



Council on the Ageing Queensland

2023 to 2024
End of Year Review

AGED CARE WORKFORCE

- 28,000 enquiries for aged care employment
- 2,506 new people placed into employment
- 1,380 commenced training
- 50% placed into employment by 4 weeks
- 148 indigenous people employed
- 28 Podcasts on person-centred care
- Consumer Events, Workshops & Surveys
- Industry Resources and Carer Toolkit
- Aged Care Mentoring Guidelines
- Visit: workforce.cotaqld.org.au



COMMUNITY ENGAGEMENT

- South-East Queensland Seniors Forum
- Public Debate - "Age is No Barrier"
- 4x QLD Public Trustee (QPT) Forums
- 5x "Re-Imagining Ageing" Regional Forums
- 1,000+ Seniors Month events
- 82 successful Seniors Month applicants
- 153 Seniors Month events were funded
- 854 Seniors Month events free to the public



SECTOR DEVELOPMENT

- 6 Regional CHSP Workshops
- 6 Online Community of Practice Sessions
- 700 occasions of direct provider support
- Providers in 14 of 16 aged care planning regions received direct support
- 1,000 stakeholders engaged
- 37,864 views on Online Resource Hub



ACHIEVEMENTS

- Seniors Social Isolation Prevention Peak
- Aged Care Navigation - Cairns
- State-wide Energy Peer-Education
- Age-Friendly Survey with ACU
- 400+ consulted on ageing well in QLD
- Independent Review - CHSP Sector Support
- Independent Evaluation - Home Care Workforce Support Program QLD
- Achieved EcoBiz 1-Star Partner Status
- Achieved ISO 9001 Accreditation





Statement of Acknowledgement

**Council on the Ageing Queensland acknowledges
Australia's First Nations Peoples as the original custodians of this land.
We recognise their cultures, histories and ongoing relationship
and obligations to the land, sky, and waterways.**

We pay our respect to Elders past, present and emerging.

Council on the Ageing Queensland knows the important role older people play in the lives of their families, their local community and in our broader society. They are carers, our local volunteers, our source of advice, holders of knowledge and skills, and keepers of culture and tradition.

We celebrate the great diversity of culture, language, and histories of all older people in Queensland however we also recognise the special connection to this land of Aboriginal and Torres Strait Islanders.

First Nations people have a deep sense of belonging, both ancient and contemporary, because they are part of the world's oldest surviving, living culture. We specifically acknowledge the important role Aboriginal and Torres Strait Islander Elders play in preserving traditional culture, sacred wisdom and lore.

Elders are those who have gained recognition within their Aboriginal and Torres Strait Islander community rather than having reached a specific age.

They are highly respected for their stories, art, song, language, guidance, and counselling. Strengthening the role of elders helps to empower communities not only to address social, health and economic issues but to transfer knowledge, culture, and language to future generations.



Council on the Ageing Queensland

COTA Queensland is a for-purpose registered charity committed to advancing the rights, needs, interests, and futures of people as we age.

As a statewide consumer peak for older people in Queensland, our vision is that ageing is a time of possibility, opportunity, and influence.

However, we also recognise the impact of inequalities, and discrimination means that we fall short of this vision for most vulnerable older Queenslanders. There is significant under-representation of older adults in policy discussion and decision making in our communities. This is due to the pervasive use of negative stereotypes, lack of inclusive spaces and processes, assumptions of homogeneity in ageing and lack of opportunities for voices of older people. This only serves to perpetuate ageism and leads to poor policy and service outcomes.

To counter this, we connect and work directly with older Queenslanders, their families, carers, and organisations, service providers, consumer advocates, special interest groups, and our federal, state, and local governments. We engage with all of these groups to understand needs, issues, aspirations, and priorities for older people in Queensland, and work together to achieve the best outcomes for people as we age.

We draw upon these diverse relationships to advocate on key public issues affecting older people. Our work includes policy analysis, community education, representation, evaluation and research, community engagement, and cross sector collaborations to achieve systemic change.

We believe that older people need to be seen, **be heard and take action together** to combat ageism in our communities. As we amplify the many voices of older people, we will create age-friendly communities now and into the future, which will benefit all Queenslanders.

