



Advocacy support and the HACC program

by Adrian Jefferies,
Advocate

The Home and Community Care or HACC Program provides support services for older people and younger people with disabilities and their carers to enable them to live independently at home.

Statistics taken from the 2004-05 HACC Minimum Data Set Annual Bulletin, showed that 150,023 clients were receiving HACC services in Queensland. While 75% of these clients were over 65 years of age, a significant proportion – one quarter – were under 65. Clients aged 80 years and over accounted for 40% of the total. The HACC figures for this period also show that the HACC Program delivers services to a very diverse group of clients.

What support services does the HACC Program deliver?

The types of services provided by the HACC Program are detailed in the National HACC Program Guidelines (available on line at: www.health.qld.gov.au/hacc) which include:

- domestic assistance (dishwashing, house cleaning, clothes washing)
- social support (shopping, banking, attendance to appointments)

- nursing care (health care provided by a registered or enrolled nurse)
- allied health care (podiatry, occupational therapy, physiotherapy, social work)
- personal care (eating, bathing, grooming, toileting)
- meals and other food services
- respite care (support worker substitutes the carer, so that the carer has a break)
- home maintenance (general repair, handyman works, lawn mowing)
- home modification (structural changes, rails, ramps, alarms)
- transport
- counselling, support, information and advocacy.

To ensure consumers receive a quality service, the HACC National Service Standards (NSS) were introduced in 1991 to give service providers a common reference for continuous quality improvement. The seven standards define particular aspects of service quality including access to services, information and consultation, efficient and effective management, coordinated, planned and reliable service delivery, privacy, confidentiality and access to personal information and fair and equitable procedures in dealing with complaints and disputes.

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Objective 7 (Advocacy) of the NSS ensures that consumers have access to an advocate for support or information. Advocacy can be helpful to support clients when they are unsure about their care options, feeling pressured to make a choice, faced with a tough decision about care needs, not satisfied with the care received and/or feeling confused about a care decision.

People who attend day respite services can be easily

accessed when QADA provides information through education visits and presentations. Advocates from QADA regularly meet with day respite groups to inform them about advocacy, their rights and responsibilities and how an advocate can assist them or speak on their behalf to their service. However, unlike the people who attend day respite services, HACC clients, generally, are more difficult to reach, living as they do at home in the community.

For this reason QADA relies on individual HACC organisations to provide information to their clients about advocacy services.

QADA can provide free education sessions to HACC staff and volunteers. If you would like QADA to visit your HACC service to speak to consumers and/or staff, please contact QADA on (07) 3637 6000 or 1800 818 338 (outside Brisbane). 

CEO's Report

Since this is our last Newsletter for 2006 I would like to extend, on behalf of the QADA Team, our best wishes to all our readers for a very happy and safe Christmas.

Recently the State Member for Nudgee, Neil Roberts, officially launched QADA's new suite of information materials. Our launch included our new logo, presentation folder, brochure, poster, fact sheets, website, newsletter and multi-media training resource tools. We were delighted in celebrating with many of the clients and service providers who assisted us in the production of these materials. We enjoyed meeting them in person and sharing their stories. QADA welcomes

your feedback regarding our new resources so that we can continue to improve the transmission of our message of how our advocacy services can assist you to be heard.

More recently QADA has been working with other HACC funded 018 services to identify and establish collaborative arrangements so that we can work together to achieve positive consumer outcomes for those in the HACC community. While some of the arrangements will operate behind the scenes, we hope that the savings will give each service provider an opportunity to enhance the services they can offer to HACC clients or potential clients. One possible area would be coordinating and delivering combined outreach



information/education sessions for more remote communities on a regular basis.

The QADA Team looks forward to growing our advocacy support services in 2007 and working with you to ensure we continue to support clients to be heard. 

Margaret Deane
CEO

Festive Season

Please note QADA will be closed from 5pm on Friday 22nd December 2006 and will re-open from 9am on Tuesday 2nd January 2007

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Launch of our new promotional materials

By Gayleen Van-Look, **Service Development Manager**

Older people, people with disabilities and their carers now have a greater awareness of QADA's advocacy support services through the official launch of our new promotional materials on Thursday, 28th September at our Geebung premises.

The launch was officially opened by Neil Roberts MP, Member for Nudgee and Parliamentary Secretary to Anna Bligh, the Deputy Premier, Treasurer and Minister for Infrastructure. Neil Roberts acknowledged the value of an independent, statewide advocacy service to support older people, people with disabilities and their carers to be heard.

