

supporting you to be heard

QADA

VOICE

Queensland Aged & Disability
advocacy Inc.



Issue 26 ■ October 2007

QADA's Services

QADA has been busy increasing our services to our core clients under the National Aged Care Advocacy Program (NACAP) and the Home and Community Care Program (HACC). We have maintained our provision of information and education activities by responding to your requests. With our new regionally based Advocates in Cairns, Townsville and Rockhampton we hope to increase your access to our advocacy services and support you to be heard.

We have experienced a growth in clients accessing advocacy support and representation to resolve their issues and exercise their rights as consumers of aged care services in both residential and community settings. QADA has met many challenges with the increasing complexity of issues being raised by our clients. I can confidently say we have achieved high success rates for our clients.

QADA has been proactively conducting independent consumer consultations,

in partnership with Council on the Ageing Qld and Carers Qld, as you can see from the following article

One of the exciting activities QADA has been engaged in recently has been the commissioning of artwork by an Indigenous artist to help us develop information that explains our advocacy services for Aboriginal and Torres Strait Islander clients. You will see the release of our new poster, brochures and fact sheets using this artwork very soon – so look out for it. Our two Indigenous Advocates,

Shannean Mawn and Lindy Nikkelson will be using these materials when assisting you to understand and use our advocacy services in the future.

I would encourage you to provide us with any feedback on our services or the information we provide, so that we can ensure QADA provides advocacy services that meet your needs. ■

Margaret Deane
CEO

Community Consultations update

Since our last newsletter QADA, Carers QLD and COTA have conducted community consultations at Gayndah, Beenleigh, Ipswich, Rockhampton, Hervey Bay, Toowoomba and Roma.

These forums provide the opportunity for people in the community who are receiving (or looking to receive) care

services to have their say. The forums continue to be well attended with some constructive discussions taking place at each venue.

Refer to the community consultation dates on the back page, for up-coming forums. Contact QADA to register your interest or if you have any questions. ■



Introducing our new QADA Advocates

My name is Lindy Nikkelson and I am a descendant of the Wanyuurr-majay which is one of the largest clan groups pertaining to the Yindiji Nation of Far North Queensland.

I am a proud Indigenous woman who still practices my living cultural and spirituality. I enjoy hunting and gathering with all my family members. My special treat is listening to the older members of my family group who share their childhood stories and discuss what life was like for them growing up. I have great pride in nurturing our three children with the rich cultural knowledge and practices that were handed down to me.

My family and I are enjoying life back in Cairns, after recently relocating from Echuca, Victoria. The skills and knowledge that I have acquired along my journey have greatly enhanced my approach in delivering a culturally appropriate service to the Indigenous communities of Far North Queensland.

Lindy Nikkelson

Advocate for Aboriginal and Torres Strait Islander Consumers
– Far North Queensland



Julie Moller



Cecelia Cannavan



Lindy Nikkelson

There were fewer choices of careers for women when I was young. You could nurse, be a hairdresser, secretary or work in a shop. I decided to nurse.

Nursing sustained me and my children (three girls) for many years. I worked in a wide variety of nursing positions including Aged Care.

Later in life I decided to return to tertiary education and in 2004 I received my degree in Social Science with a major in Welfare Studies.

I am very excited about my new position with QADA and look forward to expanding the service from Mackay to Innisfail and out to Mt Isa.

Julie Moller
QADA Advocate

Hi, I'm Cecelia Cannavan and I have recently been appointed as the QADA advocate for Central Queensland.

The area I will be covering is Rockhampton, the Capricorn Coast, south to Gladstone and west to the Gemfields. My office is in Rockhampton and I am available Mondays through to Wednesdays.

My professional background (for the past 20 years) has mainly been working with individuals and communities in the roles of Community Development and Service Provision within the Aged and Disability sectors throughout Queensland.

I am excited to be working in this area as I have always had a passion for Social Justice and this position, as an Advocate, will provide me with the opportunity to work with you in order for you to exercise your rights in a positive manner.

I am looking forward to meeting and working with the people of Central Queensland.

