The plan sets a shared vision for the network, strengthening disability-led advocacy, sustainable organisations, systems change and more inclusive communities across Queensland.

Strengthening accountability for disability reform

This year QIDAN launched '**the DRC Still Matters'** campaign after we published our independent analysis of Disability Royal Commission (DRC) implementation in Queensland. Our findings revealed that only 3% of the recommendations had been implemented, creating an important evidence base for ongoing advocacy and public accountability. What began as a research project evolved into QIDAN's first major campaign, bringing together people with disability, advocacy organisations and community supporters calling for meaningful reform and action.

Building stronger responses to DFSV

QIDAN strengthened relationships between the disability advocacy and domestic, family and sexual violence (DFSV) sectors through forums, training and regional engagement activities. This work increased understanding of the unique experiences of people with disability facing violence, strengthened cross-sector connections and laid the foundations for practice guidance on accessible and inclusive responses.

Building a closely knit advocacy sector



Supporting the sustainability and capability of disability advocacy organisations remained a key priority this year. Through Communities of Practice, sector sustainability initiatives, Lead Advocates, and data capability projects, QIDAN helped advocates share knowledge and expertise and respond collectively to emerging issues. These initiatives contributed to a more connected, informed and resilient advocacy sector across Queensland.

Securing advocacy capacity for Queensland

QIDAN successfully secured additional funding for disability advocacy organisations across Queensland for a second year in a row. This investment has enabled advocacy services to continue supporting people with disability at a time of increasing demand and significant policy reform. Sustained funding has facilitated sector capability, new initiatives and helped strengthen the collective voice of independent advocacy.

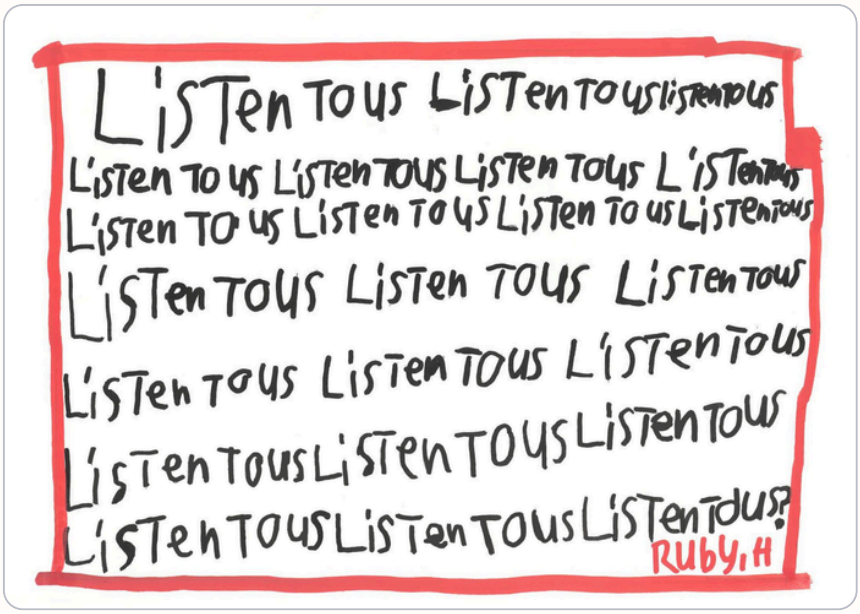


Influencing policy, systems and decision-makers

QIDAN continued to influence disability policy and reform via submissions, reports, stakeholder engagement, consultation and campaigns. Our advocacy helped highlight experiences of people with disability in the consultations on housing, education, child safety, disability discrimination, domestic, sexual and family violence and the future of NDIS. Through collective insights, QIDAN enhanced the sector's ability to influence decision-makers and drive systemic change.

Systems Advocacy

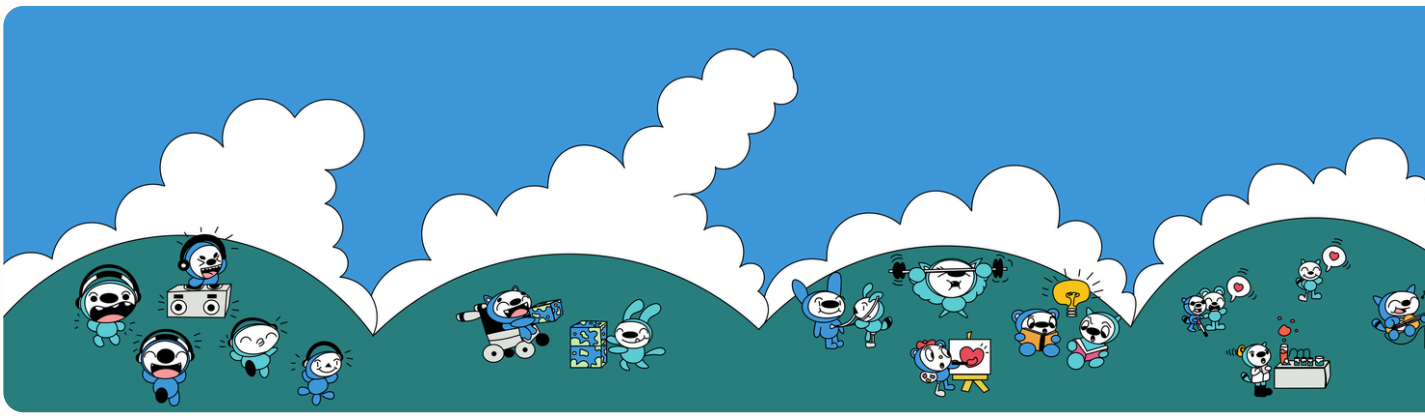
QIDAN's systems advocacy is driven by the experiences of people with disability and informed by the work of disability advocates across Queensland. We collated evidence from advocacy practice, community consultation, data analysis and policy engagement to influence reforms that improve the lives of people with disability.



