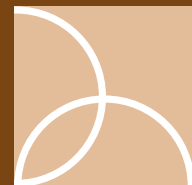


QADA – supporting you to be heard



Queensland Aged & Disability
advocacy Inc.

Providing support
to Elders and persons
with a disability
in Australian
South Sea 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.

QADA can offer support to these people where they have concerns about the quality of the services they receive.





Providing support to Elders and people with a disability in Australian South Sea Islander Communities

QADA's advocacy services are:

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

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.

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 offices are located in:

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