I feel privileged to be working as part of the QADA team.

Cecelia Cannavan
QADA Advocate – Rockhampton

Frequently Asked Questions

Tiffany Militano
and Kathie Gawne

What aged care services are available through the Department of Health and Ageing?

A number of aged care services are provided by the Australian government, depending on the level of care the person requires.

These services include: Community Aged Care Packages (CACPS), Extended Aged Care at Home with Dementia Packages (EACH Dementia), Extended Aged Care at Home Packages (EACH) and placement in a residential aged care facility.

CACPS, EACH and EACH Dementia packages are nursing and care services provided to the client by a specific service provider. The aims of the packages are to allow a person to be cared for at home instead of being placed in an Aged Care Facility.

Placement in an Aged Care Facility may be required if a person can no longer be cared for in their home.

To find out more information about these services please contact your local Commonwealth Carelink Centre on free call: 1800 052 222.

Why does Mum or Dad need to change facilities?


Clients' needs change over time and some people may require more care or specialised care; therefore they may need to move from low to high care, require a change of facility or even a room change. In order for this to happen they need to have an aged care assessment completed by the Aged Care Assessment Team (ACAT) or 2 medical or health practitioners. For further information on receiving an independent assessment please contact the Aged Care Information Line on free call: 1800 500 853 to access your nearest ACAT team.

We are people on the aged pension who live in our own home. Everything is going OK except we can't do all our housework and need some help with the shopping. Is there someone that can help?

Home and Community Care (HACC) services are provided in the community to assist people with their basic, daily living tasks. Such services include shopping, transport, meals, housework and showering assistance to enable a person to live as independently as possible in their home.

HACC services are usually provided at a low cost. Carelink (freecall: 1800 052 222) is able to assist in identifying the closest HACC service provider for you.

I receive domestic support through a HACC service. I have a worker who comes fortnightly to clean. How can I ensure that the bathroom, toilet and kitchen are properly cleaned?

As a person receiving HACC services you have the right to provide feedback and have any issues addressed that help to improve your service. QADA can have a role in assisting you raise such matters. This may involve meeting with the service Co-Ordinator in order to discuss options for ensuring your house is cleaned adequately or having a reassessment if your needs have changed and an increase in service is required. 

Did you know...

That QADA can come and provide staff or clients of residential care facilities, HACC services and the broader community with education and information regarding QADA and advocacy? Please contact us for more information.

Good news story

By Margo Mathews, **Advocate**

QADA received a telephone call from the manager of an aged care facility requesting assistance.

The family of a resident, we will call him Harry, had contacted the manager to say that they had arranged for Harry to be moved to another facility closer to them.

Harry's brother, who was his Enduring Power of Attorney (EPA) for personal matters, believed he could make this decision for Harry.

The manager had spoken to Harry about the proposed move and Harry had said that he did not want to move as he was very happy living in his current facility.

The Advocate asked the manager if Harry had the capacity to make decisions. The manager said she believed he did. The manager then checked the medical reports and assessments, that the facility had, that documented Harry's cognitive abilities. These reports indicated that Harry had the capacity to make his own decisions

relating to his personal and financial needs. I informed the manager that if Harry gave permission for me to call I could give him information about his rights.

I contacted Harry who told me he had been living at the facility for sometime and was very happy. Harry stated that he had signed the EPA document appointing his brother as attorney.


As the Advocate I was able to inform Harry that under the law his EPA's power to make personal decisions begins only when he becomes incapable of making decisions himself.

I also talked to Harry about his EPA's responsibilities, which includes the requirement to consider Harry's views and wishes when making a decision.

Harry asked if he could revoke the EPA document that he had signed. The answer to that

question was yes, provided he still has the decision-making capacity to do so. In order to do this, Harry should complete a Revocation of Enduring Power of Attorney form. Harry could also appoint a replacement attorney and should inform his original attorney of any changes he has made.

Although this was a difficult situation for Harry and the aged care facility, Harry was able to have his rights upheld by having the choice to make the final decision on where he wanted to live.