'Listen to Us'
By Ruby Herrenberg

Our advocacy focused on issues identified by members as having the greatest impact on people with disability, including housing, inclusive education, domestic, sexual and family violence, child safety, employment, NDIS reform, transport, supports outside the NDIS, and access to quality services.

At a time of significant disability reform, QIDAN worked to ensure that disability perspectives remained visible in policy discussions and governments were held accountable for delivering meaningful change.



'Make a change'
By Felix Fischmann

Driving accountability for disability reform

One of our most significant achievements this year was the launch of 'The DRC Still Matters' campaign. Our analysis of Queensland Government implementation of DRC recommendations found that only 3% had been fully implemented.

The campaign unified people with disability, advocacy organisations, artists and community, calling for greater accountability and action. It raised awareness of disability reform, highlighting the need for monitoring government commitments.

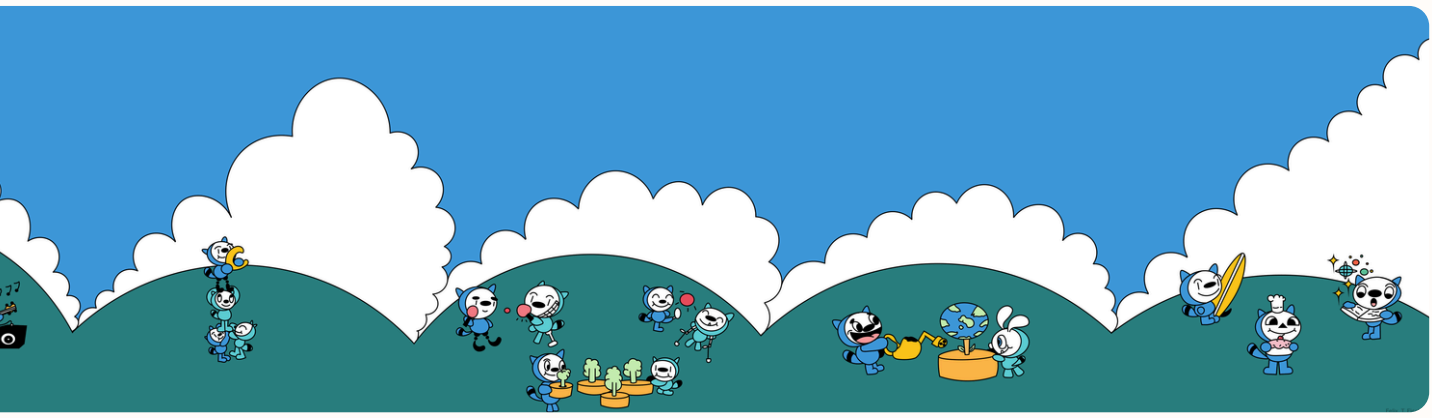
QIDAN also commissioned artwork by artists with disability, developed accessible resources on the DRC recommendations and began work on a public DRC Tracker to support long-term accountability as part of the campaign.

Beyond the DRC, QIDAN continued engaging in major reform processes, including the Disability Discrimination Act Review, NDIS reforms and the design of future disability advocacy programs. We worked to keep disability rights at the centre of reform via submissions, consultations and stakeholder engagement.

Influencing policy and legislative change

Throughout the year, QIDAN provided advice and recommendations to government on policies, legislation and inquiries affecting people with disability.

A key advocacy success was helping secure the continuity of mandatory accessible housing standards in Queensland. Working with disability organisations and partners, QIDAN advocated against proposals that would potentially undermine accessibility requirements and reduce future housing choices.



Our work ensured the experiences of people with disability informed discussions on discrimination, education, housing, safety, legal systems and support services. In light of cross-sector evidence, we advocated for practical reforms that improve inclusion, accessibility, and human rights.

Strengthening disability voices in government decision-making

QIDAN continued to build relationships with key stakeholders, government agencies, Ministers, and Members of Parliament, to create more opportunities for people with disability and advocates to influence decision-making. This included engagement on NDIS reforms with Federal and State parliamentarians, ongoing discussions with the Minister for Families, Seniors and Disability Services, and regular engagement with the NDIA, NDIS Quality and Safeguards Commission, Local Area Coordinators, the Office of the Public Guardian and Public Trustee Queensland. These relationships give advocates pathways to raise emerging issues, share lived experience and contribute to reform, while enabling faster escalation and stronger policy influence.

Building a collective voice for change

12 Consultation Responses

>30 Stakeholder Meetings

200+ Campaign Partners

6 Endorsements & Joint Statements

QIDAN's advocacy is strengthened by the collective expertise of disability advocates across Queensland. Through consultation, Communities of Practice (CoPs), policy discussions and collaborative advocacy, members identified shared issues and helped shape common reform priorities.

This year, QIDAN worked with organisations and coalitions to advocate for inclusive education, disability discrimination reform, NDIS policy, accessible housing and the rights of parents with cognitive disability. We also endorsed and amplified the work of partners aligned with QIDAN's priorities.

Working collectively, QIDAN strengthened the evidence and visibility of disability issues and contributed to the growing movement for disability rights, equality and inclusion across Queensland. Read QIDAN's submissions and letters on our website.

