



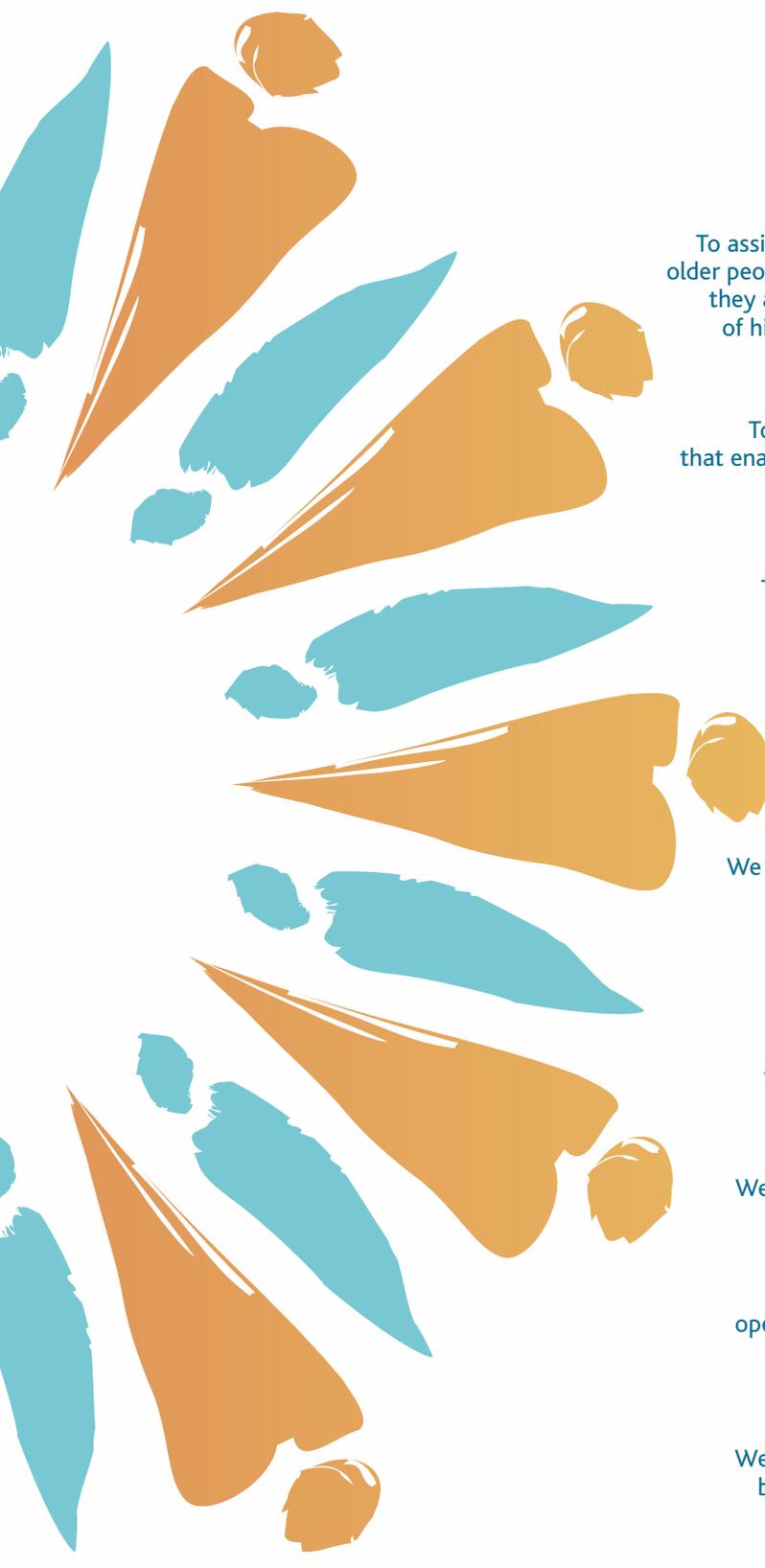
We've  
given you  
*a voice*  
2012-2013



**QADA**

Annual Report  
2012-2013

Queensland Aged and Disability Advocacy Inc.



**Vision**  
*giving you a voice*

**Mission**  
*Our clients*

To assist vulnerable people and communities, in particular older people, people with disabilities, and their carers, wherever they are throughout Queensland, through the provision of high quality advocacy support and representation.

*Our community*

To provide information and advice to our clients that enables them to exercise their rights and responsibilities through informed decision-making.

*Our organisation*

To be a proactive organisation that influences service development and continuous quality improvement to better meet client needs.

**Values**

We value the rights and independence of the people we support and work with.

•

We respect the individual and community wellbeing and diversity of our clients.

•

We work to remove barriers that stop people from participating in their community.

•

We engage the community to enhance our clients' capacity to make choices in their lives.

•

We value collaboration, partnerships and open communication to deliver the best outcomes and to progress the interests of clients at the individual and systemic levels.

•

We are committed to improving quality to achieve best practice, transparency and accountability and to maximise the use of resources.

•

We value the commitment, knowledge and skills of our staff, volunteers and the broader community.



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Giving you a voice

# Who we are

Overview

QADA is an independent advocacy service that operates state-wide throughout Queensland with a head office in Brisbane and regional offices located in Cairns, Townsville, Rockhampton, Mackay, Hervey Bay, Toowoomba and the Gold Coast. QADA's mission is to provide information, education, support and representation to enable people to understand and exercise their rights and responsibilities, and to ensure their voice is heard.

We are jointly funded by the Queensland and Australian governments to offer free, confidential and client directed advocacy support to people receiving Australian government aged care services, community care services and carers of recipients of these services.

We also provide professional advice, support and representation to assist adults whose decision-making capacity is being questioned, with guardianship and administration matters.

QADA, along with Council on the Ageing Queensland (COTAQ) and Carers Queensland, conduct consumer engagement activities to identify systemic issues affecting QADA's client group.

QADA provides input into submissions and reports to relevant bodies to influence systemic change in regards to issues affecting our client group.

*Thank you for believing in me and acknowledging me as a person who needed an advocate – so that I may be able to have options to improve my life situation. To have the Advocate smiling at me, when I was frightened and unwell, was lovely. It is a memory that will always stay with me.*

QADA client

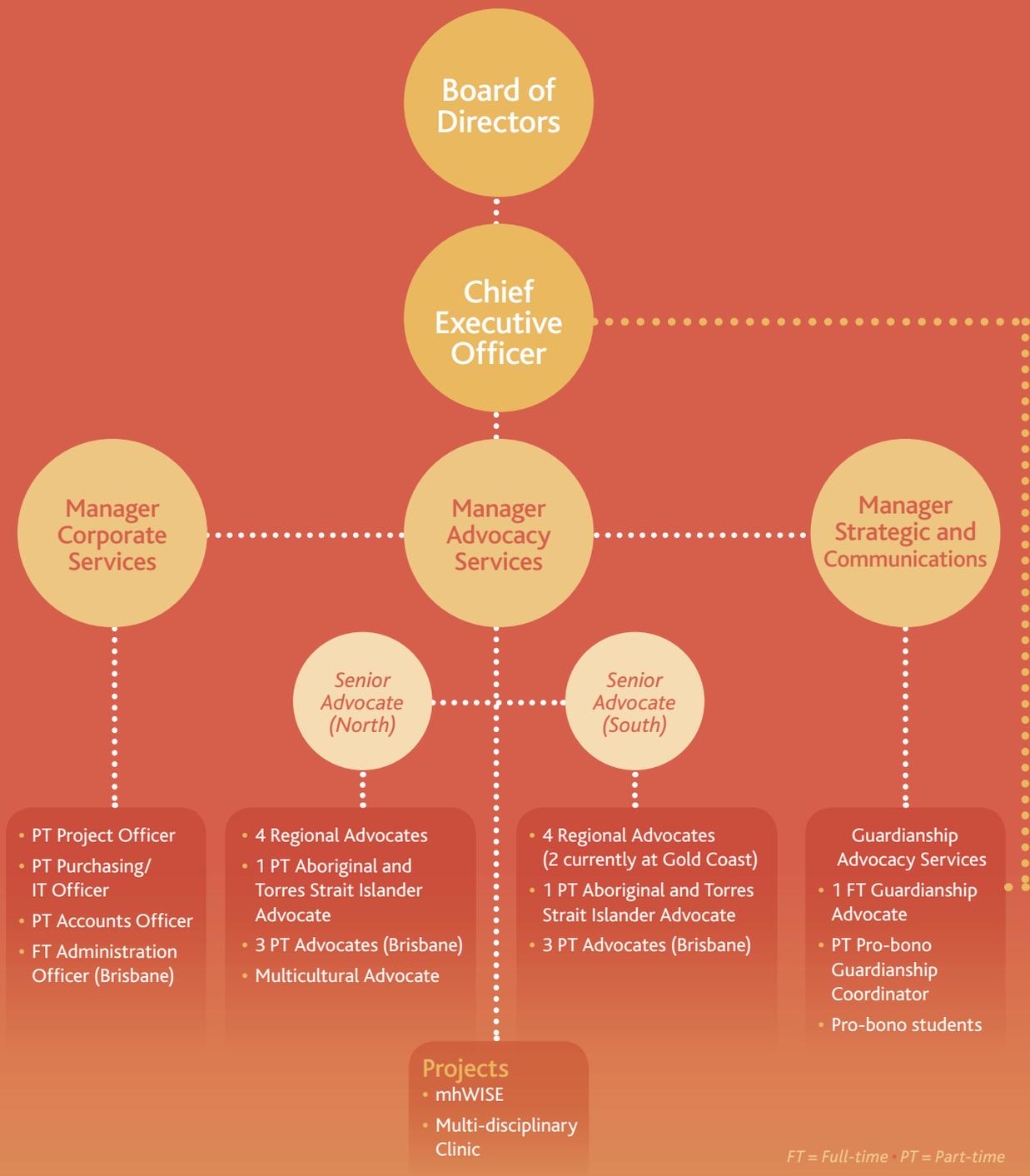
*I cannot think of any way the service could be improved as it exceeded all my expectations. I would like to thank QADA and the Advocate for all her hard work in resolving all issues and empowering myself when I thought it was not possible. Thank you.*

QADA client

# Our organisation

Overview

## 2012–2013 QADA organisational structure





## Strategic objective 1

# Deliver excellence in consumer advocacy

### Action plan 1.1

#### Advocating for people's rights to improve their quality of life and wellbeing

**Scope:** Provide information, education and support to people who are ageing, people with disabilities, including mental health issues, and people with impaired decision-making capacity, while embracing all cultures, special needs, sexual orientation, sex and gender identity, and care leavers as our ongoing core business. Assist people to understand and exercise their rights and responsibilities by providing information and support to self-advocate, individual advocacy representation, and education for consumers, service providers and key stakeholders.

**Success measures:**

- Client satisfaction of more than 90%
- Advocacy services provided meet and/or exceed contracted benchmarks
- Clients are empowered to advocate for themselves
- Caseload demand met within budget.

### Action plan 1.2

#### Proactive advocacy for social change

**Scope:** Empower clients and the broader community through innovative and timely information and education. Influence service providers and policy makers with evidence-based data and targeted consumer input by using networks, partnerships and links with our wider community stakeholders. Model and deliver best practice community engagement strategies.

**Success measures:**

- Number of formal submissions
- Participation in public inquiries
- Membership/participation in key forums
- Policy changes that reflect consumer-directed care.

### Action plan 1.3

#### Sustain and grow quality advocacy for vulnerable people

**Scope:** Manage resources, both human and financial, efficiently and effectively. Identify and act on potential growth areas and service expansion by securing funding. Identify and implement efficiency dividends. Attract and retain skilled staff and board members through professional development and specialised internal/external skill development. Strive for continuous improvement across all advocacy, infrastructure and governance activities and maintain certification.

**Success measures:**

- Client expansion funded through growth applications
- Stable and satisfied staff
- Infrastructure changes measured to ensure fit with organisational purpose.

## Strategic objective 2

# Promote QADA's corporate brand

### Action plan 2.1

#### Develop website and integrate social media

**Scope:** Align website with branding requirements. Identify relevant social media tools, develop skills to use tools, ensure tools are compatible with existing information technology, and develop plan for staged rollout of social media with timelines, responsibilities and success measures by June 13. Board to approve success measures once plan developed. Develop processes and protocols for dealing with privacy, ethics, etc. Develop intellectual property protocols. Develop processes for ongoing adaptation and innovation to use new technology to promote QADA's corporate brand and services.

**Success measures:**

- Achieve at least 80% of all agreed success measures by June 2014.

### Action plan 2.2

#### Launch new corporate brand

**Scope:** Develop a plan for the public launch of QADA's new corporate brand, including information services, education and the website. Develop media, government and key stakeholder engagement strategy. Involve consumers in the launch (e.g. sharing stories of how QADA helped them). Develop ongoing monitoring and evaluation processes to measure impact.

**Success measures:**

- 80% of randomly selected key stakeholders agree the new corporate brand strategically reflects QADA's vision and values.

## Strategic objective 3

# Build strategic alliances

### Action plan 3.1

#### Develop ongoing strategic alliance analysis and engagement processes

**Scope:** Develop gap analysis of existing strategic alliances (including formal evidence of alliance and expected outcomes of alliance), potential alliances (including formal evidence of alliance and expected outcomes of alliance), and develop plan for achieving funding or resource streams as a direct result of these alliances.

**Success measures:**

- At least 75% of all agreed existing and new alliances have formal engagement documented, e.g. MOU/project plan and achieve at least 75% of identified funding or resource streams.

### Action plan 3.2

#### Develop ongoing university alliance analysis and engagement process

**Scope:** Develop gap analysis of existing university alliances (including formal evidence of alliance and expected outcomes of alliance), potential alliances and new departments (including formal evidence of alliance and expected outcomes of alliance), and develop plan for achieving funding or resource streams as a direct result of these alliances.

**Success measures:**

- At least 75% of all agreed existing and new alliances have formal engagement documented (e.g. MOU, project plan, etc) and have achieved at least 75% of identified funding or resource streams.

## Strategic objective 4

# Expand training business

### Action plan 4.1

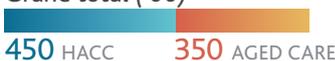
#### Develop formal business plan for expanding training business

**Scope:** Develop formal business plan for developing training business. Identify required consultancy and advice. Manage intellectual property issues.

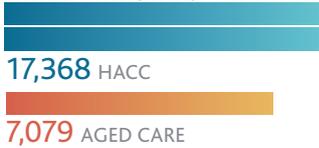
**Success measures:**

- Board approves formal business plan.

# QADA statistics

Education sessions delivered	HACC	Aged Care	Total
<i>Metropolitan areas</i>	217	166	383
<i>Rural, regional and remote locations</i>	233	184	417
<b>Grand total ('00)</b>			<b>800</b>

Contacts for advocacy and information	HACC	Aged Care	Total
<i>Metropolitan locations</i>	1,844	991	2,835
<i>Rural, regional, remote and unknown locations</i>	806	516	1,322
<b>Grand total ('000)</b>			<b>4,157</b>

Education session participants	HACC	Aged Care	Total
<i>Staff</i>	2,311	2,096	4,407
<i>Clients, potential clients, and carers</i>	13,635	4,900	18,553
<i>Students</i>	867	83	950
<i>Other</i>			537
<b>Grand total ('000)</b>			<b>24,447</b>

Resources distributed	Total
<i>Aboriginal and/or Torres Strait Islander</i>	8,113
<i>Culturally and Linguistically Diverse</i>	6,825
<i>All other materials</i>	85,479
<b>Grand total</b>	<b>100,417</b>


**20% increase**

QADA's advocacy services have continued to increase in the last 12 months with an average increase of approximately 20 per cent of cases.

## Main case issues during 2012–13

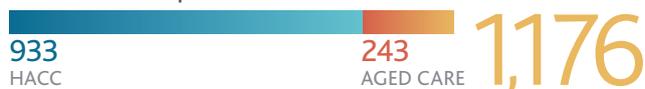


<b>416</b> Options	<b>340</b> Other non-service related issue	<b>141</b> Assessment
<b>130</b> Abuse	<b>121</b> Complaint handling	<b>85</b> Staff performance



<b>1,637</b>	Consumer Rights with a focus on complaints processes, decision-making and information
<b>784</b>	Level of Care with a focus on emotional, medication, mobility issues and access to specialised services

### Information enquiries we received



### New and ongoing cases in this period



### Cases resolved/closed in this period



### Aboriginal and/or Torres Strait Islander clients



### Culturally and Linguistically Diverse clients



## Far North Queensland region

### Education sessions delivered:

Eastern Islands – Mer (Murray) Island, Central Islands – Iama (Yam) Island, Top Western Islands – Saibai Island, Western Islands – Badu Island, Inner Islands – Thursday Island, Northern Peninsula Area (NPA) communities of Seisia, New Mapoon, Umagico, Injinoo and Bamaga, Western Cape – Aurukun, Kowanyama, Mapoon, Napranum, Weipa, Pormpuraaw, Cairns, Mareeba, Atherton, Wongaling Beach, Mossman, Cairns West, Holloways Beach, Malanda, Mareeba, Redlynch, Moorooloolool, Cooktown, Ravenshoe, Herberton, Millaa Millaa, Edmonton, Gordonvale, Babinda, Hopevale, Gelatten

**Attended expos/forums:**  
Kuranda, Cairns, Innisfail, Atherton

**Clients in:**  
Cairns, Atherton, Mareeba, Port Douglas, Redlynch, Gordonvale, Innisfail, Babinda, Earlville, Saibai Island, Murray Island, Iama Island, Thursday Island, Mapoon, Palm Cove

## North Queensland region

### Education sessions delivered:

Townsville, Charters Towers, Hughenden, Richmond, Julia Creek, Cloncurry, Mount Isa, Ingham, Ayr, Thuringowah, Home Hill, Cranbrook, Gulliver, Garbutt, Aitkenvale, Annandale, Kirwan, Mundingburra, Heatley, Condon, Pallarenda

**Attended expos/forums:**  
North Condon, Pimlico, Rasmussen, Kirwan, Thuringowah, Charter's Towers, Riverside Gardens, Townsville, North Townsville, Vincent, Annandale, Ayr, Ingham

**Clients in:**  
Townsville, Aitkenvale, Ayr, Kelso, Heatley, Wulguru, Railway Estate, Mundingburra, Kirwan, Home Hill, Garbutt, Ingham

## Central Queensland region

### Education sessions delivered:

Mackay, North Mackay, Cannonvale, Proserpine, Bowen, Marian, Sarina, Collinsville, Dysart, Beaconsfield, Gemfields, Emerald, Carmilla, Rockhampton, Yeppoon, Tollinon, Glennella, Airlie Beach, Gracemere, Emu Park, Sapphire, The Range, Gladstone, Mount Morgan, Springsure, Ogmoo

**Attended expos/forums:**  
Yeppoon, Rockhampton, Mackay, Gladston, Emu Park

**Clients in:**  
North Rockhampton, Bellara, Seaforth, Gladstone, Bargara, Collinsville, Andergrove, Mackay, Coalfalls, Ogmoo, Maryborough, Coonarr, Moranbah, Kawungan Glenella, Yeppoon, North Mackay, Rockhampton, Clermont, Tinana, Bundaberg, Blacks Beach, Slade Point, Proserpine, Erakala

## Hervey Bay region

### Education sessions delivered:

Hervey Bay, Bundaberg, Gympie, Monto, Point Vernon, Burrum Heads, Childers, Gayndah, Torquay, Pialba, Bargara, Scarness

**Attended expos/forums:**  
Hervey Bay

**Clients in:**  
Torquay, Bundaberg, West Gympie, Hervey Bay, Moore, Park Beach, Gayndah, Kingaroy, Childers, Pialba

## South West and Darling Downs region

### Education sessions delivered:

Killarney, Toowoomba, Pittsworth, Tara, Dalby, Laidley, Allora, Flinders View, Taroom, Chinchilla, Gatton, Riverto, Roma, Miles

**Attended expos/forums:**  
Toowoomba, Gatton, Dalby, Pittsworth, Chinchilla, Roma

**Clients in:**  
Toowoomba, Pittsworth, Wallumbilla, Gatton, Laidley, Killarney, Helidon, Aratula, Stanthorpe, Oakey

## Ipswich region

### Education sessions delivered:

Lowood, Ipswich, Raceview, Eastern Heights, Esk, South Ipswich, Redbank, Lowood

**Attended expos/forums:**  
North Ipswich, Ipswich, Lowood, Fernvale, Esk

**Clients in:**  
Ipswich, Laidley, Riverview, Granville, Eastern Heights

## Sunshine Coast region

### Education sessions delivered:

Coolum, Flaxton, Maroochydore, Toogoolawah, Bribie Island, Bli Bli, Kilcoy, Caloundra, Nambour, Maleny, Coolum Beach, KawanaWaters, Warana, Buderim, Little Mountain, Birtinya, Caboolture, Coolum Beach, Noosa Noosaville, Dayboro

**Attended expos/forums:**  
Toogoolawah, Caboolture, Coolum, Nambour, Flaxton, Bribie Island, Maroochydore

**Clients in:**  
Bribie Island, Upper Caboolture, Noosa Heads, Nanango, Buderim, Bellara, Toogoolawah, Woorim, Kuluin, Beerwah, Beachmere, Maroochydore, Golden Beach, Mt Archer (via Woodford), Caloundra, Tewantin, Perigian Beach, Tanawha, Cooroy, Nambour, Kin Kin, Mooloolaba, Caloundra, Kawana, Bongaree

## Gold Coast region

### Education sessions delivered:

Runaway Bay, Burleigh Heads, Beaudesert, Arundel, Southport, Robina, Broadbeach Waters, Nerang, Currumbin, Burleigh Waters, Broadbeach, Benowa, Mudgeeraba, Tallebudgera, