Aged Care Advocacy Educations

Aged and Disability Advocacy (ADA) Australia, offers free information sessions about aged care advocacy services and how they can assist older people.

Who is ADA Australia?

ADA Australia is a not for profit, independent, client focused, rights-based advocacy and education service funded by the Australian Government to deliver the National Aged Care Advocacy Program (NACAP) in Queensland.

What is Advocacy?

Advocacy is the process of supporting a person to understand and exercise their rights, make informed decisions, and have their voice heard and their views and wishes considered.

Why is it important?

Advocacy education is a condition of registration under Section 156(2) of the Age Care Act 2024, and under Section 156-10 of the Aged Care Rules every provider is required to allow and facilitate access to an independent aged care advocate for the purpose of providing information and education. Additionally, these sessions can help client's resolve concerns constructively.

What do information sessions cover?

- What advocacy is and how it can help
- A rights-based approach and why advocacy is important
- How the aged care system works and the supports available
- Rights and responsibilities when receiving aged care services
- How to seek advocacy help if your rights are not being respected

Types of Information Sessions
Education to Residents - In Person only

These sessions inform older people of their rights, the role of advocacy in resolving issues with providers, and about recognising and preventing elder abuse.

Education to Staff - In Person or online via video call

These sessions inform and empower staff to understand the Statement of Rights, the role of advocates, and about recognising and preventing elder abuse.

How can I book a session?

Please email education@adaaustralia.com.au, call 1800 700 600, or use our online request form at https://adaaustralia.com.au/education/advocacy-education/ for more details or to arrange an information session.