Domestic, Family & Sexual Violence Project



Caitlin and Matilda with Minister Camm

The Domestic, Family and Sexual Violence (DFSV) and Disability Advocacy Project strengthened the capacity of both sectors to better support people with disability who are experiencing violence. This involved nurturing a close collaboration and connection between the sectors which often support the same cross section of community.

Strengthening cross-sector capability

The project focussed on building knowledge and confidence across the sectors. Over 60 disability advocates underwent specialist training delivered by the Patricia Giles Centre for Non-Violence, gaining skills in responding to people with disability facing violence. The teams worked towards greater awareness of disability rights, advocacy and barriers to accessing support. This has strengthened cross-sector collaboration, enhancing capacity to recognise, respond and support those experiencing violence.



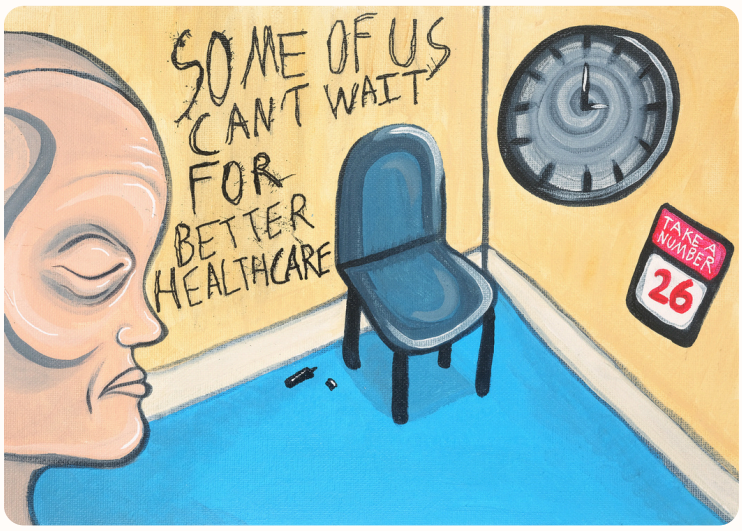
Building relationships and referral pathways

During the year, QIDAN engaged with over 35 organisations, including disability advocacy organisations, DFSV services, researchers, policy stakeholders, and peak bodies, strengthening connections while creating opportunities for collaboration.

Regional roundtables in Mount Isa and Mackay and the online forum drew community members, advocates, service providers, government representatives and sector leaders to discuss local challenges and opportunities. The discussions highlighted the need for localised responses and stronger referral pathways between the services.

> **A great opportunity to network. The content was informative. Learning more about people with disability in rural Queensland was important. The forum raised awareness about the challenges people with disability face when escaping DFSV in rural towns. It was amazing to hear from Minister Camm and Matilda from QAI.**
> - Participant at Mackay Roundtable

Identifying opportunities for systems change



'Waiting for Healthcare'
By Cynthia Gregg

Engagement throughout the project focussed on improving responses to people with disability experiencing violence, including ongoing cross-sector learning, accessible services, better system navigation and stronger coordination.

Participants emphasised the importance of culturally safe approaches tailored to local needs and the complexity of people's lives. The project strengthened the evidence base to inform future policy, practice and systems reforms.

> **I loved that there were examples of lived experience but also attendees. The facilitation was knowledgeable and excellent, but also palpable for real world scenarios. Thank you for coming to Mackay and making this workshop accessible to regional communities.**
> - Participant at Mackay Roundtable

Laying the foundation for future impact

Importantly, the project built momentum beyond individual events and consultations. New relationships enhanced opportunities for ongoing collaboration and recognition of the critical role of disability advocacy in supporting people experiencing violence.

The project will continue in 2026–27, focusing on developing QIDAN's principles and practice guidance, strengthening understanding of disability advocacy, supporting place-based collaboration and promoting more integrated responses.

Member support

Supporting a strong, connected and sustainable disability advocacy sector remains at the heart of QIDAN's work. All through 2025–26, QIDAN invested in building the capability, knowledge and sustainability of member organisations, helping advocates respond to emerging issues, navigate reform and deliver effective advocacy for people with disability.



Strengthening connections through communities of practice (CoPs)

Communities of Practice remain a cornerstone of QIDAN's member support. They bring together advocates to share their expertise, identify emerging issues and develop collective.

responses to challenges affecting people with disability across Queensland. Strong engagement throughout the year reflected the value of peer learning and collaboration.

Key topics included DFSV, child safety reform, disability standards for education, NDIS reform, supporting children and young people, and improving advocacy data.

These forums helped advocates share practical knowledge, identify common challenges and strengthen responses to systemic issues.

QIDAN also established a new Client Services Community of Practice for intake and frontline staff, supporting stronger referral pathways, resource sharing and more consistent approaches across organisations.

Together, the CoPs enhanced collaboration, reduced professional isolation and helped advocates respond confidently to emerging reforms and complex issues.

> **I have really enjoyed being part of the QIDAN discussions and have found it very helpful to hear of your experience and learnings on the issues that we are all grappling with. Many thanks to the QIDAN organisers for facilitating these useful forums for discussion.**
> - QIDAN Advocate

Elevating First Nations disability advocacy

The First Nations Disability Advocacy Community of Practice (CoP) provided a useful forum for First Nations advocates across Queensland to connect, share knowledge and explore issues affecting First Nations people with disability. The group supported culturally informed approaches and collective understanding of complex systemic issues.



