

OUR MISSION

Our clients

1. To assist vulnerable people and communities, in particular older people, people with disabilities and their carers, wherever they are throughout Queensland to resolve service related issues that affect their lives through the provision of high quality advocacy support and representation.

Our community

2. To provide information and advice to our clients that enables them to exercise their rights and responsibilities through informed decision making.

Our organisation

3. To be a proactive organisation that influences service development and continuous quality improvement to better meet client needs.

OUR VALUES

We Value:

- Rights of the people we support and with whom we work.
- Respect the individual and community wellbeing and diversity of our clients
- Independence of those with whom we work.
- Recognise Aboriginal and Torres Strait Islander self-determination.
- Cooperation and participation through collaboration to benefit our clients and maximise the use of resources.
- Excellence by commitment to improving quality in all areas to achieve best practice, transparency and accountability.
- Commitment, knowledge and skills of staff, volunteers and the broader community.

Our clients:

QADA will contribute to better quality of life for all people including marginalised and vulnerable members by advocating for their rights.

Strategy 1: Advocate for individuals, particularly:

- ageing people, including those with disabilities;
- people with disabilities;
- all Aboriginal and Torres Strait Islander peoples and people from other culturally and linguistically diverse communities;
- people with impaired decision making capacity
- people with mental health issues; and
- emerging client groups.

Strategy 2: Work for client driven change, and realise it through our capability for systemic advocacy. (See also Our community)

Strategy 3: Strive for continuous improvement through opportunities for client participation including:

- focus groups (link with consumer focus groups);
- face-to-face feedback;
- independently facilitated follow up and debriefing;
- promoting best practice by demonstrating it ourselves; and
- demonstrate commitment to continuous improvement and accountability through measurable objectives.

Key Performance Indicator:

Increase caseload by 50% (from a base of 5 cases per week to 7.5 cases per week), commensurate to funding.

Key Performance Indicator:

Identify, review and evaluate impact of any changes stemming from systemic advocacy.

Key Performance Indicator:

Maintain or exceed a client satisfaction level of 90% with services provided. Maintain certification and action quality improvement. Advocacy services provided reflect current best practice.

Our community:

QADA will be a proactive leader and recognised participant in the broader Non Government Sector, private and public sectors as they respond to change and client trends.

Strategy 4: Advocate for social change:

- using networks, partnerships and links with our wider community of stakeholders;
- by empowering individuals with whom we work;
- by locating or developing innovative education and information resources that address the diverse needs of participants; and
- by influencing policy makers using QADA's experience and data.

Key Performance Indicator

5% increase on previous year, in engagement activities with NGO, private and public sector representatives. Identified positive social change/s.

Our organisation: QADA will maintain and grow a quality advocacy service for Queenslanders.		
<i>Strategy 5:</i> Source, identify and act on potential growth areas and service expansion through funding and earned income.	<i>Strategy 6:</i> Attract and retain skilled staff and board members through ongoing professional development and by ensuring specialised skill development internally.	<i>Strategy 7:</i> Raise our profile and build on reputation through marketing, media and communication.
<i>Key Performance Indicator</i> 5% overall income growth on previous year based on increased funding and service expansion.	<i>Key Performance Indicator</i> Decreased or stable staff turnover compared to previous year. Professional development of staff enabled through budget. Staff satisfaction with professional development opportunities.	<i>Key Performance Indicator</i> Increased contact rate.
<i>Strategy 8:</i> Explore infrastructure improvements that support quality service growth.		
<i>Key Performance Indicator</i> Measure the changes to infrastructure and ensure it is fit for the purpose.		