



## Frequently asked questions

### What is Advocacy?

Advocacy is the process of supporting an individual to speak up for their rights and needs. An ADA Australia advocate is someone who is by your side, working with you, to give you a voice and help you to resolve issues.

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

- You currently receive, or are seeking to access a government funded aged care service
- You are a person with disability experiencing issues with support services or are experiencing abuse, neglect or discrimination
- You are the carer or representative of the person above.

### 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 or support options.

This may include:

- Supporting you to access aged care services
- Information about fees and charges
- Supporting you with the NDIS access and planning processes
- Supporting you with accessing other disability support services.

### 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 your aged care home, we can assist you with:

- Understanding your rights and responsibilities
- Raising and addressing care or support related concerns with service providers
- Communicating your preferences
- Providing information about service agreements, fees, statements and budgets
- Issues related to your care or support plan
- Researching care and equipment options
- Referrals for assessments and additional services

If you are a person with disability, ADA Australia can also provide assistance with issues related to abuse, neglect and discrimination.

### What is ADA Australia unable to assist with?

ADA Australia provides independent information and advocacy support. As such we are unable to:

- Recommend which provider or services you should choose
- Provide financial advice or legal advice.

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 and regulatory 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 discreet 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, family members, carers and friends can contact us on your behalf to raise and address concerns.

However, we will also need to discuss the issue with you. Your directions and wishes will guide the work that we do. Family members, carers and friends can be included in discussions and the process to support you.

We can also work with formal decision makers such as your Enduring Power of Attorney. However, again we will always ensure that your views and wishes direct anything we do.

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

ADA Australia aims to provide inclusive advocacy services to a range of diverse 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 (A&TSI) 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 700 600** at any time between these hours.

You can also contact us via our website by filling in an **online form** at **[www.adaaustralia.com.au](http://www.adaaustralia.com.au)** If you would like to speak to an identified advocate, 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  
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ADA Australia acknowledges the Traditional Custodians of this land and pays respect to Elders, past, present and emerging.