The new promotional materials were funded by Queensland Health's HACC program and the State Government's

Gambling Community Benefit Fund. Margaret Deane acknowledged the contributions made by clients, a number of HACC funded service providers and aged care facilities "who willingly gave up their time and effort to enable us to produce these new materials". She also thanked the funding bodies for their financial contribution.

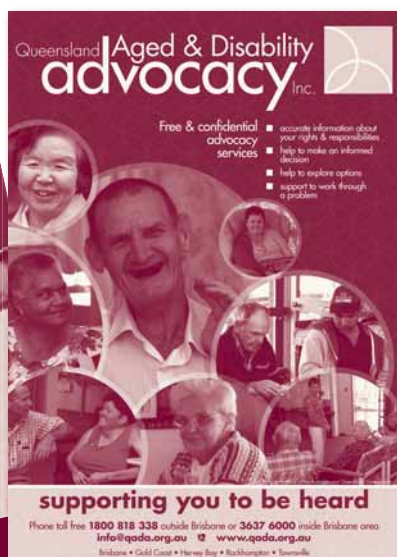
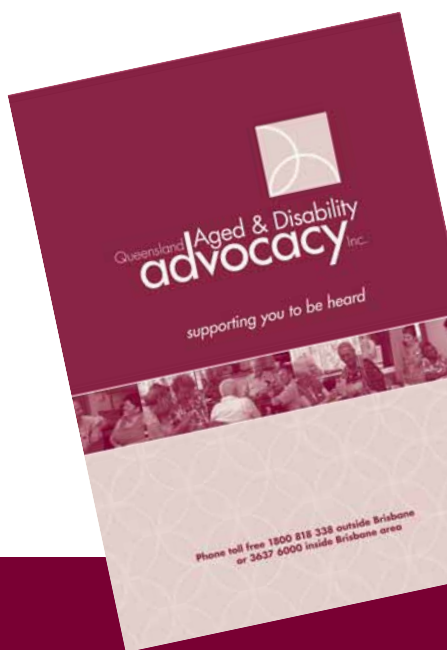
Margaret described QADA's advocacy services as "supporting clients to be heard and to empower individuals to achieve positive outcomes and to feel valued. This may include exploring options with clients, providing clients with information to enable appropriate decision making, informing clients of their rights and responsibilities, linking clients with specific services and developing partnerships with people".



If you would like to place an order to purchase our new multi-media training resource (DVD/Video and CD Rom), please phone reception on (07) 3637 6000 or 1800 818 338 (outside Brisbane).

Our new fact sheets, brochure, newsletter and poster are available to download from our website:

www.qada.org.au



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Newly appointed Board of Management

The current board members were elected at the Annual General Meeting (AGM) on the 28th September 2006 and will serve until the next AGM in 2007.

President

David Elliott

Vice-President

Karen Barnett

Treasurer

Peter Willey

Secretary

Kathy Chandler

Directors

Debra Hoskins

Tim Heywood

Greg Litfin

Ann Brand

Julie Walden

Majella Baker

Margaret Deane

Information on some HACC services in Toowoomba

Toowoomba Day Respite Centre

The Alzheimer's Association of Queensland has a multi-service Centre in Toowoomba that provides both centre-based care and in-home respite. Centre-based care provides a break for the carer and social interaction for the person with dementia. In-home respite provides an in-home companion while the carer takes a break. Flexible hours include early morning, weekend, evening and overnight respite. Contact the Centre on (07) 4635 2966.

Toowoomba Senior Citizens Day Respite Centre

The Day Respite Centre is situated at the rear of the Senior Citizens Club Rooms at 39 Victoria Street providing respite for the frail aged, people with a disability and

their carers for five days each week as it has done since 1987. While some guests prefer to attend on a weekly basis others may come two or more days each week. This is dependent on the individual need. The Centre offers a bus/car operated pick up to and from the Centre within the City.

All guests live in the community – they may live alone and have become socially isolated or they may live with family or a carer. The service is for the benefit of the carer as well as the guest. Our aim is to provide respite for the carer to be able to enjoy a little free time confident that his/her loved one is happy in a safe environment. The service also aims to give individual support to each guest and empowers one and all to socialise and enjoy life in a non-threatening environment.

Guests are offered the choice of how they spend their time at the Centre.

The Centre is well equipped with reclining chairs and reverse cycle air conditioning for the comfort of guests, as well as a covered BBQ area. Guests are encouraged to participate in activities offered. These include board games, quizzes, cards, bingo, musical programmes, indoor bowls, craft, celebration days, outings eg. picnics, bus trips, community entertainment.