'Spirit of Justice'
By Colleen Sam

Discussions covered child safety, justice, health, mental health, education, NDIS access and culturally safe practice, as well as communication advocacy and supports for non-speaking children and their families.

The CoP helped build QIDAN's understanding of the intersection of disability, racism, geographic disadvantage and other forms of exclusion, ensuring First Nations perspectives continue to shape QIDAN's advocacy priorities.

> **I have really enjoyed being part of the QIDAN discussions and have found it very helpful to hear of your experience and learnings on the issues that we are all grappling with. Many thanks to the QIDAN organisers for facilitating these useful forums for discussion.**
> - QIDAN Advocate

Sharing specialist expertise across the network

The Lead Advocates initiative continued to strengthen peer learning and mentoring across the disability advocacy sector. It connects advocates with specialist expertise to support colleagues navigate complex issues including housing, child safety, NDIS advocacy, discrimination, LGBTQIA+SB inclusion, culturally and linguistically diverse communities, mental health, and rights of people in prisons and corrective services.

Through individual guidance, group sessions, newsletter tips and CoP sessions, Lead Advocates helped build specialist knowledge and more consistent practice across the network while also strengthening working relationships between advocates.

Building a more sustainable advocacy sector

A key priority this year was strengthening the long-term sustainability of disability advocacy organisations. QIDAN supported members to build fundraising capability, strengthen digital assets and diversify income streams.

Practical resources included fundraising toolkits, donor communication templates, grant and foundation directories, self-assessment tools and project pitch templates. These were supported by workshops, grant opportunities, one-to-one mentoring and assistance with funding applications and new project ideas.

This work equipped member organisations with skills, tools and confidence to pursue funding opportunities, plan for long-term sustainability and build greater resilience.

Strengthening evidence-based advocacy (Data capability)



The Data Project continued to build data literacy and capability across the network. Through consultation with member organisations, the project explored data collection practices and opportunities for better use of data to understand experiences of people with disability.

The project also strengthened QIDAN's ability to identify systemic trends, understand unmet need and use evidence to inform advocacy priorities and reform. Improved data capability is helping advocates tell stronger evidence-based stories while strengthening QIDAN's advocacy for systemic change.

> **I love your work!! It is so good to hear of someone doing this work, and at a personal and professional level, I am glad to hear about the gentle tone of your work. I share that approach. You have made my day!!**
> - Advocate from WA attending a CoP as a guest

Individual advocacy

Over the financial year, advocates across the state collectively spent around 36,076 hours advocating for 2,329 Queenslanders with disability. Our incredible network helped them to have their voices heard and to make their own decisions, as well as assist people to navigate systems and address barriers.

Advocates continued to observe how growing social issues, like the housing and cost-of-living crises, have impacted Queenslanders with disability. Often, these social issues are just one part of a person's story, and things like housing instability, domestic, sexual and family violence, and financial strain can make other problems a lot harder to navigate. Advocates also spent a lot of time supporting people navigate challenges accessing supports within and outside the NDIS.

Case studies

Otto regains decision over his own life with advocacy support



'Reconstruction of Destruction'
By Felicity Clark

*Otto was referred to Mackay Advocacy Inc for support with a Queensland Civil and Administrative Tribunal (QCAT) matter. After three years of homelessness, following a relationship breakdown, Otto reconnected with family and was rebuilding his life.

When concerns were raised about Otto's decision-making capacity, interim orders appointed the Office of the Public Advocate and Public Trustee Queensland for three months.

Otto's advocate helped him obtain a new capacity assessment and prepare for his QCAT hearing. They also worked alongside Otto to demonstrate his ability to manage his own finances and make decisions.

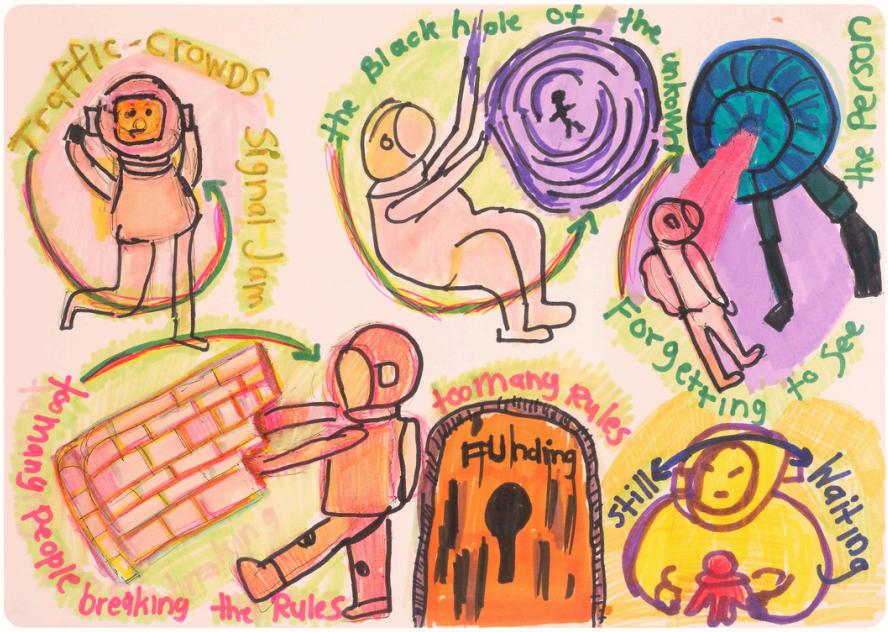
During this time, Otto attended the gym, worked part-time, updated his details with government services, prepared a resume and actively explored new employment opportunities.