With the numbers of older people in Queensland set to double by 2050, the voices of older adults have never been more critical.



Chairman Report



Council on the Ageing Queensland (COTA Q) has been operating since 1957 and very fortunate in all the years being supported by dedicated volunteers and staff of the highest calibre. This year was no different with no changes to our highly skilled volunteer board and a dedicated and professional executive and staff working under the leadership of Darren Young, our CEO.

There have been a number of highlights throughout the year which have continued to demonstrate our important role in supporting older Queenslanders to live life to the full.

We saw the conclusion of the Home Care Workforce Support Program which recruited, supported and trained 2,600 people to work in aged care. This program was federally funded and COTA Q as contract lead, worked with our partners Skills Gen and Skills Hubs. While the common narrative is that nobody wants to work in aged care, this program proved that this is simply not true as we received 28,000 enquiries. The results of this work showed that barriers to employment were often due to the lack of understanding of the work involved coupled with recruitment

practices and the lack of good front line management skills of the providers. Unfortunately Federal funding for the program has not continued but COTA Q is taking every opportunity to work with governments and providers to build on the results achieved.

As the State's peak body for ageing, we are very aware that we need to continue our conversations with people as they age so we can understand their needs and advocate for them. This year we have talked to hundreds of people across the State through a round of community consultations in the regions, participation in the Seniors Expos at major regional centres, chairing consultations by the Queensland Public Trustee and hosting large Seniors Expos in Brisbane.

I was also fortunate to accompany Darren and Stephanie (our Senior Researcher) on a trip to Longreach, Barcaldine and Winton meeting the Mayor and local councillors in Longreach, dedicated service providers throughout the region and chatting to groups such as the members of the Men's Shed. In years past as people aged in rural and regional areas they tended to move and relocate nearer to family or facilities. It was interesting to see that this trend is changing with the availability of more in home services encouraging people to age in their homes.

We have been successful in being appointed by the Northern Queensland PHN to run a Care Finders Program in Cairns. We already had staff in the town who had been working with us on other programs so it is great to continue our good work in the region as a natural segue from the System Navigator program.

In 2024 we won a tender for a new program recruiting and training "Energy Champions"

from around the State who will work with their own networks to educate people on the subsidies, tariffs, smart meters and better use of power. I particularly want to thank Robyn Robinson, one of our Board Directors, for her work in this area – she is a known expert on energy issues and represents consumers nationally as well as in State forums.

Throughout the year Darren has been working closely with the Department of Child Safety, Seniors and Disability Services on shaping activities that ensure the government is aware of the issues that face people as they age in the State. Part of this work was negotiations regarding funding and I am delighted to say that we were re-appointed as Queensland Seniors Peak Organisation with a five-year contract.

In addition we were appointed as Queensland Peak Body for organisations working in the social isolation space. Social isolation is a major issue for people, particularly as they age with loneliness and lack of social interaction a major factor in both poor mental and physical health.

While some of this is new work, we have continued to support and grow the Seniors Month which we started to run in 1986 as Senior's Week. This highly successful program has seen a myriad of events from morning teas to fitness programs over the years and serves as an annual reminder of the contribution older Queenslanders make to their communities.

The Federal government is undergoing a re-write of the aged care programs as a result of the findings of the Aged Care Commission. This includes a new Support at Home Program which will replace the Home Care Packages Program (HCP) and

eventually the Commonwealth Home Support Programme (CHSP). COTA Q has been supporting the providers of these programs for many years with workshops, community of practice forums and resources. While the HCP program will be concluded this year the CHSP program will continue until 2027 and COTA Q is hopeful funding for our support will continue.

In the midst of all this activity the Board have been particularly cognisant of the volatility of our funding base and have continued to look at ways in which to build revenue through partnerships, collaborations, grants and tenders. We are conscious of the fact that the old COTA Federation no longer exists so new arrangements are now being discussed.

None of this would have happened without the strong leadership of Darren Young, our CEO and his small but dedicated and professional staff. The board is very aware of how tight resources are and are very grateful for the quantity of quality work and strong advocacy that Darren and our team achieve.

