



**QADA**

a strong  
**voice**

annual report **2014-15**



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# About QADA

## GLOSSARY OF TERMS

<b>ACAT</b>	Aged Care Assessment Team
<b>ATSIDNQ</b>	Aboriginal and Torres Strait Islander Disability Network Queensland
<b>CALD</b>	Culturally and Linguistically Diverse
<b>CDC</b>	Consumer Directed Care
<b>HACC</b>	Home and Community Care
<b>HCP</b>	Home Care Packages
<b>LGBTI</b>	Lesbian, Gay, Bisexual, Trans*, Intersex
<b>NACAP</b>	National Aged Care Advocacy Program
<b>NAIDOC</b>	National Aboriginal & Islander Day Observance Committee
<b>QCAT</b>	Queensland Civil and Administrative Tribunal
<b>QCCS</b>	Queensland Community Care Services

## QADA Gives People A Voice

Queensland Aged and Disability Advocacy Inc. (QADA) is a not-for-profit, independent and community-based advocacy service that supports and improves the lives of older people and people with a disability in Queensland.

We've been active in Queensland communities for almost 25 years, from our head office in Brisbane, through to our regional offices in Cairns, Townsville, Mackay, Rockhampton, Hervey Bay, Toowoomba, and the Gold Coast. We also provide outreach services to rural and remote Queenslanders by making regular trips across Queensland as well as providing a free-call information line.

Throughout the state, our vision is to empower vulnerable people through the provision of information, education and support.

QADA is jointly funded by the Commonwealth and state governments to offer free, confidential and client-directed advocacy support services to people receiving aged care services or community care services, and to carers or family members of someone receiving these services. We also support people with disabilities, including mental health conditions, and adults whose decision-making capacity is being questioned.

Our advocacy services are inclusive and diverse, which means we embrace all cultures, backgrounds, special needs, sexual orientations, and sex and gender identities. Additionally, QADA has access to interpreting services and employs advocates trained in providing support to people who are Culturally and Linguistically Diverse (CALD). We are especially proud to support Australian Aboriginal and Torres Strait Islander communities through the services provided by our Indigenous advocates.

More than anything, we understand and are committed to the rights and responsibilities of all people receiving aged or community care services in Queensland, and we ensure that their dignity is respected and their voices are heard.



\* The term "trans" means "across from". Currently in Australia, people are classified at birth as female or male. Female-classified children are raised as girls. Male-classified children are raised as boys. A female-classified person who identifies as a boy or man might describe himself as a trans man or simply as a man. Similarly, a woman classified as male might describe herself as a trans woman or simply as a woman. Some trans people identify trans as their gender. We use "trans\*" in this document as a collective term to describe these diverse life experiences. The term is also sometimes used as an umbrella term for anyone whose gender characteristics differ from their society's expectations.

National LGBTI Health Alliance Health Information Sheet Inclusive Language on Intersex, Trans\* and Gender Diversity v3 July 2013

## OUR MISSION

### OUR CLIENTS

To support and help communities and vulnerable people – in particular older people, people with disabilities, and their carers – wherever they are in Queensland, by providing high-quality advocacy support and representation. Our ambition is to expand our service offerings and add one new client stream every year until 2020.

### OUR ORGANISATION

We aim to be recognised as the Queensland leader in the aged and disability advocacy sectors. QADA is a trusted, respected and proactive organisation that informs the social policy agenda and strives for continuous quality improvement to better meet our clients' needs.

### OUR VALUES

Creative, Respectful,  
Collaborative, Empowering

### OUR VISION

Giving vulnerable people a voice

### OUR PURPOSE

Enabling people to be heard, informed and to exercise their rights

## IN BRIEF

QADA's individual advocacy service has supported Queenslanders since 1991. Our advocacy support is available for people who:

- Live in government funded residential aged care facilities;
- Receive Queensland Community Care Services;
- Access Australian Government aged care services; or are
- Carers or representatives of someone receiving the above services.

We also provide a guardianship advocacy service, including support at tribunal hearings, for adults dealing with guardianship and its related administrative matters.



# Chairperson's Report

2014/15 has been a year characterised by reform in both the aged care and disability sectors. With the continued focus on individualised support and choice, the need for effective and strong advocacy has never been more important.



To begin, I'd like to extend my thanks to the Board for their wisdom, insight and support during the past 12 months to ensure that QADA continues to support people and give them a voice. I'd also like to thank all Directors for their tireless contributions during the year – it is the voluntary efforts of our Directors that ensure QADA has strong governance, which allows us to support the many Queenslanders that we do.

Thanks also to Megan Fairweather who resigned from the Board during the year – we are grateful for, and appreciative of, her efforts as Chair and Director during the past five years. In the 2014/15 financial year we welcomed Jo Bryant, who has joined the Board as Secretary.



"The Strategic Plan seeks to build on QADA's strong base and place QADA at the forefront of the current reforms."

**Richard Olley**  
Chairperson

In brief, the Board's focus during 2014/15 was on:

## Corporate Governance

QADA's Board of Directors has been exploring the option of transferring QADA's legal structure from an Associations Incorporation to a Company Limited by Guarantee. This move has been prompted by the desire for QADA to be supported by a more contemporary legal structure, as well as enabling QADA to deliver its services more broadly.

A change in legal structure means that QADA would be able to explore a wider range of revenue sources to enhance its sustainability and potentially expanding its service offerings. Currently, due to jurisdiction restrictions under the Associations Incorporation Act, QADA is only able to operate and deliver services within its jurisdiction. As such, we are limited to applying for funding for the provision of services within Queensland only.

## Independent Funding

QADA's Board of Directors has been exploring and trialling business options to generate income that will make QADA less reliant on government funding. Building a diversified funding base is a key objective in our five-year Strategic Plan, and will allow us to grow our services and maintain our viability across the state.

## Strategic Planning

The Board has also led the development of a new Strategic Plan that will guide QADA's direction as it moves forward across the next three to five years. The Strategic Plan seeks to build on QADA's strong base and place QADA at the forefront of the current reforms. In broad terms the Plan seeks to: build a sustainable and viable organisation; be a recognised leader in the Aged and Disability sectors; expand QADA's service offerings; and develop and support our workforce.

More specific aims include: establishing strategic alliances; ensuring continued effective governance; developing our trusted and respected brand; diversifying our client base; and attracting, supporting and retaining our skilled workforce.

On that note, and in closing, I'd like to acknowledge our entire team of talented staff and senior management, who need to be commended for their continued efforts in advocating for and empowering vulnerable Queenslanders. Our people have always been our most important asset and the past 12 months have been no different. I am sincerely grateful to each and every one of them for their tireless work and principled commitment to QADA's vision.

**Richard Olley**  
Chairperson

# CEO's Report

The 2014/15 financial year was another busy 12 months for QADA. Over the course of the year, the focus of our work was on supporting older Queenslanders and people with a disability to navigate reforms affecting their sectors.



Our work would not have been possible without Commonwealth and State Government funding, which provides QADA with the financial resources to provide information, education and individual advocacy support to people across Queensland.

We are grateful for this continued funding, which has allowed us to provide advocacy support to 3,871 clients, assist 1,408 people with information, and reach 29,834 individuals through 1,778 education sessions during 2014/15.

This is my first Annual Report since taking on the CEO role in late September 2014. During the past 12 months, I have spent time listening, learning and talking with QADA's many stakeholders.

I have also spent considerable time ensuring people are aware of the importance of QADA's services. It has been my pleasure to share stories with decision-makers and politicians about the people we support, as well as with agencies who have a commitment to improving the lives of older people and people with a disability.

In early 2015, QADA wrote to all Queensland-based Commonwealth Members of Parliament and Senators, as well as State MP's, to inform them of our work and to provide information and brochures for them to make available to their constituents. While it is clear that many MP's were aware of the valuable work QADA undertakes, there was also those who knew little about our organisation. We are changing that.

My goal is to see QADA become the go-to agency for people needing individual advocacy, and for QADA to continue building on the strong foundation that has been laid during the past 24 years.

In February 2015, the Commonwealth Department of Social Services announced that it would be undertaking a review

of aged care advocacy, engaging Australian Healthcare Associates (AHA) to undertake the review.

The review is being conducted to inform the Commonwealth about how individual advocacy services might best help consumers to interact with the new aged care system and transition through service types, and empower people to make informed decisions and actively exercise choice. The intention is to bring the current fragmentation of funding arrangements into a single aged care advocacy program. It is expected that the outcome of the review will be known by late 2015, with the new program to commence in July 2016. QADA has provided input into this review.

During the year, I also had the opportunity to meet with the CEO's and Chairs of every funded aged care advocacy service across Australia. This provided me with an opportunity to learn more about advocacy provision and to develop a co-operative and united response to issues, including the Review of Aged Care Advocacy.

These meetings also allowed me to benchmark the services provided by QADA against the activities of our sister organisations. QADA provides a far more regionalised service than many of our peers – our advocates have local knowledge and are readily accessible, no matter where clients live across Queensland. Additionally QADA is one of the few organisations to employ dedicated Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) advocates. We can and should be proud of our excellent, personalised service.