With regular support from his GP, Otto obtained a new capacity assessment. At his QCAT hearing three months later, the Tribunal revoked both the guardianship and administration orders, recognising Otto's right to make his own personal and financial decisions.

Otto left the hearing with greater independence, a new employment opportunity and control over his own life. This is what advocacy can achieve. Advocates help people navigate complex systems, understand their rights and have their decisions respected — supporting people with disability to remain in control of their own lives.

*Name changed to protect identity.

Melissa finds safety and stability for her family through advocacy



Untitled
By Hayley Marrs

*Melissa came to Speaking Up for You (SUFY) facing homelessness and domestic, sexual and family violence. With two dependent children, she lived in a tent on a relative's property in an unsafe and unstable environment.

Melissa engaged SUFY for support to understand her housing options, navigate services and communicate her family's circumstances. Advocacy focused on improving the family's immediate safety and housing stability while supporting Melissa to remain in control of decisions about her family's future.

Despite the challenges, Melissa continued attending appointments, following up with services and advocating for her family. With advocacy support, the family secured emergency accommodation and moved into a safer and more stable environment. Her social housing application was also approved and remains active. A case worker specialising in housing continues to support her as she waits for long-term housing. While the family has not yet secured permanent housing, Melissa and her children are now safer and have ongoing support to pursue a long-term outcome.

This case highlights the power of advocacy and self-advocacy. SUFY helped Melissa understand her options, navigate complex systems and connect with services, while her own persistence and determination drove many of the outcomes achieved. Advocacy helps people understand their rights, navigate complex systems and work towards the outcomes that matter most to them.

*Name changed to protect identity. Image for illustration only.

Sector Advocacy

4.5 / 5 Member confidence that QIDAN will effectively represent their interests

Strong disability advocacy organisations are essential to ensuring people with disability can exercise their rights, navigate complex systems and have their voices heard. Throughout 2025–26, QIDAN advocated not only for the rights of people with disability, but also for a stronger, more sustainable advocacy sector equipped to meet growing demand and respond to significant disability reform.

> **Disability advocacy plays a vital role in empowering people with disability to have their voices heard and ensuring they can access the services and supports they need and deserve.**
> - Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence, Amanda Camm



'Galaxy of stars and moons'
By Hayley Marrs

Securing advocacy capacity for Queensland

This year marked the second consecutive year that QIDAN successfully secured additional funding for Queensland's disability advocacy sector. The funding uplift increased total investment in disability advocacy services to $12 million and was confirmed for 2026–27.

This outcome was achieved through collective sector advocacy and a detailed submission to Queensland Treasury, highlighting the outcomes delivered by disability advocacy organisations, growing demand for services and the increasing complexity of systems that people with disability are required to navigate.

Continued investment has enabled advocacy organisations to maintain and expand their capacity across Queensland, ensuring people with disability can access vital safeguards, representation and support during a period of significant reform and increasing demand.

> **Many thanks for all your advice, support and leadership of QIDAN over the years. I've really enjoyed all the QIDAN conferences and being able to learn and share ideas with the QIDAN team.**
> - QIDAN Advocate

Shaping the future of disability advocacy

QIDAN contributed to the design of the new Commonwealth disability advocacy program, commencing in late 2026. Through our submission, we advocated for disability advocacy to be recognised as a core safeguarding, early intervention and prevention measure that strengthens individual rights and system accountability.

Our recommendations called for long-term funding certainty, independence from service delivery, investment in systemic advocacy, and culturally safe and trauma-informed advocacy for people most at risk of harm.

Advocating for the advocacy workforce

QIDAN also engaged on proposed changes to the SCHADS Award classification structure and pay rates. Our submission highlighted concerns that unintended changes could reduce remuneration for disability advocates and affect the sector's ability to attract and retain experienced staff.

A skilled and sustainable workforce is essential to the quality and availability of advocacy services. QIDAN's advocacy sought to ensure industrial reforms recognise the complexity, expertise and value of disability advocacy work.

> **Thanks for a fantastic couple of days with you all last week. I love being in the room problem solving and sharing insights. It makes it so much better to then go out and support clients knowing that we all share the same goals to make life better for people with disability.**
> - QIDAN Advocate

Community Engagement

Improving access to advocacy

QIDAN built and nurtured relationships with local councils, community organisations, service providers and government agencies, improving referral pathways and connections to information, support and advocacy services for people with disability.



Building regional connections

Pathways engaged with over 12 local Queensland councils, promoting the Pathways Hotline, disability advocacy, and disaster preparedness for people with disability. These relationships raised awareness of advocacy services, strengthened regional connections and expanded local referral networks, including community organisations and specialist domestic, family and sexual violence (DFSV) services on the Sunshine Coast.



Building awareness and referral pathways

During the year, QIDAN promoted disability advocacy and the Pathways Hotline to more than 40 organisations across Queensland, including health, legal, housing, youth, mental health, disability and community services.

This engagement increased awareness of disability advocacy and strengthened referral pathways, particularly with DFSV and psychosocial support services.

QIDAN also connected with First Nations communities through NAIDOC Week events across SE Queensland promoting culturally responsive pathways to advocacy.

> **A huge thank-you to all for your work, it was an amazing team effort and wouldn't have happened without everyone's hard work; I'm grateful I had the opportunity to collaborate.**
> - QLD Community Organisation

Meeting people with disability and communities where they are

Community outreach is central to QIDAN's approach, strengthening local connections, referral pathways and coordinated responses for people with disability.