I am also personally very thankful to have such a highly skilled and professional Board. In particular, the fact that we work as a strong team, we are appreciative of each other's experiences and discussions and decisions are made with humour and respect.

Now that the results of the State election are finalised, COTA Q looks forward to working with the new LNP Government and continuing to represent the needs of people as they age in Queensland.

Jean McRuvie
Board Chairman

CEO – Our Year in Review



The Home Care Workforce Support Program was a significant focus for COTA Queensland during 2023 to 2024. This was the largest project undertaken by COTA Queensland in its 60 plus years of history, where we led a consortium which included Skills Generation and Skills Hubs. Funded by the Commonwealth Government, our task was to attract train and retain new workers to home based aged care, seeking to provide a large uplift in workforce and resolve the long delays for older people receiving home care packages in Queensland.

Many providers asserted that the workforce simply wasn't there, however by the end of June 2024 we received more than 28,000 inquiries for aged care employment. Working closely with more than 250 aged care providers, the consortium exceeded its KPIs and placed more than 2500 new staff into aged care employment. I am particularly pleased to note that we were successful in placing 148 indigenous people into care jobs; the majority of these people retained employment by the close of the project. One of the success stories has been that we enabled providers to improve

their 'speed to market', where by the end of the project more than 50% of people were placed into employment within 4 weeks. Learning lessons from this project will improve attraction and retention strategies for Queensland age care providers in coming years.

I'm also proud of the person-centred care resources developed as part of this project. The team worked with a number of organisations to develop specific resources - this included guidance on working with older HIV positive people, LGBTQIA+ people, and caring of Torres Strait Islander people. We also developed a report on overcoming client barriers to improving cultural diversity of workforce, and mentoring guidelines. We also distributed hard copy person-centred tool kits for carers and providers.

In the final months of this project the University of Newcastle finished their independent evaluation. This report clearly shows the success of the project, and provided a deep dive into the many insights and learnings from the consortium along the way. This report is now available on our website where we have housed all project information resources for future reference by the sector, carers and older people.





In October 2023, **Seniors Month** was launched we had a terrific response from hundreds of organisations interested in being funded to provide celebration and inclusion activities for older people. 1, 242 events were registered across Queensland, with 82 successful grant applicants delivering 153 funded events. Of the 1,242 registered events: 33 events were listed as culturally inclusive; 459 events included LGBTQIA+ folks were listed as a target audience; 854 events were FREE to attend; and entry into 43 events were \$5 and under.

In October 2023, the **Southeast Queensland Seniors Forum**, supported by the Queensland Government, was held at the Brisbane Convention and Exhibition Centre and brought together community,



government, industry and topic experts. The event attracted more than 200 people – 150 older adults and 105 Livestream viewers. Attendees heard from experts and discussed what mattered to older Queenslanders and received information regarding services and supports.

The forum featured notable speakers, including Bernard Salt and Roly Sussex, and offered insights into older people's top priorities. According to a Mentimeter survey, attendees identified the top five concerns as health (17%), cost of living (15%), aging in place (12%), independence and mobility (11%), and nutrition and exercise (9%). When asked about the most important issues, health ranked highest at 35%, followed by cost of living (17%), staying in one's home (15%), independence and mobility (12%), and loneliness and social isolation (6%).



Between December 2023 and June 2024, the **Re-Imagining Ageing Regional Forums** took place across Brisbane North, Gympie, Rockhampton, Bowen, and Longreach, engaging approximately 151 attendees in discussions on ageing well across diverse urban and rural areas. The forums focused on a wide variety of topics including community and health care, housing, transport, social participation, economic and social inclusion. Key issues raised by participants included community and health care, housing, and transport. For



COTA Queensland, this was a valuable opportunity to be talking at length with locals from these communities to better understand ‘enablers and blockers’ to ageing well.

The first half of 2024 also saw COTA Queensland’s delivery of 4 sessions of **“That Won’t Happen to Me”** – a forum designed together with the Queensland Public Trustee to engage multiple seniors-



interested organisations in a dialogue with older people on enduring power of attorney, palliative care, aged care navigation, and legal matters relating to wills and estate planning. It was great to connect with communities in Toowoomba, Mackay and Cairns – we received terrific feedback via the session evaluations. There is clearly community need for forums like this, and we hope to partner again with the QPT in the near future.

