

Who can access an advocate?

QADA can provide information to anyone – including older people, people with a disability, carers and service providers.

QADA provides advocacy services to:

- recipients of Australian Government Aged Care services eg. residential care, EACH and CACP packages;
- recipients of Home and Community Care (HACC) services; and
- carers of these recipients.



Queensland Aged & Disability
advocacy Inc.

supporting you to be heard



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QADA's advocacy services are:

- free
- directed by clients
- confidential
- independent and
- available throughout Queensland

121 Copperfield Street, Geebung Q 4034

ph: (07) **3637 6000**

fax: (07) 3637 6001

freecall: 1800 818 338

info@qada.org.au

www.qada.org.au

QADA offices are located in:

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

**Phone toll free 1800 818 338 outside Brisbane
or 3637 6000 inside Brisbane area**

Queensland Aged and Disability Advocacy (QADA)

can help to create a level playing field by supporting older people, people with a disability and their carers to be heard.

An advocate provides support by working with you, solely on your behalf and at your direction.

QADA is a not-for-profit community-based Statewide advocacy service funded to provide information, education, support and representation to enable people to understand and exercise their rights and their responsibilities.



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When might I need an advocate?

Everyone's needs are different, so identifying the times when you need an advocate can vary.

You may need information or support from an advocate about your care when you are:

- ❑ unsure about your options
- ❑ feeling pressured to make a choice
- ❑ faced with a tough decision about the care you need
- ❑ not satisfied with the care you are receiving
- ❑ feeling confused about a care decision

What will I receive?

- ❑ accurate information about your rights and responsibilities
- ❑ confidentiality to discuss your needs and concerns
- ❑ support at assessments for services
- ❑ help to explore options relating to your situation
- ❑ help to make informed decisions
- ❑ support to work through a problem

A referral is not required.
Interpreters can be arranged.

How can I access an advocate?

Advocates are flexible in the way they work with individual clients. You can receive information and support from an advocate:

- ❑ over the telephone
- ❑ at residents' meetings attended by advocates
- ❑ at consumer and community group meetings attended by advocates
- ❑ through individual face-to-face meetings
- ❑ on our website www.qada.org.au
- ❑ via email info@qada.org.au
- ❑ in our Newsletter.

QADA's values

- ❑ client-directed advocacy, integrity and confidentiality
- ❑ transparency and accountability
- ❑ striving for best practice services
- ❑ recognition of staff and volunteers and commitment to their development
- ❑ acknowledgement of broader stakeholders' interests.