If you would like further information on Enduring Powers of Attorney please seek professional advice from your solicitor, a trustee company, QADA Ph: 1800 818 338, The Public Trustee of Queensland Ph: 1300 651 591 or Office of the Adult Guardian Ph: 1300 653 187. 

Seniors Legal and Support Service operated by the Cairns Community Legal Centre


A free Seniors Legal and Support Service is now available for seniors who are concerned about elder abuse or financial exploitation.

The Seniors Legal and Support Service is operated by the Cairns Community Legal

Centre and funded by the Department of Communities.

The Seniors Legal and Support Service is staffed by a solicitor and a social worker, providing a tailored and holistic response to the needs of older people at risk of elder abuse or financial

exploitation. Assistance includes legal information and advice, short-term counseling, advocacy and court support.

For further information or to make an appointment Ph: 4031 7179. 

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QADA's Legal Advocacy Service – an update

By Simon Brown, **Legal Development Officer**

The development phase of QADA's new Legal Advocacy Service is nearing completion. Over the last few months the Legal Development Officer has been liaising with community groups, professional bodies, legal practitioners, service providers and insurers in order to finalise the structure and legislative requirements needed for an effective advocacy service.

The Legal Advocacy Service will provide free information, advice and legal representation to enable people to understand and exercise their rights and their responsibilities in regards to the Guardianship and Administration process. It will be staffed by a Principal Solicitor and Solicitor who will work closely with QADA's existing Advocates.

Occasionally, a person may need someone to advocate on their behalf in order to apply and to represent them at the Guardianship and Administration Tribunal (GAAT). This assistance may

include providing information, exploring options concerning rights and responsibilities, referral to other agencies in the community, or legal representation.

The main focus of QADA's Legal Advocacy Service is to assist adults, with capacity issues, who are going through the GAAT process.

The role of the new service is to provide independent legal advice, support and representation to adults with capacity issues who are going through (or potentially going through) the GAAT. The service

will also provide community education, advocacy, support and referral for eligible clients.

QADA's Legal Development Officer has already provided information and training sessions to groups as diverse as allied health staff in Brisbane hospitals, community service providers, as well as participating in the Peninsula Indigenous HACC Forum held in Cairns during May of this year.

It would be fair to say that some of the planning for the service has been demanding. However, commencing in October 2007, QADA will have a fully operational legal service that will only enhance the existing services already provided by the organisation's Advocacy team. Thanks needs to be expressed to a number of organisations for their support as well as the staff at QADA for patiently waiting to refer clients to the new service. ■



Young Carers Project update

Brisbane South (YCP) Carers Respite Centre

Young Carers Project – Brisbane South (YCP), provides individualised support to young people (under 25) who are students, the primary carer for a friend or relative who has a disability, mental illness, drug/alcohol issue, or any ongoing health concern.

YCP works holistically with young carers and their families to identify appropriate responses to young carers' needs. Recognising the unique needs and goals of each individual and family are

central to the development of, and the quality of engagement with, our service. Previously, support has included domestic assistance, tutoring, advocacy, counselling, social activities, all of which are provided free to young carers. YCP endeavours to assist young carers to enjoy the same opportunities and freedoms enjoyed by their peers and works to ensure they are not disadvantaged by prematurely disengaging from education.

YCP has grown from four young carers in early 2006, and is now supporting 32 young

people. Servicing the area south of the Brisbane River, east to the Redlands and Bay Islands, west to Forest Lake, and south to Kuraby, YCP receives one 'eligible' referral every 3 weeks (on average) and these are largely from school health nurses/counsellors, hospital social workers, and community health workers. YCP (FSG Macgregor) employs two Project Workers and is beginning its third year of operation.

For more information please contact Peter Greasley Ph: 1800 059 059.

Carers Qld
Young Carers Project

By Michael Ireland

In 2005, Carers Queensland received funding from the Commonwealth Government (through a funding agreement with Carers Australia) to provide support to more than 60,000 young people in Queensland who live with and care for a family member or friend with an illness or disability.

