



## Frequently asked questions

### What is Advocacy?

Advocacy is the process of supporting an individual so that their voice is heard. An ADA Australia advocate is someone who is by your side, working with you, to give you a louder voice.

### Who is eligible to receive support from ADA Australia?

You are eligible to receive individual advocacy support from us if;

- You currently receive, or are seeking to access a Community Care or Australian Government funded aged care service or
- You are the carer or representative of a person receiving the above services.

### Do I have to pay for ADA Australia's services?

No, our services are free.

### I do not currently receive any care or support services. How can ADA Australia assist me to access the services that I need?

We can provide you with free and independent information about available care options.

We may also be able to assist you by:

- Making and following up in referrals
- Supporting you at assessments
- Identifying local home care providers and aged care facilities
- Explaining financial assessments and fees.

Please note that we cannot recommend which home care provider or aged care facility you should choose, or provide financial or legal advice.

### I am receiving care and support services. How can ADA Australia assist me?

If you are currently receiving care and support in your home or aged care facility we may be able to assist you to;

- Understand your rights and responsibilities
- Raise and address care related concerns
- Communicate your preferences
- Understand your service agreement, fees, statements and budgets
- Review and negotiate your care plan
- Research care and equipment options
- Make referrals for assessments and additional services.

Where we are unable to assist, we will always try to refer you to the appropriate service.

### Can ADA Australia make my service provider resolve my issue?

No. We cannot force a service provider to take any action. However, we can support you to discuss your concerns at a meeting with the service, and assist you to negotiate a resolution where possible.

If your issue is not resolved to your satisfaction, we can refer you to the relevant complaint bodies.

### Are ADA Australia's services confidential?

Yes, our services are confidential. Our advocates will always seek your permission before discussing your situation or concerns with anyone else. We will always try to ensure your confidentiality is maintained by being discrete when calling you on the phone, or visiting you in person.





# ADA Australia

*Your aged and disability advocates*



## Can ADA Australia support clients with impaired capacity?

It is not our role to assess a person's capacity. We follow a process that ensures people do not have their rights compromised by their lack, or perceived lack of ability to give clear direction.

We will look at whether the person is able to make a decision regarding the particular issue. For example, a person's capacity to make financial decisions may be limited, but they may still be able to give clear direction about lifestyle decisions such as the types of activities they enjoy, or the meals they prefer.

## Can ADA Australia work with carers, family members and friends?

With your permission, we can work with carers, family members and friends to raise and address concerns.

We can also work with formal decision makers such as your Enduring Power of Attorney.

## How does ADA Australia support people with diverse needs?

ADA Australia aims to provide inclusive advocacy services to all special needs groups listed under the Aged Care Act 1997 including:

- people from Aboriginal and/or Torres Strait Islander communities;
- people from culturally and linguistically diverse (CALD) backgrounds;
- people who live in rural or remote areas;
- people who are financially or socially disadvantaged;
- people who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran;

- people who are homeless, or at risk of becoming homeless;
- people who are care leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations);
- people separated from their children by forced adoption or removal;
- people from lesbian, gay, bisexual, trans/transgender and intersex (LGBTI) communities.

To ensure that our services remain accessible and responsive we provide free access to interpreting services and employ a Culturally and Linguistically Diverse (CALD) advocate, Aboriginal and Torres Strait Islander (ATSI) advocates and advocates who are members of the Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) communities. We also provide rural and remote outreach services from our seven regionally based offices.

## When can I contact ADA Australia?

ADA Australia's office hours are from 9.00am to 5.00pm Monday to Friday.

To access advocacy support you can call our FREECALL number **1800 818 338** at any time between these hours.

If you would like to speak to an identified advocated, please let us know when you call.

Outside of these hours, you can leave a phone message and we will return your call when our office re-opens.

For more information regarding how ADA Australia may be able to help, you can also visit our website [www.adaaustralia.com.au](http://www.adaaustralia.com.au)

ADA Australia is supported by



Australian Government



Queensland Government

ADA Australia acknowledges the Traditional Custodians of this land and pays respect to Elders, past and present.