For me, an enjoyable highlight was the **“Age is No Barrier” Public Debate** in June 2024. The purpose was to explore the strengths

and opportunities of ageing, but also stimulate thinking on overcoming barriers (such as physical, technological, ageist, resistant to change, health concerns, and inter-generational conflict). Robert Fitzgerald was the MC of this Southbank event, and we were able to gather an impressive list of speakers who included John Chesterman (QLD Public Advocate) , Wayne Stitcher (Cycling without Age) and Noel Whittaker (well know columnist & writer). Excellent arguments were made on both sides and the energy from the debate continued well over into morning tea.

Our **CHSP Sector Support and Development** team have continued to support community aged care providers across Queensland. 158 providers participated in 6 regional face-to-face workshops, 361 attended our 6 online Community of Practice sessions, and 184 occasions of one-to-one support were provided. Our focus continues with supporting providers in regional rural and remote communities in particular. Direct in person contact occurred with providers in 14 of the 16 aged care planning regions across Queensland.

Accessible, user-friendly and relevant information is critical during this time of reform and changing expectations, particularly for smaller organisations and those a distance from metropolitan areas. The team monitors, curates and delivers information relevant for CHSP providers through a range of ways, including



email newsletters and our online resource hub. During the year, the Hub was accessed by 6,231 unique visitors with a total of 37,864 page views.

The team has also strengthened and expanded our presence and partnerships at the state and national level. This is enabling a sharing of relationships, expertise and resources in delivering services to providers Australia wide, and in more collective feedback and interaction with the Department and other key stakeholders.



At the end of the 23-24 year, we engaged an independent consultant to conduct an evaluation of our sector support and development services with CHSP providers across Queensland. The aim was to identify how we can best support providers to remain viable, sustainable and responsive while moving through the Reforms and developing more innovative and collaborative approaches to care in and with communities.

Findings from 50 CHSP Provider survey respondents and 5 interviews confirmed COTA Queensland's current activities are supporting providers through easy and targeted access to information, approachable and tailored one-to-one support, and building of capability through a range of activity. Face-to-face visits and

support for providers in regional rural and remote communities was highly valued.

As a result, our Sector Support and Development workplan for 2024-2025 will be oriented towards continuing to support regional, rural and remote providers; delivering activities which enable the development of collaborative partnerships for alleviating costs, maximising efficiencies and driving innovation; and expanding partnerships for further reach and impact.

Through university and research collaborations, Council on the Ageing Queensland plays an active role in enhancing research initiatives aimed at improving the health and wellbeing of older Queenslanders. Our focus is on ensuring their voices and needs are represented in academic and policy discussions, age-friendly communities are created and sustained.

We have collaborated with the **Australian Catholic University (ACU)** on the development of an Ageing Well survey (along with state government) to better understand factors that contribute to healthy ageing among older adults, and committed to the SafeAge project, funded by the Australian Research Council, to assess the impact of consumer projects on injuries and fatalities among older adults.

We continued ongoing healthy ageing initiatives with **The University of Queensland (UQ)** including commitment to Age-Friendly and Dementia-Friendly universities and the promotion of participation of older adults in educational and research activities through supportive environments. Further, we continue support for the CarFreeMe project which aims to assist older adults in the transition to a car free lifestyle, and in 2024 the project expanded the focus to recruitment

of Peer Coaches, and rural and remote communities through application to Medical Research Future Fund initiative. We have also committed to the Ageing Well Practitioner Framework project which seeks to enhance workforce strategies in aged care, emphasising the generalist skills of the workforce, and the Digital Frailty Index project through the **Australian Frailty Network** (and UQ) which aims to create a digital tool to assess frailty in acute care settings.

As part of an industry partnership, we continue to work with students from the **Queensland University of Technology (QUT)** on the Work Integrated Learning task where topics in 2023 – 2024 included Voluntary Assisted Dying, Elder Abuse, Ageism and Intergenerational Contact. Students undertook research projects on these set topics and produced industry reports with the latest evidence and recommendations.