Reflecting this, in March 2015, QADA signed a Memorandum of Understanding with Queenslanders with Disability Network (QDN) to take on the responsibility for the roll out of the Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ). The network seeks to

connect Aboriginal and Torres Strait Islander peoples who have disabilities, and provide information, support, and opportunities to shape government policy and service development.

During 2014/15, the Board undertook a review of QADA's media, communications and marketing strategies and determined these functions should be outsourced to a specialist agency. Cole Lawson Communications has been engaged to support QADA in its delivery of these functions, so that we can have a stronger voice on issues of importance to vulnerable Queenslanders.

At a systems level, QADA continues to strengthen its relationship with decision-makers. During 2014/15, we have built on our regular reporting relationships with both Commonwealth and State Governments, and we have actively contributed to policy development by providing expert advice at a number of formal Inquiries. The details of some of these presentations and submissions are outlined in this report.

At its heart, QADA is an organisation made up of hard-working and skilled people. My particular thanks goes to the Board for their wisdom, commitment and support. Thank you also to QADA staff and advocates who have welcomed me into this role, and who have shared their passion and their vision for how we can continue to remain responsive to the needs of those we support. I remain impressed by the professionalism, warmth and dedication of all our staff, who together work tirelessly to give vulnerable people a voice.

**Geoff Rowe**  
CEO

# Annual Highlights

## A higher number of advocacy cases.

Many of these related to the transition from Home Care Packages (HCP) to Consumer Directed Care (CDC) from 1 July 2015.



## A reduced number of information calls across the year.

Research suggests this is because of greater public awareness about who we are and what we do, as well as our proactive education and information sessions.

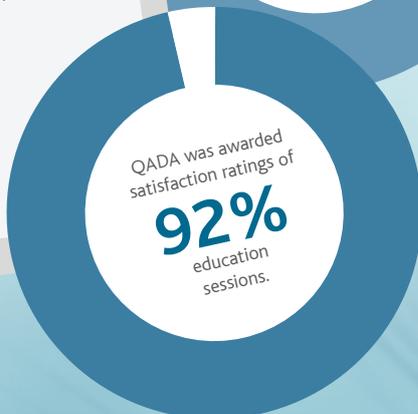
## A slight decrease in guardianship advocacy cases.

At the moment, this service is restricted to Brisbane, but we're hoping to expand in the future.

# The Year In Review

## Key Stats

- Our regional offices held more than 750 education sessions combined, which were attended by more than 16,000 people in total. Our regional offices also helped more than 1,400 people over the phone.
- The QADA Brisbane head office held more than 500 education sessions attended by almost 14,000 people in total.
- 25 per cent of our staff have worked for QADA for more than seven years.



We contributed to a large number of submissions and hearings, especially around disability and aged care reforms.

Financially 2014/15 was a stable year for QADA. Overall, our actual income for the year was \$2,902,841

**UP BY \$55,155**

from the previous year.

Our free Interdisciplinary Student Clinic, which is staffed by law and social work students, conducted

**6 FREE EDUCATION SESSIONS ATTENDED BY 51 PEOPLE.**

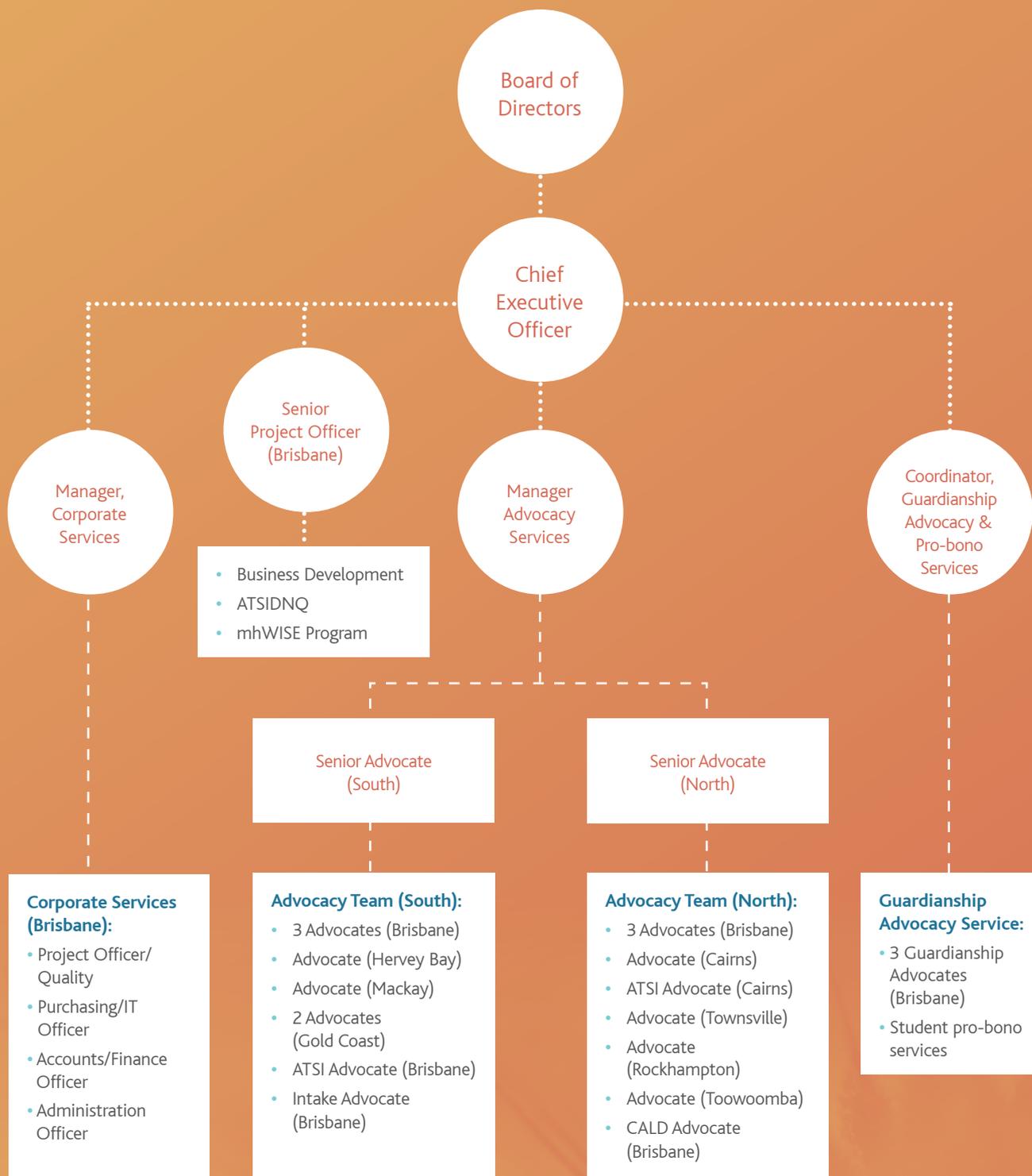
We also helped an additional 48 individual clients through the clinic.

**Brisbane head office and seven regional offices in**

**Cairns, Townsville, Mackay, Rockhampton, Hervey Bay, Toowoomba, and the Gold Coast.**

# Our organisation

## 2013–2014 QADA organisational structure



# Board Members



## **RICHARD OLLEY**

*Chair – Elected to Board 2014*

*JD, MHA, BAppSc, DipAppSc*

Richard has more than 40 years' experience in the aged care and health care sectors, including holding executive positions at Blue Care, RSL Care, Royal Brisbane and Women's District Health Service, Gold Coast District Health Service and Logan-Beaudesert District Health Service.

He is currently an academic at Griffith University, teaching and researching in the areas of health services management, with a specific research and practice area of aged care quality and safety.



## **LIZ KEARINS**

*Deputy Chair – Elected to Board 2012*

*Cert Journalism, DipBusStud, MPRIA, AFAIM*

Liz has extensive experience in public, private and not-for-profit sector community, stakeholder and government relations, communications, marketing, media and journalism, including an executive management role at Queensland's Health Quality and Complaints Commission.

She is currently the Manager of Corporate and Community Relations at Seqwater.



## **GLEN THOMAS**

*Treasurer – Elected to Board 2014*

*Dip Information Mgt, Quals in Project Mgt*

Glen has more than 25 years' experience delivering strategic leadership, general business management, ICT and professional services across commercial and government sectors both domestically and internationally.

He is currently a senior management executive and is completing an MBA (Executive).



## JO BRYANT

*Secretary – Elected to Board 2014*

*BBus (HRM), Ass Dip Bus (Man), Dip Comm Serv (Man), Com Dec*

Jo has more than 25 years' experience in both the government and not-for-profit sectors, including 16 years with the Queensland public service in a range of administrative, clerical, managerial and executive roles involving supervising staff, managing complex projects and responding to legislative reforms.

She is currently CEO at Protect All Children Today Inc (PACT) and a Commissioner for Declarations.



## DAN O'SULLIVAN

*Director – Elected to Board 2009*

*BBus (HA), MACHSM, Commissioner for Declarations*

Dan has more than 30 years' experience in the Commonwealth Government, particularly in aged and community care. He has also held positions at Wesley Mission and Blue Care.

He is currently a Project Director with the Health Infrastructure Branch of the Queensland Department of Health.