Young people who live in the context of family illness and disability often take on additional responsibility to help support and maintain family functioning; these young people have been called

young carers. The adoption of caregiving roles and responsibilities by young people commonly leads to both positive and negative experiences for young people. Furthermore, despite the negative impacts often associated with young care giving, many young carers report that they want to provide support and that doing so is a valuable part of their family life.

Currently Carers Queensland offer three services as part of the Supporting Young Carers Project –

1 Resources:
Carers Queensland has a specially tailored resource kit for young people.

2 Counselling:
Carers Queensland offers young carers free telephone or face-to-face counselling (provided the young person can access one of our twelve regional offices).

3 Referral:
The Commonwealth Carer Resource Centre has a database with thousands of service providers that young carers can be referred to for services not offered by Carers Queensland.

All these services can be accessed by calling our free carer info-support hotline: 1800 242 636.

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By Kathie Gawne, **Advocate**

QADA has identified a need to improve access and resources that are available for young carers, who are a part of our client group. QADA aims to provide advocacy and support to younger carers using Home and Community Care (HACC) services and will be promoting its involvement through the Young Carer website, newsletter and general education via our Advocates. A resource kit is currently being developed by QADA to assist Advocates when supporting Young Carers. QADA has established links with other young carers projects (please refer to following articles). We look forward to working with the Young Carers Project and associated organisations in supporting younger carers.

Kathie Gawne Ph: 36376000
for more information. 

Quality Quiz now \$10

QADA has several remaining copies of Quality Quiz' for sale. The Quality Quiz is a training aid designed for residential care staff to use, in order to encourage residents to participate by contributing ideas to improve their residential communities. Please contact QADA to place your order.

Indigenous update

By Lindy Nikkelson, **Advocate for Aboriginal and Torres Strait Islander Consumers – Far North Queensland**


Advocacy is the word on Far North Queenslanders' minds as I have been eagerly spreading QADA's education and information sessions to Indigenous and non-Indigenous communities. So far I have worked together with consumers, individuals, community groups and service providers within the following areas: Cairns, Yarrabah, Cooktown, Hopevale, WujalWujal, Chillargo, Innisfail, Mossman, Gordonvale, Edmonton, Mareeba, Atherton, and Malanda.

The highlight so far has been my visit to the magical "Black Mountains" near Cooktown. Holding great respect for the traditional owners I have been blessed by their cultural and spiritual beliefs, especially the dreamtime stories they shared

about the Black Mountains. This region is surrounded by Quinkan Country.

On Thursday 30th August 2007, Senator Jan McLucas invited QADA, as a keynote speaker, to a gathering of consumer elders. This event created an open forum which allowed participants to ask questions on issues that directly related to the ageing population of Far North Queensland.

My aim is to engage the broader community and to expand QADA's educational and information sessions to rural and remote areas of Far North Queensland.

Future travels will include Thursday Island, Weipa and Cape York. 





Queensland **Aged & Disability**
advocacy Inc.

QADA available for functions

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 6000

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
- Cairns

Diary dates

(October – December 2007)

- 8 Oct **Community Consultation**
Townsville
- 6-7 Nov **Community Consultation**
Cairns and Mareeba
- Oct **QADA Information Sessions**
Toowoomba and Dalby
- Oct **QADA Information Sessions**
Cooktown and surrounds
- Oct **QADA Information Sessions**
Mackay and surrounds
- Oct-Dec **QADA Information Sessions**
Ipswich
- Oct-Dec **Aboriginal Services**
South East Queensland
- Oct-Dec **Aboriginal Services**
Central Queensland
- Oct-Dec **QADA Information Sessions**
Townsville
- Oct-Dec **QADA Information Sessions**
Hervey Bay/Maryborough/Bundaberg

QADA Advocacy Training Package now available

With funding from the Home and Community Care Program and the Gambling Benefits Fund, QADA has produced a multi-media training resource DVD/Video and CD Rom. This package is designed to inform service provide staff about advocacy, QADA's role and the benefits to both clients and service providers. The package (including either the CD-Rom, DVD or video) costs \$20.

Please contact QADA to place your order.

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