The Centre has always had the assistance of volunteers to complement the staff team. Volunteers share their special and unique talents with guests and carers as they join in the daily routine working in a team environment. This is an excellent opportunity to form new friendships, learn new skills and contribute to the community. 

Transport on the Gold Coast

By Kerrie Munns-Nixon,
Advocate

Lack of suitable and affordable transport services and options on the Gold Coast has been an issue for many years.

Although public buses regularly travel along the Gold Coast Highway, most people live off the highway. There are some bus-linking services between inland suburbs and the main north/south routes, but many people have difficulty getting to and from the bus stops that service these routes. Most people prefer to access their local shopping and medical centres but the

main bus routes only service the major centres. Previously people have been forced to pay high taxi fares to travel locally.

The good news is that there are some new initiatives being introduced which are definitely a step in the right direction. Gold Coast Mobility Office (GCMO) coordinates a range of options, including access to Council Cabs, which offers cheap fares to local shopping centres; booking spare seats on local HACC service provider buses for a range of activities; offering assisted transport to a range of appointments; providing

taxi vouchers for HACC eligible clients and petrol vouchers for volunteers who transport people through various local groups.

For further information on what's available, call (07) 5521 0577. The GCMO is also working on additional strategies to better meet the needs of people on the northern end of the coast, to offer more services more frequently, and to extend the seats to the private transport operators.

So watch this space for an update!



Commonwealth Carelink – who are you?

Recently the Commonwealth Carelink Centre had a call from Alice**, a young woman caring for Nell**, her ageing mother. Alice was also working part-time and caring for her own three school age children.

Nell's needs were increasing and she was unable to manage in her own home without additional help, but Alice was struggling to provide all the help Nell needed.

Commonwealth Carelink was able to put Alice in touch with several service providers in the community who could assess Nell's needs and develop a package of care

that would offer Nell the support she needs to stay in the community and most of all to remain in her own home.

The Commonwealth Carelink Centre is a service which provides information to anyone in the community needing information on aged care or disability services. Carelink operates between the hours of 8.30am to 5pm

Monday to Friday and has a Freecall™ 1800 052 222* number for people to ring.

If you are looking for services in your area to help you, a relative, or a friend give Carelink a call.

* Calls from mobile phones are charged at applicable rates.

** Names changed to protect the callers privacy.



Good news story

By Judy Schubert, **Services Coordinator,**
Burnie Brae Centre, Chermside


Our service had been providing In-Home Respite for a client for over a month when we contacted QADA for assistance.

Our client had complex needs and we were providing 2½ hours of support daily in split shifts. This support included the coordination and provision of a variety of care services. Despite limited funding, we agreed to continue providing services until a care package became available at a level approved by Aged Care Assessment Team (ACAT) and at a level appropriate to the client's needs. In the meantime we liaised regularly with other agencies concerning the client's future support needs.

The client phoned us one Thursday advising he had been offered a care package which he needed to accept by the weekend or he would risk losing it altogether. Having previously delayed a decision, partly for perceived coercion and fear of being forced into residential care, he admitted to confusion about the whole process and agreed to an urgent

referral to QADA to seek independent advocacy support. In seeking this support he was hoping to retain his existing services until matters could be addressed more fully.

QADA responded immediately, and was given a referral from our service to make contact with the client. An Advocate phoned the client and ACAT and achieved an agreement to negotiate a solution appropriate to the client's needs. Throughout the process the Advocate maintained regular consultation with all parties and support for the client. They assisted with re-arranging services and determining a more comprehensive package for the client – which commenced some months later.

The client said he was happy with the outcome and now had a better understanding of his options regarding his care. Undoubtedly, the collaboration between services resulted in successful short and long term outcomes in meeting the client's future needs. 



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Indigenous update, HACC Services

By Shannean Mawn, **Advocate for
Aboriginal & Torres Strait Islander Clients**

Western trip with HACC and the Department of Education

QADA participated in a western trip with Qld Health and Education Qld where we visited Roma, St George, Cunnamulla and Charleville communities in early August.

We arranged community meetings to discuss our services and to find out how we can make our services more available and accessible. The Elders group at St George had invited me back to lead an education and information session with the community and to also see how they can make services more culturally appropriate.

Some of the issues identified by talking with the communities on this trip included:

- not enough indigenous workers in the field;
- more awareness for clients so that they can access services;
- services needed to be more culturally appropriate;
- generally needing more awareness of HACC and advocacy services in the community.