## MEGAN FAIRWEATHER

*Director – Elected to Board 2011. Resigned from Board June 2015*

*BA/LLB (Hons I)*

Megan was the immediate past Board Chair for two years and has more than 10 years' legal experience in the area of health law, including medico-legal litigation, coronial inquests and health professional regulatory and advisory work. She has a background in civil litigation, professional indemnity and public liability insurance claims. She is currently a Senior Associate at Minter Ellison Lawyers.



## BRIAN LENZI

*Director – Elected to Board 2013*

*FAMI, FAIM, MAICD*

Brian has 23 years' experience as a CEO, chairman, director and board member across a range of industries, including health, aged care, community services, community corrections and retail. He has highly developed analytical, financial, risk management, change management and project management skills.

He is currently involved in the provision of a range of consulting and advisory services.



## PAUL JOHNSON

*Director – Elected to Board 2014*

*BSocSc (HumServ), DipBus (Frontline Mgt), Cert IV TAA*

Paul has 20 years' experience in the social services sector spanning two states and the full spectra of service providers, industry representatives and state governments, including a senior role at Leading Age Services Australia (Queensland).

He is currently the Director of Program Development at BallyCara where he is identifying and implementing new business opportunities in the provision of innovative consumer-directed services.

# Advocacy Services Report

The 2014/15 financial year has been one of reform, as a number of changes to aged care were implemented across the sector. Many of the issues we addressed – particularly those that affected residential aged care facilities and Home Care Packages – were a direct result of these reforms.

Throughout the year, QADA's focus has been on ensuring our advocates are up-to-date and fully informed of the changes; supporting clients during the process of change; and educating and informing others in the sector by conducting information sessions and undertaking systemic advocacy as a result of our individual advocacy role.

## Advocacy Services summary:

	Number of inquiries	Number of cases managed	Number of attendees at education sessions
NACAP	219	1691	550
HACC	291	1180	726
QCCS	132	867	502
Guardianship	766	133	0

## There are a number of key points to consider:

- A reduced number of information calls across the year. This can be attributed to greater public awareness and understanding of who we are and what we do, as well as our proactive education and information sessions. QADA continues to see a high number of callers who want advocacy assistance in areas outside the scope of our funding, such as retirement living, housing, legal support and mainstream disability services.
- This financial year saw a higher number of advocacy cases, in particular those relating to the National Aged Care Advocacy Program (NACAP). From 1 July 2015, Home Care Packages made the full transition to Consumer Directed Care (CDC) in order to provide consumers with greater choice and control; however, there have been some issues during the changeover period. These issues have included: reduced hours of support, as services move from block funding to individualised funding; lengthy and complicated contracts; increased fees and charges for clients who had previously received packaged care at little or no cost; and inconsistent interpretation of guidelines.
- QADA has been invited to speak at a number of forums across Queensland about how consumers have been affected by the changes and what more needs to be done. We have consistently provided advocacy support in this area and have been successful in achieving excellent outcomes.



- QADA's Guardianship Advocacy Service has continued to see a steady flow of information inquiries, however, the number of advocacy cases has slightly decreased this financial year. This is due to the limited resources QADA has in this area, which is staffed by five part-time employees and a team of law students and volunteers who assist clients through the Queensland Civil and Administrative (QCAT) process and provide advocacy representation at QCAT hearings. At the moment, we are restricting our reach to Brisbane and surrounding areas, but hope to expand beyond this boundary in the future, as funding allows.
- QADA has contributed to numerous inquiries and hearings this financial year, with a particular focus on disability and aged care reforms. Some specific inquiries and reviews we have contributed to include: the NDIS Information, Linkages and Capacity Building Framework; Review of the Queensland Civil and Administrative Tribunal Act 2009; Inquiry into the Adequacy of Existing Financial Protections for Queensland's Seniors; and the Submission to the Joint Standing Committee on the National Disability Insurance Scheme.
- During the year, the Commonwealth Government also announced a review led by an external consultancy agency into the National Aged Care Advocacy Program. QADA has contributed to this review and we are currently waiting for outcomes and recommendations. QADA supports the proposal of a single, nationally-funded aged care advocacy program.
- The past 12 months have also seen QADA continue to provide community support and educational opportunities through our free Interdisciplinary Student Clinic. This service is staffed by law and social work students who provide information, support and referral services to clients who are either under 65 years with a disability, or over 65 years and require assistance that is outside of QADA's normal scope of practice. The clinic is open for one or two days every week during university semester and is based out of Burnie Brae, an over-50s recreational centre in Chermside, or delivered in clients' homes. In the past 12 months, QADA has supported 48

individual clients and has conducted six free education sessions about avoiding scams, Enduring Power of Attorney, wills and Advanced Health Directives. QADA has educated an additional 51 people at these sessions. At the Australian and New Zealand Social Work and Welfare Education and Research Symposium in September 2014, we presented our findings about the benefits of the Interdisciplinary Student Clinic. We repeated the message at the Queensland Regional Training Networks SIMposium in October.

- Continuing our focus on education, QADA conducted two training events this past financial year, which united our staff from across Queensland. The first event focused on how to better include LGBTI people within the aged care sector. The second event focused on understanding and responding to Commonwealth Aged Care reforms. Our training programs not only provide QADA staff with skills and knowledge to better respond to the needs of our clients – they also serve to boost morale and foster a culture of excellence and ongoing improvement.

### Multicultural Advocacy Report

Across the past financial year, QADA provided individual casework or information to 285 clients who identify with Culturally and Linguistically Diverse (CALD) backgrounds. The majority of the cases have been located in South East Queensland, primarily from the Sunshine Coast to the Gold Coast. QADA CALD resources (DL cards) were also distributed to regional offices to help them to engage with multicultural community groups and service providers.

This past year has seen regular attendance at Multicultural Network meetings on the Gold Coast and in areas around northern and southern Brisbane. QADA has continued to deliver advocacy information sessions to residential and community care services, including both to staff and clients/residents. Interpreters have been used to help deliver information to Mandarin, Cantonese, Italian and Greek speaking clients. We have noticed that an increasing number of aged care staff are from overseas, and the advocacy information they are provided with at work is also being taken back to their communities and family groups.

Many of our CALD clients come to QADA through referrals from SupportLink when they are in crisis. At present, we are trying to provide information to as many cultural groups as possible so they are aware of the support and advocacy services available to older family/community members before any problems become a crisis situation.

Strong attendance at Seniors Week expos in the Logan area again this year increased community knowledge of QADA and the advocacy services we provide. We also assisted other advocates as they worked with CALD clients and ethno-specific service providers. Discussing communication and information strategies with key community leaders has been vital to advocates when working with ethno-specific services and clients. The QADA CALD Working Group is continuing to review advocacy practice and resources to optimise opportunities and inclusion for all community members receiving aged care services.

### Aboriginal and Torres Strait Islander Advocacy Report – Brisbane Based

In 2014/15, the Brisbane-based QADA Aboriginal and Torres Strait Islander advocate Melissa Ah Wong conducted regional trips to Palm Island, Townsville, Mornington Island, Toowoomba, Dalby, Murgon, Cherbourg, Nanango, Proston, Gympie and Laura.



"The past 12 months have also seen QADA continue to provide community support and educational opportunities through our free Interdisciplinary Student Clinic."

# Advocacy Services Report

## Continued

Issues affecting Aboriginal and Torres Strait Islander communities included access to services and a lack of information about changes to Commonwealth Aged Care because of the limited reach of government communication strategies. The QADA advocate had several discussions with people from the community who were at risk of losing services due to the changes in terms of increased costs/fees. Likewise, few service providers in remote areas were aware of the changes happening within the disability sector, in particular the National Disability Insurance Scheme (NDIS).

There is also an issue with the limited number of beds provided by ACF in remote communities, which leaves few options for Elders who wish to continue living on Country. Elders are left with no choice but to relocate if they are to receive the care they need. There is also a lack of independent living accommodation within Aboriginal and Torres Strait Islander communities that meets the needs of younger people with a disability.

Financial abuse within families, particularly towards older family members, is an ongoing issue in some communities and has resulted in interventions by the Public Trustee. Concerns have also been raised around the provision of general information about administration and guardianship matters within all Aboriginal and Torres Strait Islander communities.

This year, Aboriginal and Torres Strait Islander communities requested follow up visits from QADA, so we could run further education sessions or provide more information about aged care and disability reforms. Communities also requested more education sessions on the topics of guardianship, the Public Trustee and Enduring Power of Attorney.

The QADA Aboriginal and Torres Strait Islanders Brisbane advocate participated in several NAIDOC events, including Logan NAIDOC Cultural Celebration, Ipswich NAIDOC Family and Cultural Celebration, Musgrave Park Family Fun Day Celebration, Gympie NAIDOC and Stradbroke NAIDOC. These events were fantastic celebrations of culture and community, past and present, and QADA made positive connections with visitors, Elders and community members.

