



It's not shame Everyone has the right to be heard

Providing support to Elders,
and person's
with a disability
in Aboriginal and
Torres Strait Islander
Communities.

Who is QADA?

Queensland Aged and Disability Advocacy Inc (QADA) is jointly-funded by the Australian and Queensland Governments. QADA is a Statewide, free, confidential and independent service. At QADA, our primary role is to support people who require assistance and to represent their interests through a variety of channels. Our services also extend to younger people with disabilities whether they live in aged-care facilities or are supported to live in the community.

What do we do?

QADA advocates have an extensive knowledge of a range of services available in the community and the guidelines under which they operate. As a consequence, advocates can help people to explore the options available to them and then provide support to enable them to implement the action/s of their choice. The QADA Service Charter upholds the right of individuals to remain in control of their own affairs and as a result, will act only on the instruction of the person requiring assistance and/or a nominated representative.

QADA provides advocacy support for people living in:

- Residential aged care;
- People receiving Community Care Packages (CACP/EACH); and
- People receiving Home and Community Care (HACC) services.

Sometimes people receiving these services have concerns about the quality of the services they are receiving. They may experience confusion and uncertainty due to the increasing complexity of service provision and the frequent changes to procedures and entitlements.

QADA's advocacy services are:

- free
- guided by you as the client
- confidential and private
- independent from any government
- available throughout Queensland.





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When might you need an Indigenous 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; or
- feeling confused about a care decision.

Occasionally, a person may need someone to support them on their behalf in order to access a level of service that meets their needs. At these times, family members or friends may be able to provide support. However, when appropriate support is not readily available, an advocate may be able to provide assistance.

This assistance may include:

- providing information;
- exploring options;
- concerning rights and responsibilities;
- referrals to specialised agencies in the community; or
- liaising with a service provider.

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
- support to work through a problem or issue

How can I access an Indigenous advocate?

Advocates are flexible in the way they work with individual clients.

You can receive information and support from an advocate:

- from our quarterly newsletter.
- at residents' meetings attended by advocates.
- at consumer and community group meetings attended by advocates.
- through individual face-to-face meetings.

QADA is based in Brisbane with offices located in:

- North Queensland
- Far North Queensland
- Central Queensland
- Wide Bay and Burnett
- Gold Coast.

Advocates are available to provide support to individuals and to conduct free education sessions about QADA's services and general advocacy issues.



A referral is not necessary and where required, an interpreter can be arranged.