

Aged Care Advocacy Educations

Who is ADA Australia?

ADA Australia is a not for profit, independent advocacy service funded by the Federal Government to deliver the National Aged Care Advocacy Program (NACAP) in Queensland.

ADA is part of OPAN and delivers **Free** education sessions to residents and staff of every aged care facility and home care service throughout Queensland.

Why is it important?

Advocacy education is **required** by **Standard 6(3)(b)**: of the **Aged Care Quality and Safety Standards** to ensure residents and aged care consumers know their rights and have access to advocacy.

Advocacy educations can assist residents understand how to resolve aged care concerns constructively and reduce issues escalating to a formal complaint.

Types of Education

Education sessions detail the scope of ADA Australia's advocacy services and consumer's rights when receiving aged care. As well as an understanding of Elder Abuse.

Education to Residents

In person or online via video call

This session informs residents of their rights and how advocates can provide support to resolve issues with aged care service providers. Elder abuse awareness and aged care Financial Advocacy can also be provided.

Education to Staff

In person or online via video call

This informs and empowers all staff to understand the aged care consumer's rights and how ADA Australia is able to provide support to residents and clients when issues or concerns are raised.

This session includes Elder Abuse Awareness and the role of ADA Law.

Submit an Education Request -

online: <https://adaaustralia.com.au/education/advocacy-education/>

email: info@adaaustralia.com.au **or phone:** 1800 700 600

