



## ADA Australia at a Glance

### INDIVIDUAL ADVOCACY

ADA Australia provides individual advocacy support to people receiving or seeking to receive Queensland Community Care Services and Commonwealth funded aged care services.

ADA Australia supports consumers and their carers/representatives to access new services, communicate their preferences and raise and address concerns in relation to their care services. ADA Australia's advocacy services are free and confidential.



### HUMAN RIGHTS ADVOCACY

ADA Australia supports adults with disability and people aged over 65 years, to express their views and wishes at the Queensland Civil and Administration Tribunal (QCAT) in relation to guardianship, administration and Enduring Power of Attorney matters. Our services are available in South East Queensland, Bundaberg, Toowoomba and Gold Coast.



### INFORMATION

ADA Australia provides independent information on accessing care services and your rights and responsibilities when receiving Queensland Community Care or Commonwealth funded aged care.



### EDUCATION

ADA Australia provides free education sessions which detail the scope of our advocacy services and consumer rights and responsibilities when receiving Queensland Community Care or Commonwealth funded aged care. Education sessions are available to consumers and their carer/representatives, the staff of community and aged care services and interested community groups.



### MULTICULTURAL SUPPORT

ADA Australia is experienced in supporting people from Culturally and Linguistically Diverse (CALD) backgrounds to raise and address care related concerns. ADA Australia has a dedicated Multicultural Advocate and offer CALD clients free access to interpreting and translating services.



**FREECALL: 1800 818 338 Ph: (07) 3637 6000 e: [info@adaaustralia.com.au](mailto:info@adaaustralia.com.au)**



If you require an interpreter please phone: **131 450**



# ADA Australia

Your aged and disability advocates

## ABORIGINAL AND TORRES STRAIT ISLANDER ADVOCATES

ADA Australia has dedicated Aboriginal and Torres Strait Islander advocates who provide culturally appropriate support to raise and address concerns relating to Queensland Community Care or Commonwealth funded aged care services.



## ABORIGINAL AND TORRES STRAIT ISLANDER DISABILITY NETWORK OF QUEENSLAND (ATSIDNQ)

ADA Australia provides the auspice for the ATSIDNQ network. ATSIDNQ is a growing network of Aboriginal and Torres Strait Islander people with disability, their families, carers and supporters. [www.atsidnq.com.au](http://www.atsidnq.com.au)



## FEE FOR SERVICE STAFF TRAINING

**Understanding Decision Making Training:** This fee for service training supports workers in many industries to understand guardianship and administration matters such as: supported decision making; capacity; the role of Attorneys and Advance Health Directives. Also the role of the Queensland Civil and Administrative Tribunal (QCAT); the Office of the Public Guardian and the Public Trustee of Queensland in the decision making process.

**mhWISE Older Persons Mental Health Training:** This fee for service training for community and residential care workers, provides strategies to support older persons mental health and brings awareness of common mental illnesses such as depression, anxiety, substance use, psychotic disorders and suicide risk. It includes best practice training in work approaches and professional boundaries.



## RESOURCE DEVELOPMENT

ADA Australia has developed a number of useful resources that are available on our website. Resources include factsheets, flowcharts, intake forms and informative videos addressing a range of topics such as Enduring Powers of Attorney, guardianship applications and processes and advanced health directives for mental health.



## SYSTEMIC ADVOCACY

ADA Australia's involvement in individual advocacy cases provides valuable insight into the systemic issues faced by older people and people with disability. ADA Australia actively raises awareness of these systemic issues by regularly engaging with key decision makers, contributing to government consultation discussions and participating in relevant stakeholder networks and forums.



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.