The Brisbane office also participated in a number of forums, meetings and expos, including Queenslanders with Disability Network Inc (QDN) – The McClure Review around the Welfare Reforms Forum; Youth and Family Services (YFS) – NDIS Participant Readiness Forum; Redlands Aboriginal and Torres Strait Islander Network; Logan Suicide Prevention Network; Punyahra Wellbeing Expo; and Aboriginal and Torres Strait Islander Disability Network Queensland (ATSIDNQ) Digital Stories launch.

Before the end of the financial year, QADA marked National Reconciliation Week 2015 through film. Staff learned about our shared histories, cultures and achievements, and explored how each of us can join the national reconciliation effort within the workplace and beyond.

### Lesbian, Gay, Bisexual, Trans\* and Intersex Advocacy Report

2014/15 saw QADA build on its inclusive practice and support to the Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) communities. QADA believes that through consultation, planning and implementation of culturally safe practices, LGBTI clients feel supported, accepted and more confident about asking for assistance.

In the past 12 months, QADA has focused on building our capacity and skills by undertaking initial LGBTI awareness training for all staff and developing a

Diversity Working Group, which was established to provide internal direction and to meet with the LGBTI communities to ensure we remain connected.

QADA presented at the National Health and Difference Conference in Canberra, which reached more than 480 delegates. In addition, we have been involved in the Queensland AIDS Council's LGBTI Over-50s expos in Cairns, the Sunshine Coast, Brisbane and the Gold Coast, reaching a total of 1,275 LGBTI service-eligible people.

QADA has been actively involved with the Ageing in Diversity Action Groups in Cairns, the Sunshine Coast, Brisbane and the Gold Coast and the National LGBTI Health Alliance.

In the past 12 months some of the clients QADA has successfully advocated for have included:

- A trans woman who required assistance in residential care, as she was not being supported to access breast screens, despite there being a link between oestrogen therapy and breast cancer. In addition, there were issues regarding her birth name and her current name, which related to medication administration.
- A gay man was relocated to an aged care facility away from his LGBTI community by his brother, who had enduring power of attorney. QADA assisted with the negotiation of culturally appropriate care.
- An intersex person, who was asked to "prove" their intersex status by exposing themselves to staff in a clinical care training session.

While QADA has achieved some positive outcomes for our LGBTI clients, there is still a need for further awareness-raising and continued engagement with the aged care sector in order to understand the needs of LGBTI Queenslanders and provide appropriate support and care.

# Across the State

*The reforms to the national aged care sector that marked the 2014/15 financial year have kept our QADA advocates very busy across the state, as they've worked tirelessly to educate both themselves and others about changes to the system.*

QADA Cairns advocates Barry Fewquandie and James Keightley delivered one third more information sessions from the previous 12 months, and travelled to more than 10 Indigenous communities around FNQ, including Thursday Island, Laura and Injinoo.

It was a similar story in our Townsville office, where QADA advocate Christine Toia formed partnerships and working groups with other support organisations to participate in expos and deliver information sessions throughout the community. During the 12 months to 30 June 2015, the Townsville office reached 34 per cent more people than in the previous year, including clients as far west as Mount Isa.

In between providing information and assistance to her community about aged care changes, QADA Rockhampton advocate Joanne Jamieson had to deal with the effects of Severe Tropical Cyclone Marcia, which made landfall on the Capricorn Coast in February 2015. TC Marcia left many vulnerable residents unattended and without power, food, or access to medication – some for up to two weeks. In consultation with Council and service providers, appropriate disaster plans were drawn up and Joanne is continuing to assist and support her local community.

There were fewer unforeseen weather events in the QADA Mackay office, which saw its inquiries remain steady across 2014/15. Advocate Roslyn Loader remained very busy raising the profile of QADA throughout the area, and delivered information sessions and attended meetings, where she reached more than 2600 staff, volunteers and community members.

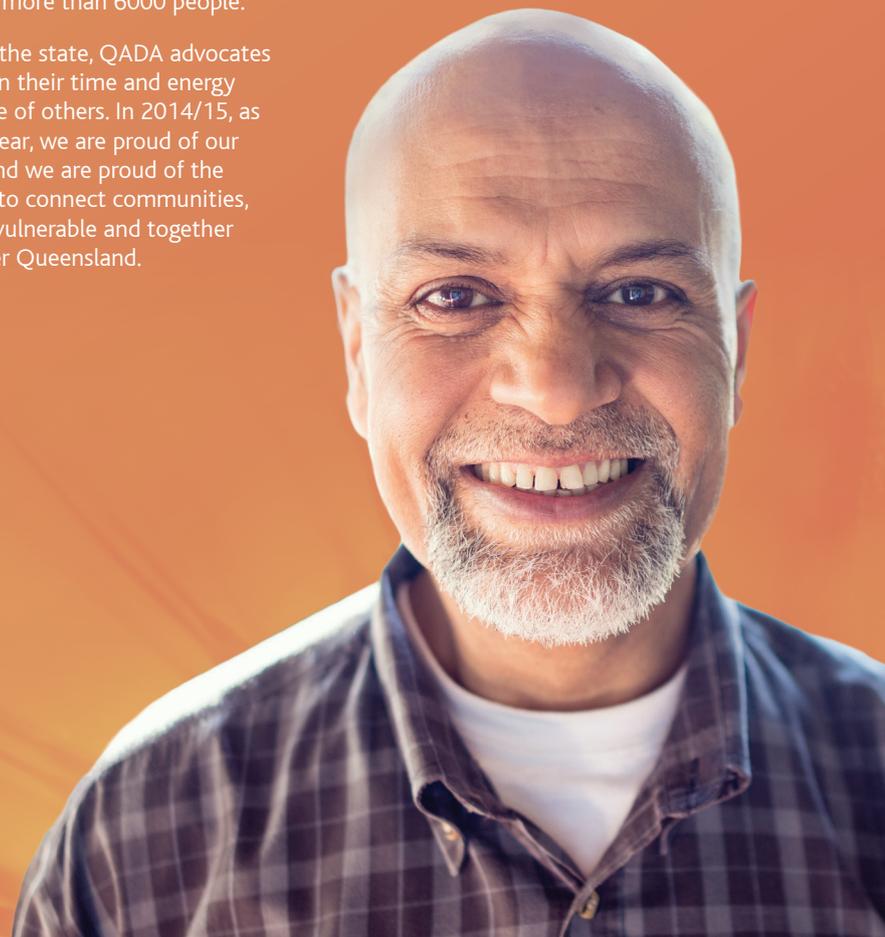
Calls to the QADA office in Hervey Bay dipped in 2014/15, with advocate Margo Mathews delivering 79 information sessions across the Wide Bay area. More than 28 per cent of Hervey Bay's population is aged over 60, and clients in the area have expressed a strong preference for face-to-face contact, rather than email or phone. Demand for individual support in and around the region has continued to rise.

In the South East corner, the number of client cases in Toowoomba has risen by more than 40 per cent. QADA Toowoomba advocate Nilisa Allen has also continued to build QADA's rural connections throughout the Darling Downs, including trips to Warwick and Dalby. On the Gold Coast, QADA advocates Christopher Robb and Lizzie Hanna saw client numbers jump by nearly 10 per cent. Christopher and Lizzie also participated in more than 150 events attended by more than 6000 people.

Throughout the state, QADA advocates have all given their time and energy in the service of others. In 2014/15, as with every year, we are proud of our advocates and we are proud of the work we do to connect communities, protect the vulnerable and together build a better Queensland.



*"Throughout the state, QADA advocates have all given their time and energy in the service of others."*



# Brisbane

## Stats



### POPULATION

**Total** 2,065,996

**Male** 1,019,555

**Female** 1,046,441



### AGE

**0-14 years** 20.1 %

**55-64 years** 10.8%

**65-74 years** 6.5%

**75-84 years** 3.6%

**85+** 1.6%

The Brisbane office has 11 advocates: Anna Harrington, Cathy Owens, Mark Dries, Nicky Adjei, Debbie Lewis, Rene Zervaas, Romana Leisser, Carolyn Richards (Multicultural Advocate), Melissa Ah Wong (Aboriginal and Torres Strait Islander Advocate), Maree Henson (Senior Advocate) and Tiffany Militano (Senior Advocate).

The QADA Brisbane head office had a full calendar in 2014/15, which saw it deliver more than 500 education sessions to a total of almost 14,000 people. Our specialist information sessions focused on the transition to Consumer Directed Care and we connected with older people in their local communities at various Seniors Week events.

Brisbane-based advocates attended more than 20 forums and conferences, travelled around the regions, and our Brisbane-based Aboriginal and Torres Strait Islander advocate Melissa Ah Wong visited Palm Island with Barry Fewquandie to engage with local service providers, government bodies and community members, and to provide information and education around advocacy support.

QADA's head office is located in Brisbane where advocates service north and south Brisbane; Redland Bay and

Islands; the Sunshine Coast through to Gympie; Ipswich and Gatton; and down to Logan and Beenleigh. During the past 12 months, QADA Brisbane advocates have been involved in many networks and partnerships to increase linkages and support for our clients.

One such partnership is "500 Lives 500 Homes", a three-year campaign to break the cycle of homelessness for families, young people and adults in the community who are homeless or vulnerably housed.