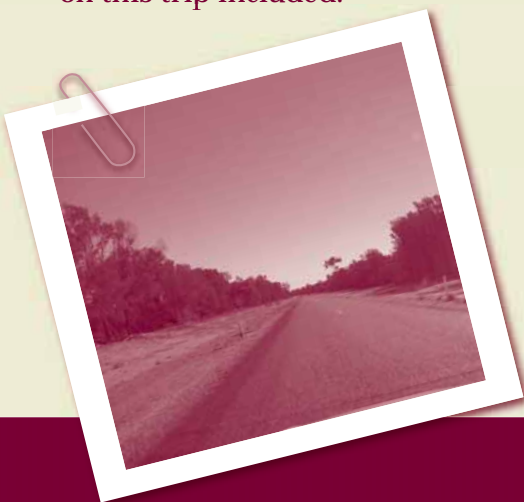
Indigenous gathering in Gympie

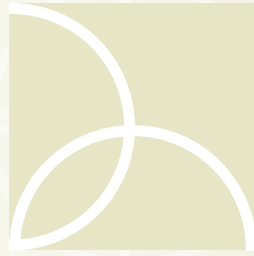
HACC Indigenous service providers from around south east Queensland met in Gympie for the inaugural indigenous “gathering” in September. The indigenous “gathering” was supported by the HACC Resource Unit as an opportunity for south-east Queensland Aboriginal and Torres Strait Islander service providers to share experiences and information. Gympie was a great opportunity to network and build good working relationships. I look forward to the next gathering.

The guest speakers included:

- Dorothy Burton – HACC Indigenous Training & Development Officer
- Wendy Batri – Department of Health and Ageing, “The Way Forward”
- Chris Shorey – Area HACC Manager – Wide Bay, HACC Accountability Requirements
- Ken Swinton – Mobile Carebus display
- Rebecca Mabean – Institute for Healthy Communities, National Service Standards & QAP issues
- Sue Wilson – Project Officer, HACC Resource Unit
- Sue Davidson – Blue Care, Murgon
- Shannean Mawn – Indigenous Advocate, QADA
- Vanessa Gregory – Director, HACC Resource Unit
- Robyn Chilcott & Pam Lenoy – Role of Indigenous Hospital Liason Officer
- Laurel Blow – Cherbourg HACC Service
- Garry Sloane – Lifetec Qld, Indigenous Liaison Officer. 🇺🇸

Road between St George
and Cunnamulla





Queensland Aged & Disability
advocacy Inc.

Diary dates

November

- 13-19 **Spinal Injury Awareness Week**
Spinal Injuries Association
Ph: 07 3391 2044
www.spinal.com.au/asp/index.asp
- 14 **World Diabetes Day**
Diabetes Australia
Ph: 1300 136 588
www.diabetesaustralia.com.au
- 17 **Lung Cancer Day**
Australian Lung Foundation
Ph: 1800 654 301
www.lungnet.com.au
- 19-26 **National Skin Cancer Awareness Week**
Cancer Council Australia
Ph: 13 11 20
www.cancer.org.au
- 24 **Dress Down Day**
Queensland Cancer Fund
Ph: 1300 656 585
www.qldcancer.com.au
- 27 Nov - 1 Dec **Rett Syndrome Angel Week**
Rett Syndrome Australian Research Fund
Ph: 1800 177 111
www.rett.nesher.com.au

QADA available for information and education sessions

If you would like QADA to attend your next meeting or function, please contact us to make the necessary arrangements.

Newsletter available via email

If you would like our newsletter, 'QADA Voice' sent to your email address, please contact QADA.

Contact QADA

tel: (07) 3637 6000
freecall: 1800 818 338 (outside Brisbane)
fax: (07) 3637 6001
postal: 121 Copperfield St
Geebung Q 4034
email: info@qada.org.au
web: www.qada.org.au

QADA offices are located in:

- Brisbane
- Gold Coast
- Hervey Bay
- Rockhampton
- Townsville

December

- 1 **World AIDS Day**
AIDS Council
Ph: (03) 9865 6700
www.worldaidsday.org
- 3 **International Day of Disabled Persons**
United Nations Information Centre
Ph: (02) 9262 5111
www.un.org.au
- 5 **Thank a Volunteer Day (Nationwide)**
- 10 **International Human Rights Day**
United Nations Information Centre
Ph: (02) 9262 5111
www.un.org.au
- 18 **International Migrants Day**
United Nations Information Centre
Ph: (02) 9262 5111
www.un.org.au

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