In 2024, we were invited to collaborate with **RMIT University** on the Liveable Neighbourhoods for Healthy Ageing project. COTA Queensland assisted in the promotion and planning of the associated workshop including assistance with recruitment of older adults. The project fostered discussion around creating healthy environments for ageing in the Brisbane region and built on earlier research (as part of a longitudinal study).

In the primary health care and clinical spaces, we continued contributions and

endorsement in collaboration with the **Queensland Dementia Ageing and Frailty Network (QDAF)**, on a project by the Clinical Excellence Division, Queensland Health, focussed on assessing hospital friendliness towards older adults.

Statewide Older Person's Health Clinical Network (SOPHCN) ran the latest survey and findings to date have informed a \$30 million investment by the Queensland Government to scale successful initiatives aimed at improving care for frail older persons. We also entered a collaboration with **Inala Primary Care**, supporting the establishment of a Centre of Excellence in Healthy Ageing, which aims to improve health care practice and outcomes for older adults in Queensland.

Lastly, there are a few important notables for the 2023/4 year to mention.

In the previous year we spent significant effort bidding for the **Care Finders** (Aged Care Navigation) opportunity which was offered via tender by the PHNs across the state. Whilst we got very close, we did not win a contract, and this was very disappointing given we had previously been delivering a great navigation service in Cairns with strong, supportive community feedback. Fortunately, the North Queensland PHN approached us in the first half of 2024 and we accepted an offer to operate a navigation service targeted at CALD communities and older people who have disabilities. We have long understood the importance of aged care navigation, particularly for those more vulnerable, so we are delighted to again be part of this service in the Cairns region.

We also had great success with two other emerging needs for older people in Queensland. Firstly, we were successful in winning a tender to deliver **statewide energy education** for Queenslanders. COTA QLD has previously delivered peer education on energy topics in Southeast

Queensland, and we were able to build on this experience to develop a larger statewide peer education model. COTA QLD, via energy advocate Robyn Robinson, has provided a long-standing voice to ensure vulnerable people are not disadvantaged through energy sector practices, reforms and energy transition strategies.

Secondly, Council on the Ageing QLD deeply understands the impact of social isolation on the health and wellbeing of older Queenslanders. We have advocated for more investment to prevent **social isolation and loneliness**, and in 2021 prepared a submission to the QLD parliamentary inquiry on this topic. When the Queensland government announced new and significant increased investment into social isolation programs, it also announced the establishment of a peak body via a tender process. COTA Queensland saw this opportunity as very strategically aligned to our work and I am pleased to say we were successful in winning the tender. This new peak body will support more than 40 organisations working across the state offering local solutions to social isolation and will guide practice development as well as work with universities and other stakeholders to generate innovative prevention responses.

Lastly, in this period we achieved another **3-year accreditation of ISO 9001**. For an organisation of our size, this is a tremendous achievement and shows the commitment to quality processes. Throughout the year, the team has processes in place to identify improvement opportunities and work together to improve our operations and impact. This year we have been focused on improving our information security systems and particularly ensuring we have sufficient safeguards in place to protect personal information and ensuring we are adhering to privacy requirements. Our IT security



measures have undergone independent testing against the Essential Eight Standards, a set of baseline strategies developed by the Australian Cyber Security Centre (ACSC) to strengthen cybersecurity resilience against common threats. Finance and Business Manager Tamara Fowler is personally committed to driving quality and information security in our business and I thank her for her leadership and effort in gaining another period of accreditation.

It's been a terrific year. Our team works tremendously well together - I am proud of the can-do, positive, respectful culture that our team is well known for in the sector. I appreciate their individual talents and unique contributions they make to the work of COTA Queensland; I thank them for their efforts throughout the year.

Our Board, led by Chair Jean McRuvie, has been a constant source of support and guidance throughout the year. They have a mature approach to governance, providing the board rigour and oversight needed to ensure our success both in the short and longer term. This year has not been without its pressures and challenges and I believe we have worked well together on the journey. Board roles in COTA Queensland are voluntary and therefore I would like to acknowledge their considerable time, effort and contribution towards our many organisational achievements for the 2023 to 2024 year.