Our advocates have also attended and participated at Leading Age Services Australia Queensland (LASA Q) conferences, forums and network meetings. LASA Q is the peak body representing the aged care sector and our collaborations with them provide good opportunities for QADA to effect change across the sector



QADA Brisbane advocates are involved in a number of working groups, including the LGBTI Ageing Working Group, Sunshine Coast Dementia Network, Southside Multicultural Network, Quality and Safety Meeting Redlands Hospital, Multicultural Seniors Expo, Transition Pathways from Hospital to Community and Primary Care Focus Group, Moreton Bay Regional Interagency Network and Younger Onset Dementia Statewide Working Group.

During the 2014/15 year, QADA Brisbane advocates presented at numerous expos and forums across Greater Brisbane, where they promoted the rights and responsibilities of clients and potential clients of aged care services. During Seniors Week, QADA Brisbane advocates were represented at 13 expos across the Greater Brisbane region to connect with older people within their local communities.

Additionally, QADA Brisbane advocates attended, presented or held information booths at more than 20 forums and conferences this year, including the NIMAC Conference, Older Persons Mental Health State-wide Symposium, LASA Q Community Care Conference, Better Practice Seminar 2014, Reducing Stigma and Changing Perceptions of Mental Illness, LASA Q Elder Care Forum 2014, National LGBTI Ageing and Aged Care Conference, and the 47th Australian Association of Gerontology National Conference.

## AT A GLANCE

### QADA Brisbane (2013/14 - 2014/15)

	Education Sessions	Participants	Calls to QADA
<b>Brisbane North East</b>			
2013/14	41	658	288
2014/15	46	1965	429
<b>Brisbane North West</b>			
2013/14	52	902	147
2014/15	48	1332	184
<b>Brisbane North</b>			
2013/14	68	1316	310
2014/15	59	996	287
<b>Brisbane South East</b>			
2013/14	86	1141	273
2014/15	103	2638	306
<b>Brisbane South West</b>			
2013/14	22	276	109
2014/15	57	1095	164
<b>Redland Bay and Islands</b>			
2013/14	81	1100	95
2014/15	67	1459	139
<b>Ipswich and Gatton</b>			
2013/14	59	991	91
2014/15	43	2585	109
<b>Sunshine Coast and Bribie Island</b>			
2013/14	136	1715	269
2014/15	86	1729	328

# Regional Achievements

## Stats



### POPULATION

<b>Total</b>	150,920
<b>Male</b>	75,750
<b>Female</b>	75,170



### AGE

<b>0-14 years</b>	21.5%
<b>55-64 years</b>	10.5%
<b>65-74 years</b>	5.3%
<b>75-84 years</b>	2.6%
<b>85+</b>	1.1%

## Case Study

QADA recently supported two adult men (60 and 40) with intellectual disabilities, who lived on a property in a rural town and received daily informal statutory guardianship support from their family, who lived next door. An upcoming review of their guardianship order was imminent.

QADA Cairns provided support at the QCAT hearing for both men at separate hearings resulting in the men being allowed to continue living in their house, with their family next door continuing to act as formal guardians. This was the best possible result for all involved.

## CAIRNS

The QADA Cairns office has two advocates: Barry Fewquandie (Aboriginal and Torres Strait Islander Advocate) and James Keightley.

QADA's Cairns advocates have participated in numerous education and outreach activities throughout the year. This has included visits to Indigenous communities, including Palm Island, Mornington Island, Laura, Hopevale, Wujal Wujal, Bamaga, Seisia, Injinoo, Umagico, New Mapoon, and Thursday (Waiben) Island.

QADA Cairns advocates also attended the 2014 NAIDOC in the Park and engaged with the community at NAIDOC events at Kuranda Amphitheater with the Kuranda Clinic.

Other activities included promoting our services with local and regional Indigenous Health Services, including Townsville Aboriginal and Islander Health Service; Midin Atherton Health Service, Atherton; Apunipima Cape York Health Council, Cairns; Mamu Health Service, Innisfail; Mulungu Health Service, Mareeba; and Gurriny Yealamucka Health Services, Yarrabah.

QADA acted as the lead agency for the information expo that visited four remote/regional communities in Croydon and Etheridge Shires. Other participating agencies included FNQ Aged Care Assessment Team (ACAT) and the Memory Clinic, Carers Queensland, Radcare Inc., Rural and Remote Home Care, and Ngonbi Aboriginal Older Persons Service (Mt Garnet Office).

Other events QADA Cairns advocates attended during 2014/15 included

Festival of Cultures, Laura Dance Festival, LASA Q Forums, Queensland AIDS Council's LGBTI Older Person's Social Group, and HACC forums in Atherton. QADA Cairns advocates have worked in partnership with the Queensland AIDS Council (QuAC) to support the implementation of the National LGBTI Ageing and Aged Care Strategy in North Queensland and Far North Queensland. QADA Cairns has actively supported QuAC's activities in developing LGBTI-inclusive aged care services in the north of the state and has advocated on behalf of older LGBTI clients who seek to exercise their rights to access and equity within the aged care system.

As we travel throughout the region on outreach visits or to provide education sessions, we are seeing a greater awareness of QADA's activities, particularly in remote areas. Education sessions are often the first point of contact and are a really good option for Elders needing help to sort things out. Community radio has also been very useful in sharing the QADA message.

Partnering with other agencies on outreach activities has also been very productive in the community services sector. Our collaborations with Carers Queensland, CPL (formerly the Cerebral Palsy League), Home and Community Care (HACC), ACAT, as well as other in-home support and respite services, help the community better understand the contexts and circumstances where advocacy is suitable.

## AT A GLANCE

### QADA Cairns (2013/14 - 2014/15)

	Education Sessions	Participants	Calls to QADA
2013/14	87	1048	167
2014/15	122	659	133

# TOWNSVILLE

The QADA Townsville office advocate is Christine Toia.

During the past 12 months, the QADA Townsville office has worked with organisational partners including Carers Queensland, LifeTec, ComLink and Diversicare and Ozcare Dementia. With our partners, QADA Townsville has formed working groups to stage mini expos and disseminate information into the community. These expos have been held at retirement villages, community halls and shopping centres to enable people to access services and learn about their rights and responsibilities.

Further partnerships, working groups and activities have been developed throughout the year. These have included working with Alzheimer's Australia and their support groups around rights and access to services that are available in Townsville. In collaboration with COTA Queensland and the Townsville Regional Committee of the Ageing (TRCOTA, a sub-branch of COTA), we discussed the issues affecting Townsville and the surrounding regions. These issues included the cost of electricity, home care, aged care facilities and a lack of transport. We presented at the CWA's annual conference for Tully and surrounding areas, where we were very well received. We also participated in the LASA Q meetings, which are held every three months, and the Ageing and Diversity LGBTI Working Group.

Finally, we held education sessions at Careers Australia to students undergoing their Certificate III in Aged Care. We were again very well received and the students asked a lot of questions. We also provided an education session for 70 Ozcare staff and reached out to groups such as Men's Sheds and senior retirees, and attended a Greek expo, where we provided information in Greek.

QADA Townsville is very involved with Queensland Seniors Week each year. As in previous years, in 2014/15 we participated in two main expos, which are expanding each year. The first expo was the Townsville Seniors Expo, whose venue had to be changed two years ago because of the growing number of stall holders and people attending. Thousands usually pass through the doors and this year was no exception. The other expo was held at LifeTec and is fast expanding to the point where we have almost outgrown the venue. These were both great opportunities to reach out to older people in the Townsville area.

QADA Townsville made several outreach trips during the past 12 months, including expos in Charters Towers, Ayr and Ingham, and education sessions in Cardwell and Tully. In September 2014, the Townsville advocate drove the 900km west to Mount Isa and targeted smaller towns along the way. Due to the demand for further support and information, another trip was conducted to Mount Isa in early 2015 where a number of services were visited and education sessions held both in the town and Cloncurry. As a result of these trips, QADA was invited to attend the CWA and the Queensland Ambulance Conference in 2015, where we reached more than 250 participants.

It has been wonderful to see how confident QADA's clients are in passing on information to the community by word of mouth. When we delivered an education session at St John's Community Services, a former client told everyone how much QADA had helped her and recommended people use QADA, should they need assistance. This was a positive and validating moment for the work we do in Townsville.

## Stats



### POPULATION

<b>Total</b>	174,462
<b>Male</b>	87,105
<b>Female</b>	87,357



### AGE

<b>0-14 years</b>	21.1%
<b>55-64 years</b>	10.3%
<b>65-74 years</b>	5.7%
<b>75-84 years</b>	3.0%
<b>85+</b>	1.1%

## Case Study

*Our clients are feeling overwhelmingly confident in QADA Townsville and are passing on information to the community by word of mouth. When I presented an education session at St John's Community Services, a former client told everyone how much QADA had helped her and recommended people use them should they need assistance. This was a positive and validating moment for the work we do in Townsville.*

## AT A GLANCE

### QADA Townsville (2013/14 - 2014/15)

	Education Sessions	Participants	Calls to QADA
2013/14	112	1667	149
2014/15	123	2356	144

# Regional Achievements

Continued

## Stats



### POPULATION

Total	180,200
Male	95,039
Female	85,161



### AGE

0-14 years	21.0%
55-64 years	10.8%
65-74 years	6.2%
75-84 years	3.1%
85+	1.1%



## MACKAY

The QADA Mackay office advocate is Roslyn Loader.