Throughout the year, QIDAN participated in community events, interagency meetings, networks, workshops and conferences across Queensland. These activities promoted disability advocacy, delivered self-advocacy and information sessions, and connected people with disability to local support and services.

> **We are so grateful you came to our team meeting. We really benefitted from your time and knowledge. We will certainly be supporting clients to access your service!**
> - QLD Community Organisation

Housing and homelessness remained a key focus, with QIDAN organisations building relationships with services including Habitat for Humanity, Department of Housing and Public Works, and Homelessness Australia. These partnerships strengthened referral pathways and ensured the experiences of people with disability informed individual advocacy and government decision-making.

Through ongoing outreach, QIDAN strengthened connections between communities, services and the disability advocacy sector, helping people with disability access advocacy when and where they need it.

Understanding our community

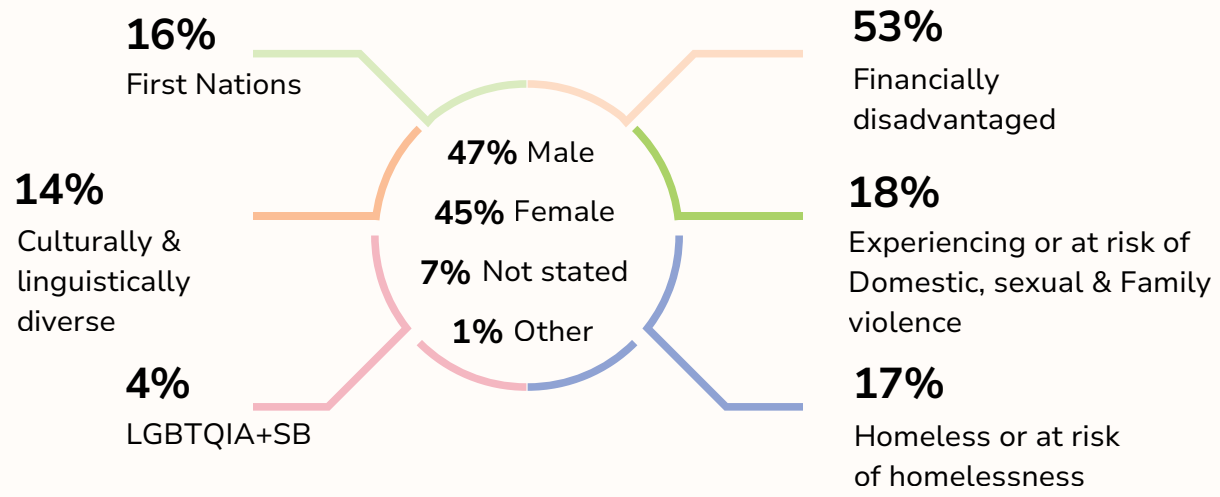
Who we supported

2,329
People supported

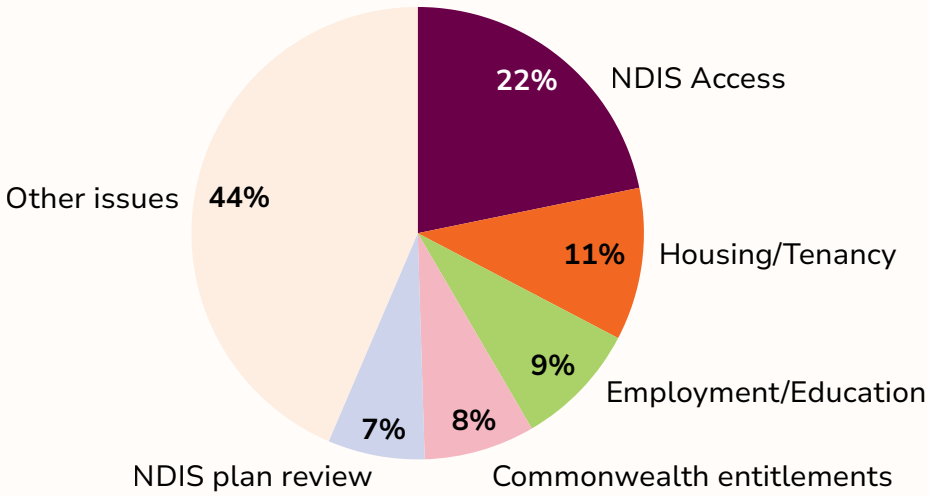
4,606
Issues raised

36,076
Hours it took

Who contacted QIDAN



What they needed help with



Source: Department of Families, Seniors, Disability Services and Child Safety, Queensland Government

Pathways

Funded by the Department of Families, Seniors, Disability Services and Child Safety, Pathways provides information and referral support to people with disability, their families and supporters across Queensland. Enquiries are received by phone, email and online, with Pathways also monitoring service capacity across Queensland Disability Advocacy Program (QDAP) funded organisations to help prevent people from being caught in a 'referral roundabout'.



Pathways Systems Advocacy Team at the DARU Conference 2025

What Pathways tells us

Pathways provides a unique, real-time insight into the issues affecting people with disability across Queensland. The trends identified through enquiries help inform QIDAN's systemic advocacy priorities and highlight gaps across disability, community and mainstream services that may otherwise go unnoticed.

In 2025 – 26, Pathways witnessed a growing demand for information, referral and advocacy, particularly in regional communities reflecting growing pressure across the service system. People with disability seeking support frequently encountered limited service availability, long wait times and reduced access to assistance for complex issues. Advocacy organisations, community legal centres, housing services and other community organisations reported growing demand and constrained capacity, making it more difficult for people with disability to access timely support.

These trends reinforce the importance of independent disability advocacy and highlight the growing need for coordinated investment across community services to prevent people from falling through service gaps.

Pathways insights

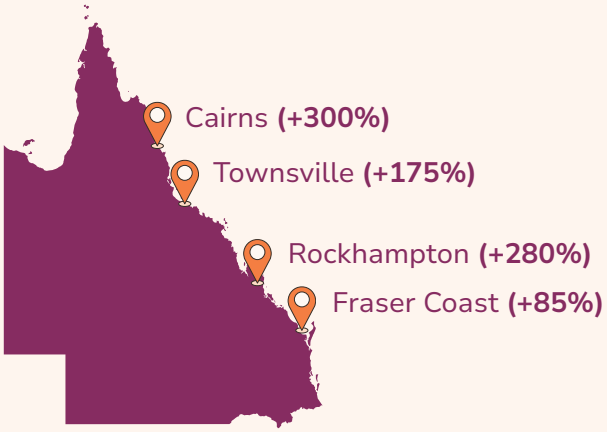
Demand is rising (year on year)

70% increase in people contacting Pathways

61% increase in enquiries

95% increase in hours of assistance

Regional demand is increasing



NDIS

Access ● Planning ● Appeals

People need help understanding their rights and navigating review processes

Supports outside the NDIS

QCSS ● Community supports ● Service gaps

People are falling between eligibility systems without the support they need

Housing

Rising costs ● Limited availability ● Homelessness

Housing insecurity continues to drive demand for support and referrals

Pathways insights inform QIDAN's systemic advocacy priorities.

NDIS navigation and appeals

NDIS access, planning and appeals remained a significant source of enquiries. Many people sought help to understand their rights, navigate review processes and find advocacy support. Where advocacy was not immediately available, Pathways provided information and practical guidance to help people understand their options.

The continued demand highlights the complexity of the NDIS and the importance of accessible information and independent advocacy.

Housing remains a critical issue

Housing continued to be one of the most significant issues raised through Pathways. Limited availability, rising rental costs and the risk of being homeless drove increasing demand for housing information, referrals and support.

Growing numbers of warm referrals to housing and tenancy services reflected the disproportionate impact of Queensland's housing crisis on people with disability. Housing insecurity remains a key driver of hardship and a priority for QIDAN's systemic advocacy.

Gaps in support outside NDIS

Changes to Queensland Community Support Scheme (QCSS) eligibility highlighted ongoing gaps for people who do not meet the NDIS access requirements but still need significant support.

Pathways heard from people who were unable to access either QCSS or the NDIS, leaving some without the help needed to participate in daily life and their communities. These experiences reinforce the need for stronger non-NDIS supports and more inclusive pathways to assistance.

Turning insight into advocacy

The trends identified through Pathways provide an important evidence base for QIDAN's advocacy. During 2025–26, the service highlighted growing pressures across housing, disability supports, advocacy and the broader community sector, helping QIDAN identify emerging issues and advocate for more accessible, coordinated and responsive systems.

Case study

From uncertainty to a pathway forward

When one Queenslander contacted Pathways, they were feeling overwhelmed and unsure about where to turn. A few years earlier, they had tried to apply for the NDIS independently but were unsuccessful. The process felt confusing and discouraging, leaving them uncertain about what options were available.

A Pathways Officer took the time to listen, understand their circumstances and talk through the challenges they were facing. Together, they explored possible next steps and identified local services that could support them with a future NDIS application. The Pathways Officer explained the role of the Local Area Coordinator (LAC), provided information about disability advocacy support, and followed up with a written summary of the conversation. This meant the person could focus on the discussion without needing to take notes or remember everything afterwards.

Following the call, the person said they felt less overwhelmed and more confident about what to do next. They connected with their LAC and began receiving support to progress their NDIS application. What initially felt like a complex and confusing process became a series of manageable next steps.

Pathways does not offer ongoing case management. However, timely information, reassurance and connection to the right services can make a big difference. In this case, one conversation helped turn uncertainty into a clear pathway forward, supporting the person to pursue the NDIS assistance they needed.



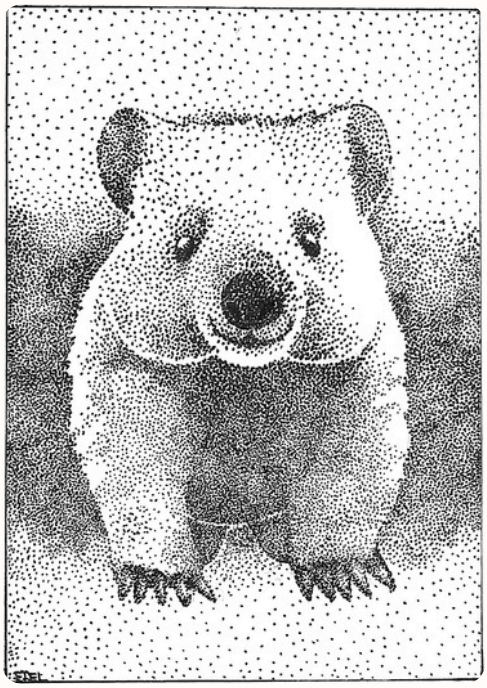
'Not good enough'
By Hannah Izard

What callers say about Pathways

“Pathways went above and beyond my expectation. I do not speak fluent English but Pathways took time to understand me and the urgency of my son's situation. I am deeply thankful for Pathways, and the help they provided.

“Without Pathways, my son would be unseen in the system.”

“I phoned with a relatively complex situation I needed support with, and even though it's outside their purview, they took the time to listen to my entire situation, asking questions and patiently hearing me out. They were extremely knowledgeable, compassionate and validating. They provided a series of excellent and specifically relevant referrals, even going the extra mile to check if the services had capacity or not. This is the kind of service that makes me proud my government offers.”



Untitled
By Brandon Edelman

"I would like to congratulate and acknowledge Pathways’ continuing efforts in maintaining this service for Queensland residents. Although supported by the State Government, I am sure the commitment made to the service by Pathways extends beyond the funding provided. The staff at my office refer callers to the service often and are extremely grateful to have one key point of referral for advocacy services, staffed by knowledgeable and experienced people."
- John Chesterman, Queensland Public Advocate

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Caller satisfaction

Follow Up

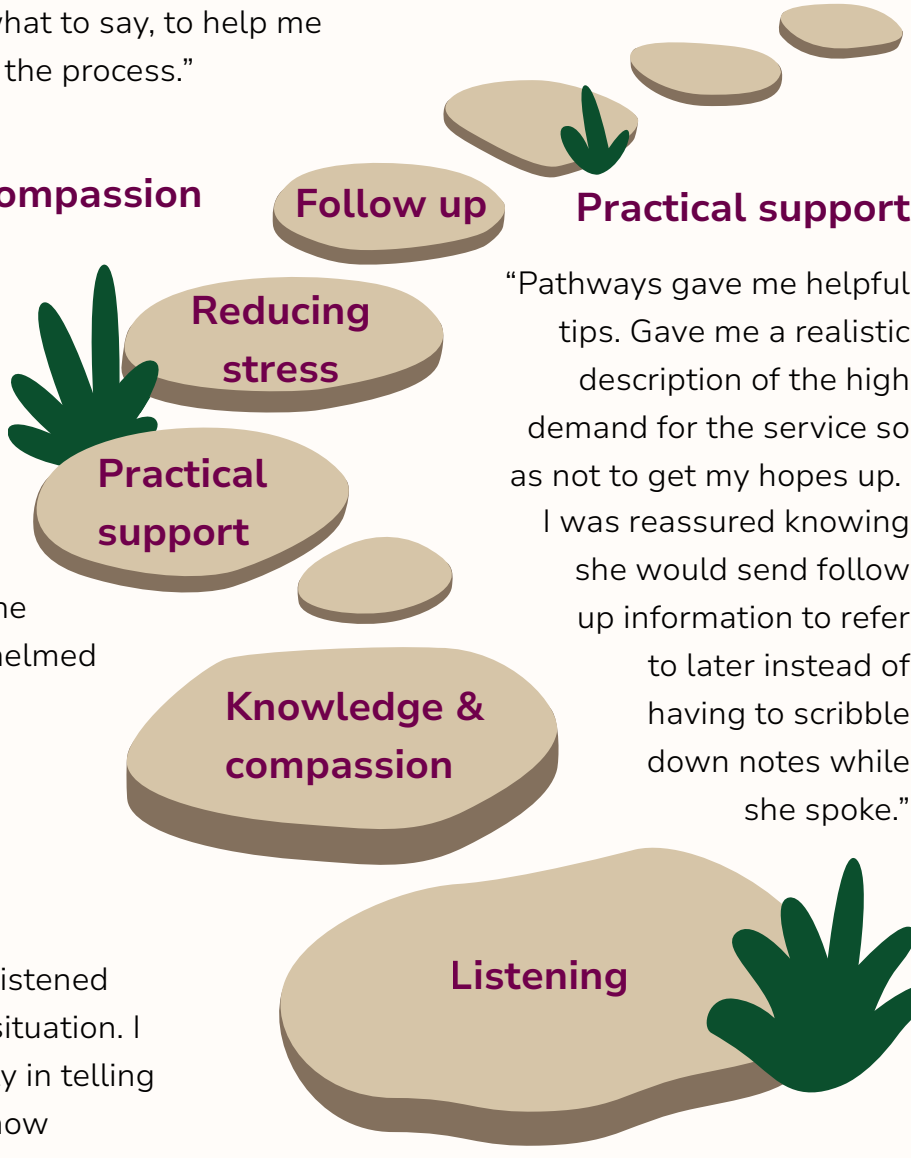
“Pathways went above and beyond! They are one of the most amazing people I've worked with. She called back to follow up after speaking with her colleague - most of the time you don't hear from agencies again.”

Reducing stress

“Pathways were very patient. They asked questions that helped me communicate exactly what support I was looking for. I felt that Pathways knew just what to say, to help me understand the process.”

Knowledge and compassion

“Pathways was very nice, very patient over the phone. They took time to assist me, and help me understand concepts, and next steps. The follow up email was straight to the point. I felt less overwhelmed after the call.”



Practical support

“Pathways gave me helpful tips. Gave me a realistic description of the high demand for the service so as not to get my hopes up. I was reassured knowing she would send follow up information to refer to later instead of having to scribble down notes while she spoke.”

Listening

“Pathways attentively listened and engaged with my situation. I appreciate their honesty in telling me when they didn't know something or would need to check with a colleague. I felt reassured that they were speaking from a place of knowing.”

We gratefully acknowledge and celebrate the artists whose creativity, perspectives and contributions feature throughout this annual report. Their artworks bring powerful voices, experiences and ideas to life, enriching our advocacy and helping communicate the issues that matter to people with disability.

To learn more about the artists and explore their work, visit www.qidan.org.au.

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