



QADA – supporting you to be heard

Queensland **Aged & Disability**
advocacy Inc.

What is Advocacy?

Advocacy is the process of standing alongside an individual who is in need of support and speaking out on their behalf in a way that represents the best interests of the person.

Advocacy includes supporting the person to be heard by:

- ✘ Acting or writing on a person's behalf;
- ✘ Being primarily concerned about a person's needs, rights and responsibilities;
- ✘ Ensuring duty of care at all times.

QADA's Statewide Advocacy Framework incorporates:

- ✘ Individual advocacy support and/or representation;
- ✘ Encouraging clients to take action themselves, if they are able to do so;
- ✘ Providing information to clients about the services they can access, including advocacy support;
- ✘ Informing clients about their rights and responsibilities;
- ✘ Linking clients to the broader service network;
- ✘ Providing policy development, reforms and planning for future services;
- ✘ Facilitating education sessions to clients, service providers and other key stakeholder groups;
- ✘ Ensuring a capacity to collaborate with stakeholders to meet or promote the needs of client groups;
- ✘ Conducting independent consumer consultations to inform and influence service development or policy change.

Advocacy is NOT:

- ✘ Taking over a client's life or their problem;
- ✘ Making decisions for the client;
- ✘ Reinforcing feelings of helplessness or dependence;
- ✘ Providing mediation;
- ✘ Providing counselling.



QADA's advocacy services are:

- ✘ Free;
- ✘ Directed by clients;
- ✘ Confidential;
- ✘ Independent; and
- ✘ Available throughout Queensland.

Who does QADA provide advocacy support to?

- ✘ People living in Residential Aged Care;
- ✘ Recipients of Community Care Packages (CACCP/EACH/EACHD);
- ✘ Recipients of Home and Community Care (HACC) services;
- ✘ Carers regarding care recipient issues;
- ✘ Adults whose capacity is being questioned regarding guardianship and administration matters.

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 when you are:

- ✘ Unsure about your options;
- ✘ Feeling pressured to make a choice;
- ✘ Unsure what your rights are;
- ✘ Not satisfied with the care you are receiving;
- ✘ Feeling confused about a care decision or when making a tough decision about the care you need;
- ✘ Wanting information regarding accessing services including access to additional services if your care needs change.

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 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 **1800 818 338**
- ✘ Via email **info@qada.org.au**
- ✘ On our website **www.qada.org.au**
- ✘ At residents' meetings attended by advocates;
- ✘ At consumer and community group meetings attended by advocates;
- ✘ Through individual face-to-face meetings;
- ✘ At education sessions conducted by QADA advocates;
- ✘ At various forums and expos advocates participate in;
- ✘ Through our newsletter (QADA Voice).

QADA offices are located in:

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