QADA's Mackay advocate has been involved in a number of events across the region in the past 12 months including three aged care forums with a total of 60 participants; three expos attended by 250 participants; and six community information sessions run by QADA and partnered with Carers Queensland about reforms to aged care, with 180 participants.

In 2014/15, QADA Mackay was also a part of the NAIDOC celebrations and held displays and information sessions during Seniors Week throughout libraries in the area. Additionally, QADA was involved in Disability Action Week and informed people of their rights and provided inclusive information. Carers Week provided another opportunity for people to be better informed about their choices and rights when receiving a service. QADA attended all carers support groups throughout the region and reached 80 parents/carers of young people with a disability or carers of older members of the community.

In order to raise community awareness of QADA Mackay's services, we also attended interagency meetings across the region. By attending these meetings we made sure that any new initiatives were shared between industry service providers and community groups connected with the aged and disability sectors.

The QADA Mackay office has continued to see clients from all over the region including Whitsunday and Coalfields

access our services. Clients have been attending information sessions in their own towns to hear about Commonwealth Aged Care reforms and attending expos that supply a broad range of information.

Clients have been contacting QADA's Mackay advocate for support with changes to fee schedules for aged care, both in residential facilities and home care. They have told us they feel supported knowing what a package looks like, what the budget means to them and what their true out-of-pocket expenses are. Clients have also been given information on the types of services that can complement a package under the Consumer Directed Care (CDC) framework and how this can benefit their individual circumstances.

The Mackay office has supported several clients who have moved from hospital to an aged care facility of their choice. This included relocating a client to a region for better care while still maintaining family contact, after the client's family was told the individual would have to move to an area where no family was located.

The QADA Mackay office was also able to assist a client in an aged care facility to return to Country in Cairns.

In total, QADA Mackay attended 146 sessions throughout the region during the past financial year and reached more than 600 staff, volunteers and interested community members. This is quite an achievement. We are looking forward to the next 12 months.

## AT A GLANCE

### QADA Mackay (2013/14 - 2014/15)

	Education Sessions	Participants	Calls to QADA
2013/14	140	1939	128
2014/15	146	2681	133

# ROCKHAMPTON

The QADA Rockhampton office advocate is Joanne Jamieson.

The past 12 months have seen QADA Rockhampton attend interagency network group meetings, community care network meetings (formerly HACC Forums), the local clinical/care chapter of Medicare local, Endeavour and disability services meetings, Carers Queensland meetings, and LASA Q meetings. We were also invited to attend a community summit by the Livingston Shire Council where information was provided about the State Government reforms to funded areas. 170 people attended the summit, with about 32 joining the Aged Care, Community Health and Disability Services session. In total, there were five different sessions, including Aboriginal and Torres Strait Islander, South Sea Islander and Multicultural; Seniors; Children, Youth and Families; and Employment and Housing.

Recent changes to Home Care Packages have seen QADA Rockhampton provide assistance to ensure current levels of service are maintained and new services are as clients requested and at an affordable charge. Tropical Cyclone Marcia affected the new CDC packages as well. Many people were left unattended or were not checked on for up to nine days by their service provider after the cyclone. All of these clients were without power for at least five days and up to two weeks, with no way of getting ice to help keep food or medication cool. Local council established a Community Development Taskforce after TC Marcia to discuss and

resolve issues relating to medical, health and care services, as well as deciding on responsibilities, alternative power sources, and discussing and planning ways to ensure safety for at-risk members in the community. As a result, Ergon Energy and the SES have been included in client assessments and care plans by service providers, and clients have been given appropriate disaster plans.

QADA has seen a significant change for clients in relation to their circumstances from the support QADA provides. Clients have reported that sharing a problem and being given emotional support, as well as accurate information, and having someone assist and support them while they are resolving a problem or concern is of great benefit. The feedback we consistently received in 2014/15 was that clients did not know what to do next, or what their entitlements were in relation to service provision, and they were sincerely grateful for QADA's help.

Services in the Rockhampton area continue to grow, as organisations realise that QADA is here to help residents. This past year has seen more facilities and services invite our office to deliver information sessions. It is through information and education that staff, clients and the community will know their rights and responsibilities to achieve improved welfare for those who are vulnerable.

## AT A GLANCE

### QADA Rockhampton (2013/14 - 2014/15)

	Education Sessions	Participants	Calls to QADA
2013/14	71	1248	170
2014/15	53	1013	145

## Stats



### POPULATION

<b>Total</b>	76,826
<b>Male</b>	37,968
<b>Female</b>	38,858



### AGE

<b>0-14 years</b>	21.3%
<b>55-64 years</b>	10.9%
<b>65-74 years</b>	7.2%
<b>75-84 years</b>	4.7%
<b>85+</b>	1.7%

# Regional Achievements

## Continued

### Stats



#### POPULATION

<b>Total</b>	60,807
<b>Male</b>	29,800
<b>Female</b>	31,007



#### AGE

<b>0-14 years</b>	18.5%
<b>55-64 years</b>	14.3%
<b>65-74 years</b>	12.0%
<b>75-84 years</b>	6.2%
<b>85+</b>	2.0%

## HERVEY BAY

The QADA Hervey Bay office advocate is Margo Mathews

In the past 12 months, QADA Hervey Bay has been involved in a number of events and activities across the region.

To celebrate Seniors Week, each year many activities are planned by local councils in our area. One highlight of the celebrations during 2014/15 was the Seniors Expo in Hervey Bay. Each year QADA Hervey Bay has a stall, which allows us to inform the public and other service providers about what we do. In 2014, more than 1,300 people attended the expo, giving QADA the opportunity to increase awareness and offer support to a large number of older people across the region.

QADA Hervey Bay was also invited by the Bundaberg Regional Council to participate in three forums and provide the community with information about Commonwealth Aged Care changes from 1 July 2015. The forums were held in Bundaberg, Gin Gin and Childers. Other organisations that contributed were COTA, Centrelink and local aged care services. QADA spoke about the changes related to Consumer Directed Care packages.

In addition, QADA Hervey Bay attended the NIMAC (Nurses in Management – Aged Care) Conference, which was held across three days on the Gold Coast. QADA had an information booth, which was visited by many services.

During the past few years, the demand for individual support has increased in the Hervey Bay area. Part of QADA's service is to meet with clients in their homes, or residential aged care facilities, and discuss their concerns. We have been given positive feedback from people we have visited, who have told us they appreciate the opportunity to speak to someone face-to-face rather than having to wait on the end of a phone or use a computer.

QADA advocacy roles provide opportunities to meet and work with wonderful people and gain an understanding of the issues and challenges that our smaller communities and regional areas experience.

## AT A GLANCE

### QADA Hervey Bay (2013/14 - 2014/15)

	Education Sessions	Participants	Calls to QADA
2013/14	68	813	266
2014/15	79	1708	224

# TOOWOOMBA

The QADA Toowoomba office advocate is Nilisa Allen.

2014/15 was another busy year for the QADA Toowoomba office, with our client cases increasing considerably.

Outside of the city, QADA Toowoomba has also continued to work on our rural connections. Regional trips are completed yearly and include smaller towns in our covered area. During these trips we focus on building connections and rapport with people we meet. When we're not hosting formal education sessions, we meet and discuss QADA with health services, government agencies, community organisations and similar, who might not necessarily access QADA's support, but help to raise our profile and improve coverage.

Other highlights of the year included events such as the U3A Seniors Expo, which was attended by approximately

1,500 people, with QADA speaking to some 150 people through our information stall. We also attended the twice-yearly Darling Downs South West Queensland HACC Forum, which was attended by 75 people. And finally, we visited the Warwick Seniors Leisure and Lifestyle Expo, which was attended by 160 people.

We also participated in a number of meetings during the year, such as the Older Persons Interest Group Meeting; the Dementia Networking Group; LASA Queensland South West Regional Meeting; and LASA Q Darling Downs Regional Meeting, where we were active in the group and emailing list. We are looking forward to building more relationships and continuing to serve the community into the future.

## AT A GLANCE

### QADA Toowoomba (2013/14 - 2014/15)

	Education Sessions	Participants	Calls to QADA
2013/14	93	727	139
2014/15	76	1138	144

## Case Study

One of our clients was having issues with a HACC provider – their service provider was not showing up on designated days and times. We communicated our client's concerns with the service provider, who agreed to address them, however, the client still wanted to change providers, as the relationship had broken down. QADA investigated other avenues and found a different service provider, whom our client was happy to begin services with. As a bonus, extra services like transport were also included. Our client also required further support for health conditions, so referrals were made to appropriate agencies and he received all the information and support to assist.

A client's mother resided in residential care and was not happy with the standard of service provided, particularly around hygiene and dressing. Meetings were held with the aged care facility's management to help improve the situation – we recommended more staff training and QADA education for staff and residents. These have proven enormously beneficial and our client has reported seeing improvements in the care her mother has received.

The names and circumstances of our clients included in case studies have been changed to protect their privacy. They are representative of cases managed this year.

## Stats



### POPULATION

<b>Total</b>	149,102
<b>Male</b>	72,723
<b>Female</b>	76,379



### AGE

<b>0-14 years</b>	21.1%
<b>55-64 years</b>	11.0%
<b>65-74 years</b>	8.3%
<b>75-84 years</b>	4.7%
<b>85+</b>	1.9%



# Regional Achievements

*Continued*

## GOLD COAST

The QADA Gold Coast office has two advocates: Christopher Robb and Lizzie Hanna.

The past financial year has been busier than usual in the Gold Coast office, where we held more than 150 events attended by more than 6,000 people, and experienced an increase in the total number of client cases. This increase in cases might be because seniors on the Gold Coast have faced and overcome a range of challenges during 2014/15.

A large number of inquiries and cases have come through regarding the practical effects of the transition to Consumer Directed Care. These inquiries typically related to retaining service hours, fee schedules, service types and having all needs met. After having discussions with QADA advocates, our clients told us they felt supported in putting forward their individual preferences. Care recipients could also actively exercise more control over their packages and were left feeling good about their new knowledge of the changes, which eclipsed that of their providers.

In the past 12 months, we have assisted to transition a number of clients from Home and Community Care (HACC) to the new Consumer Directed Care (CDC) services. Long-term users were moved onto Home Care Packages (which require a higher financial contribution from the consumer). As a result, some seniors who developed relationships of trust with care workers over long periods of time were unable to keep the same worker, as currently the sector doesn't allow for a continuity of care. We helped care recipients to

negotiate transitional arrangements and negotiated brokerage of preferred HACC staff across to HCP providers.

By working with QADA, clients could exercise greater personal choice and felt safe to speak up on a range of issues. This resulted in our clients experiencing greater comfort working with facility management.

Other than supporting our clients, QADA Gold Coast was also active in various events, groups and networks. These included: Diversicare (Gold Coast Multicultural Network); Carers Queensland (Multicultural Officer), Gold Coast Multicultural Network; Blue Care (CALD project officer); Gold Coast Multicultural Network; CNAP Panel; ACAT service providers meeting; and Seniors Round Table Committee, which is a forum for seniors to engage with service providers and identify their needs to the care and support sector.

We also participated in case conferencing to support clients with complex needs unable to access support anywhere else. Groups we participated in included: Ageing in Diversity Action Group, a LGBTI network actively working to support LGBTI elders to engage with culturally respectful services; Lifestyle support meeting, which focuses on ensuring the community is providing access to appropriate social, cultural and support services; and LASA Q Gold Coast Regional Meeting, where we met with regional service providers to ensure clients' needs and views were heard and understood.

## AT A GLANCE

### QADA Gold Coast (2013/14 - 2014/15)

	Education Sessions	Participants	Calls to QADA
2013/14	93	2231	466
2014/15	158	6480	505

## Stats



### POPULATION

<b>Total</b>	551,705
<b>Male</b>	270,977
<b>Female</b>	280,728



### AGE

<b>0-14 years</b>	18.3%
<b>55-64 years</b>	11.4%
<b>65-74 years</b>	8.7%
<b>75-84 years</b>	4.5%
<b>85+</b>	1.9%

## Case Study

One of our clients was an 80-year-old man, who required twice-daily assistance with injections because of a degenerative condition, which affected his fine motor skills. The implementation of CDC packages determined that he could only receive a maximum of four injections a week because of the high cost of nursing assistance and the implementation of an "each way" travel tariff.

QADA Gold Coast assisted him with making contact with the Department of Social Services' CDC Transition Hotline and area and helped him to find additional clinical services, so that he could continue living safely at home.

# Guardianship Report

*QADA's Guardianship Advocacy Service provides advocacy support for adults when they attend their Queensland Civil and Administrative Tribunal (QCAT) guardianship hearing, or for people who are considering whether to make a guardianship application to QCAT.*

During 2014/15, we had 180 clients and of those, we supported 80 people at a Tribunal hearing.

Some of the problems the Guardianship team provided help with included:

- Enduring power of attorney, where people were being too controlling and limiting the life of the older person they were making decisions about;
- Assisting younger people with a disability to regain their legal capacity from QCAT, so they could make their own decisions; and
- Negotiating with Public Trustee and Public Guardian to assist clients to have decisions made for them that they are most comfortable with.

In the past 12 months, in order to assist clients and train future advocates, we continued to partner with both the Queensland University of Technology and University of Queensland law schools to offer mentoring and student placements at QADA.

In addition to our client work, we regularly offered workshops for service providers on the guardianship framework. We have adapted this training for community mental health organisations and have provided information sessions to Mental Illness Fellowship Queensland.

We also have responded to requests from State and Commonwealth Governments to provide policy advice and submissions on the following topics: institutional abuse of people with a disability; Guardianship and Administration Act; Queensland Civil and Administrative Act; financial abuse of seniors; and decision-making support.

We delayed the start of a community legal education grant that we were provided with in 2014, because of uncertainty around the Mental Health Bill. As this Bill is back before Parliament, we are keen to work with Queensland Advocacy Incorporated to deliver training in 2015/16 about guardianship to consumers and carers in most Queensland Hospital and Health Services.

In the next 12 months, we are also hoping to expand our delivery of training by using webinars, so that we can provide help to all who need it.



*"In addition to our client work, we regularly offered workshops for service providers on the guardianship framework."*



# Aboriginal and Torres Strait Islander Disability Network of Queensland Report

During 2015, QADA agreed to host the ATSIDNQ network and support its activities through to June 2016.

The Aboriginal and Torres Strait Islander Disability Network Queensland has historically been facilitated by Queenslanders with Disability Network (QDN). The network is funded by the Department of Communities, Child Safety and Disability Services to support a dedicated state-wide network for Aboriginal and Torres Strait Islander peoples with a disability.

It is envisaged that the ATSIDNQ will operate as a voice for and by Aboriginal and Torres Strait Islander peoples with a disability, their families and carers, on issues affecting their lives, in order to build and strengthen the cultures and spirits of Aboriginal and Torres Strait Islander peoples with a disability, their families and communities. Both QDN and QADA are keen to grow a thriving network of Aboriginal and Torres Strait Islander peoples with a disability that will be a strong voice to inform service and system reform.

#### **It is expected that the Network will provide an opportunity for members to:**

- Participate in a vibrant network of Aboriginal and Torres Strait Islander peoples with a disability, their families and carers;

- Receive newsletters and gain information about issues that affect Aboriginal and Torres Strait Islander peoples with a disability, particularly in relation to the National Disability Insurance Scheme (NDIS); and
- Be involved in having their say about the NDIS and how it may affect them. The network also aims to let the government know what issues are important for Aboriginal and Torres Strait Islander peoples with a disability.

In line with the network's purpose and service reporting requirements, QADA will undertake work in key areas to ensure targets are met and positive outcomes are achieved through providing a culturally inclusive service practice. To encourage the state-wide development of the ATSIDNQ Network, QADA has identified opportunities for a number of staff to participate by using their existing expertise and connections with Aboriginal and Torres Strait Islander communities to further build up this exciting network.



**ATSIDNQ**

Aboriginal and Torres Strait Islander  
Disability Network of Queensland

# Communications Report

During the past year, QADA has increased awareness of our brand and activities through a renewed focus on attending and participating in events throughout Queensland and nationally.

Our advocates have attended events from the Torres Strait and the islands of the Great Barrier Reef, through to the border with New South Wales and across to the Northern Territory border, where they have made contact with communities, organisations and individuals who need to hear the QADA message.

QADA has produced a range of collateral that highlights specific case studies and outcomes achieved as a result of our services. These case studies put a diverse human face on our work and advocacy, and show the beneficial effects we have. The overwhelming feedback we receive from our clients is that we're making a positive and meaningful difference in their lives and communities – having clients tell their own stories shows others the breadth of our geographic reach and the consistency of outcomes our advocacy work achieves.

QADA has further developed relationships with key stakeholders by initiating meetings with State and Federal Members of Parliament. During the past 12 months, we've contributed to the Commonwealth Review of the National Aged Care Advocacy Program and we expect to continue our consultations at the highest level once we receive the outcomes and recommendations.

QADA has commented in the media on key issues affecting the industry. 2014/15 was a busy year for QADA, as we dealt with another round of changes to the Commonwealth Aged Care system. Media organisations consulted QADA regularly for comment and we made appearances in the Australian, ABC TV, ABC Radio, 4BC, Radio 4EB and WIN Television News.

During 2014/15, the Board undertook a review of QADA's media, communications and marketing strategies and determined these functions should be outsourced to a specialist agency. Cole Lawson Communications has been engaged to support QADA in its delivery of these functions, so that we can have a stronger voice on issues of importance to vulnerable Queenslanders.



“QADA has further developed relationships with key stakeholders by initiating meetings with State and Federal Members of Parliament”



# Corporate Services Report



"QADA continues to be an employer of choice with staff retention rates remaining high – 25 per cent of our staff have worked for QADA for more than seven years."

## Our Staff

QADA's greatest asset continues to be our dedicated, caring and professional staff, who are central to our organisational development and success. All current advocates have extensive experience and skills in the community care, disability and aged care sectors, with professional backgrounds in nursing, social work, human services, diversional therapy, rehabilitation and education. QADA continues to be an employer of choice with staff retention rates remaining high – 25 per cent of our staff have worked for QADA for more than seven years. As usual, QADA has focused on enhancing the skills, capabilities and knowledge of our workers by providing regular training and development opportunities. Volunteers and students support our staff as well, providing many hours of assistance in areas such as administration, information/referral and advocacy support.

## ICT Efficiencies

In response to the corporate demands of an expanding organisation, we contracted an independent business solutions and information technology company to perform a review of QADA's information technology platform and associated communication systems. The review resulted in an upgrade to our technologies and a consolidation of services, which have streamlined and simplified processes, ensuring greater time and resource efficiencies. The challenge for QADA in 2015/16 will be to establish business systems to comply with the Department of Social Services' new data exchange.



*"Everything [Advocate] did was at my own leisure. [Advocate] was never pushy, always respectful. If it wasn't for [Advocate], I wouldn't be as peaceful as I am now!"*

Carer of aged person, Mackay

### ISO 9001:2008 Quality Management Systems Certification

QADA strives to continuously and proactively improve and raise the quality of our services to benefit our stakeholders and clients. As a part of a formal recognition of this commitment, in 2009 QADA successfully achieved certification in the International Organisation for Standardisation (ISO) 9001:2008 Quality Management Systems Standards, and has continued to successfully pass external annual audits ever since, including the most recent Second Surveillance audit in June 2015. Retaining ISO 9001:2008 certification is an accomplishment and recognition of QADA's commitment to excellence. In the next year, QADA will work towards ensuring we remain certified against the revised ISO 9001 Standards, which are scheduled to be released in late 2015.

As further recognition of QADA's highly regarded quality management system, QADA expanded its partnership with Partners 4 Health by brokering its Quality Project Officer to manage Partners 4 Health's Quality Self-Assessment Funding project. This project focused on the development of a process-based quality management system for consortium aged care providers

to support collaboration between community care service providers in regards to quality requirements, and to enhance outcomes of quality reviews undertaken by the Quality Agency.

### Client Satisfaction and Feedback

QADA's objectives include achieving a 90 per cent plus satisfaction rating for our clients and an 80 per cent plus satisfaction rating for our education sessions. QADA successfully achieved these objectives with an impressive satisfaction rating of 97 per cent for client evaluations (more than 150 evaluations were received), and a satisfaction rating of 92 per cent for education sessions (more than 2500 evaluations were received from participants attending QADA education sessions).

QADA also conducts extensive independent consultations with clients from across the state. These consultations focus on the client's experience of advocacy, how QADA could improve its service, and whether seeking advocacy support was a worthwhile experience.

During the past financial year, these consultations have been conducted with clients from Rockhampton, Mackay, Townsville and Hervey Bay. Feedback from clients remains positive and clients have told us about the huge positive difference our advocacy support has made in their lives and how much it has enhanced their overall health and wellbeing. Consultations for clients within the regions of Far North and South East Queensland have been scheduled for late 2015 and early 2016.

Comments, feedback and suggestions received from all avenues (e.g. client evaluations, education session evaluations, and client consultations) are continuously collected, reviewed, and used to initiate improvements to the services we deliver. QADA thanks those who have made invaluable contributions towards enhancing our services.

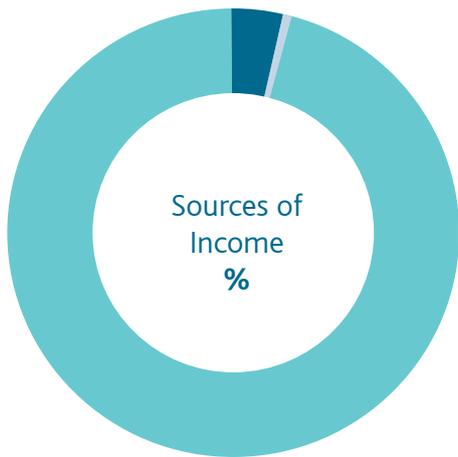
Overall, not only are we delighted to have achieved our objectives, but, most importantly, we know we have made a big difference in improving the lives of our clients and the Queensland community.



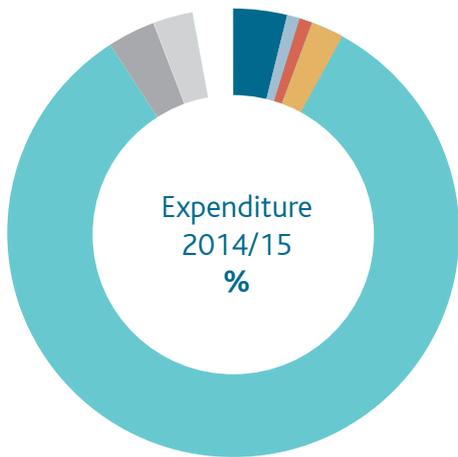
*"I would still be extremely distressed if QADA had not come on board. The entire advocacy process made me more aware of my rights and responsibilities. I now also know more about other services. I am so grateful for the help from [my Advocate]"*

Carer of aged person, Rockhampton

# Financial Snapshot



Government 95.5%  
 Self Generated 3.6%  
 Non-Government 0.9%



Staffing 73.96%  
 Contracted Services 4.79%  
 Travel 4.52%  
 Equipment, Furniture, IT etc 4.28%  
 Premises/Accommodation 6.39%  
 Other Expenses 1.33%  
 Promotion 1.02%  
 Communication 3.70%

Financially 2014/15 was a stable year for QADA. Overall, our actual income for the year was \$2,902,841 – up by \$55,155 from the previous year.

New non-government partnerships were established with Queenslanders with Disability Network (QDN), with QADA entering into a Memorandum of Understanding to undertake a range of key activities to support a dedicated state-wide network for Aboriginal and Torres Strait Islander peoples who have a disability.

In the past 12 months, QADA successfully received funding from Legal Aid Queensland to create a “2016 Legal Topics for Older People Diary” for Queensland, which is based on a diary produced and distributed by Legal Aid NSW, NSW Family and Community Services, and the Aged Care Rights Service and the Elder Abuse Helpline and Resource Unit. The Queensland diary was endorsed by His Excellency The Honourable Paul de Jersey AC, QC, Governor of Queensland. It was launched in Townsville on 21 August 2015 by The Hon. Coralee O’Rourke MP, Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland, and in Brisbane on 8 September by The Hon. Yvette D’Ath MP, Attorney-General and Minister for Justice and Minister for Training and Skills.

Total expenditure for the year was \$2,942,107 – an increase of \$49,865 from the previous year. This is predominantly the result of the continued investment in higher staff wages and associated direct service delivery costs, in order to meet growing demand for QADA’s services across Queensland.

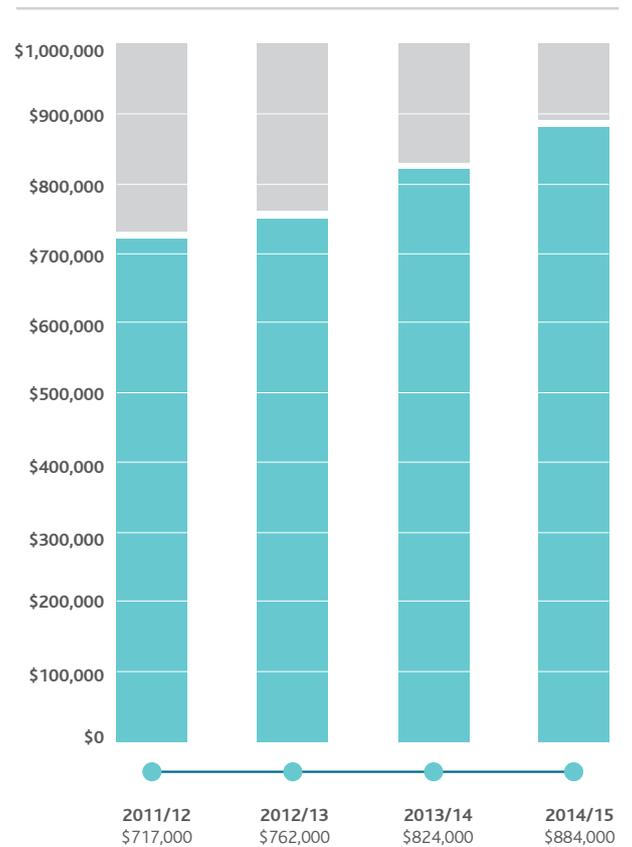
QADA’s total cash position increased between years, with a closing cash balance of \$884,034 at the end of the financial year – up by \$60,306 from the previous year. The closing cash balance has been affected by the grants and funding that were received before the year’s end, which are reflected in the financial report as unexpended funds carried forward.

The financial challenge for QADA during 2015/16 is to secure future longer-term revenue streams to support our programs. While we currently remain dependent on government grants to ensure the continued delivery of our services, our independent income streams are showing financial promise.

## Sources of Income



## Cash at End of Financial Year





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QADA acknowledges the traditional custodians of this land and pays respect to elders, past and present. QADA – Queensland Aged and Disability Advocacy Inc.