Darren Young
Chief Executive Officer

COTA Queensland

Our Board

Jean McRuvie

Qualifications

Experience

Chair

FAIM, MICD

Jean has held senior leadership CEO, General Manager or Managing Director roles for the past twenty years across a range of organisations representing health and welfare services, regional development and corporate management. Jean was an elected Local Government Councillor for three years and CEO of a member-based organisation in the agricultural sector. She has sat on Advisory Boards in the TAFE and University sectors and provided advice to government departments on program design. She currently holds a number of Non-Executive Director positions on not for profit or for purpose organisations in the housing, disability, aged care and child care sectors in Queensland.

Stuart Anderson

Qualifications

Experience

Non-Executive Director, Chair Finance & Risk Committee

BCom, BEcon, GradDipCA

Stuart is currently employed as the Chief Financial Officer of RCPA, Australia's leading supplier of concrete pipes and drainage systems. Stuart has held a variety of senior finance roles over his career, across a variety of industries including racing, manufacturing, media, telecoms, superannuation, and construction materials. Stuart is a qualified accountant (CA) and possesses a dual degree in Commerce and Economics from the University of Queensland. He joined the COTA Queensland Board in November 2019, and is the Chair of the Finance, Audit and Risk Committee.

Steve Kanowski

Qualifications

Experience

Non-Executive Director

B.Bus (Econ), GradDipAgEcon, PGDip Mment, PMESA, FCILT, GAICD

Steve is an economist and for most of his 35 years plus career he has worked in consulting – mostly in Australia - also based in London (7 years) and Dublin (4 years). He spent 4 years in senior roles in the Queensland Public Service: 2013-15 – Chief Economist & Executive Director (Infrastructure Policy & Planning) with the Department of State Development and 2015-17 as Chief Economist & General Manager - Strategic Policy at Transport & Main Roads. Since 2017, he has been a Partner with Deloitte and is Brisbane office leader at Deloitte Access Economics. Steve's qualifications are in business and economics. He is a Graduate of the Australian Institute of Company Directors.

Professor Ken Moores AM**Non-Executive Director**

Qualifications

BBus, BEcon, MSocSc, PhD, DBus, FCPA, FCA, FAICD

Experience

Ken's extensive experience includes senior level leadership as company chairman, director, CEO, and academic. This experience, coupled with training in accounting, finance, economics and family business has developed skills that extend from corporate governance through strategic planning to financial management. Ken has applied these skills in numerous governance roles in education, training, hospitality, tourism, and wine industries and across all stages of business life cycle development including establishment, expansion, growth, consolidation, diversification, and crisis management. Following his retirement from a highly successful period as Bond University's Vice-Chancellor and President Ken has over the past 20 years also given back as a non-executive director to many member based not-for-profit organisations.

Sandra Nugent**Non-Executive Director**

Qualifications

B. Comm (Hons), M. Bus (Philanthropy & Np St), GAICD

Experience

Sandra Nugent has over 25 years executive and senior management experience in not-for-profit enterprises including social impact investment, agribusiness, philanthropy and health. She has extensive experience in developing business opportunities and partnerships to facilitate growth and sustainability. Sandra holds an honours undergraduate degree in commerce and a Master of Business specialising in Philanthropy & Non-profit Studies. She is a graduate of the Australian Institute of Company Directors.

Robyn Robinson**Non-Executive Director**

Qualifications

B.Sc. Dip.C.Sc., MSc., GAICD.

Experience

Robyn worked in executive and senior management roles within the electricity industry in Queensland for over 20 years. She has an extensive background in IT management, business performance improvement and managing organisational change. Currently Robyn works as an independent consultant advising energy industry bodies on energy consumer policy issues and stakeholder engagement. Robyn has qualifications in science and IT, and holds a Master of Science Degree in Operations Research. She is a Graduate of the Australian Institute of Company Directors. In addition to her role on the Board of COTA Queensland, Robyn is President of the Redland District Committee on the Ageing and Chair of the Redland Seniors Network.

Gloria Sherlock**Non-Executive Director**

Qualifications

Bachelor of Electronic Commerce (Valedictorian), GAICD, Certificate in Governance & Risk

Experience

Gloria has over 25 years of business and finance management experience, including Accountant, Business Analyst, e-Risk Consultant and Regional Administration Management. She has extensive experience and training at an executive level and has developed business skills including Project Management, System Implementations, Auditing and Governance, Policies and Procedures, Change Management, Accounting, Budgeting/Forecasting, Human Resources, Training and Administration. Gloria is genuinely interested in helping/supporting others and the Community. She works in collaboration with others in a respectful and positive/friendly manner. Gloria is a 'Children's Rights Queensland' Community Ambassador for Brisbane. Gloria is also a Director for Playgroup Australia Ltd.

Chief Executive and Entity Secretary**Darren Young****Chief Executive Officer**

Qualifications

M Public M/ment, DipGov(PM), BSW, CertA&WT, GAICD

Experience

Darren Young, Chief Executive of COTA Queensland, appointed in July 2022. Darren brings over 30 years' experience as a not-for-profit professional. His recent experience includes being the Executive Advisor for Australian Red Cross in Queensland, and he was formerly the State Director for Mission Australia across both Queensland and the Northern Territory. Darren has extensive experience in leading services within communities and has held executive level roles within local government, state government and 'for purpose' organisations. His portfolios have been diverse and include residential and community aged care, children, youth and family services, homelessness, employment programs, mental health, drug and alcohol rehabilitation, and early learning services. He has also held board roles in aged care, child protection and housing and homelessness in Queensland.

Tamara Fowler**Entity Secretary**

Qualifications

GCBus, DipBus, DipM

Experience

Tamara has over 30 years of business, finance and program support and management experience roles across Social Services, Construction/Infrastructure and Oil & Gas Industries. She has developed business skills including Finance, Budgeting/Forecasting, Project Management, System Implementations, Quality, Secretariat Duties, Change Management, Human Resources, Safety, Training and Administration. Tamara has held the Company Secretary position since 2022.

Our Staff (2023 – 2024)

Bronwyn Bidstrup	Manager – Aged & Community Care - CHSP
Sue Bowles	Volunteer
Liz Buchanan	Contractor - Communications
Paula Clancy	Project Officer - CHSP
Sherryn Davies	Community and Stakeholder Engagement Officer - CHSP
Tamara Fowler	Finance & Business Manager
Paul Gabbert	Senior Project Officer – HCWSP
Lisa Hodgkinson	Senior Project Officer – HCWSP & Seniors Month
Kate Kleeman	Senior Project Officer – HCWSP
Celsie Mead	Volunteer - CHSP
Stephanie Power	Policy, Insights and Engagement Officer – Seniors Peak
Jolene Rait	Project Administrative Assistant - HCWSP
Jill Smith	Administrative Assistant
John Stalker	Manager - HCWSP
Pauline Walsh	Project Administrative Assistant - CHSP
Karen Wilson	Consumer Engagement Officer - HCWSP
Darren Young	Chief Executive Officer

Abbreviations

HCWSP – Home Care Workforce Support Program

CHSP – Commonwealth Home Support Programme – Sector Support & Development

Funders and Supporters

**Thank you to COTA Queensland supporters in every community.
Without your support we could not even begin to strive for our vision.**

Patron

Her Excellency the Honourable Dr Jeannette Young PSM
Governor of Queensland

Thanks also to our funders and supporters.

Association of Residents of Queensland Retirement Villages (ARQRV)

Australian Catholic University (Ageing Well Survey)

Brisbane Seniors Online

COTA Insurance and Membership

Department of Child Safety, Seniors, and Disability Services (Seniors Peak)

**Department of Health & Aged Care (Home Care Workforce Support Program,
Commonwealth Home Support Programme)**

Department of Energy & Climate (Energy4Seniors Program)

North Queensland Primary Health Network (PHN) (Care Finders)

Probus Club

The University of Queensland (UQ)

University of the Third Age (U3A) Network Queensland

Seniors Month Supporters

Your Time Magazine

Nurse Next Door

Seniors Today

The Senior

Financial Statement

Full financial information is available on the [Australia Charities and Not for Profits Commission](#) from January 2025.



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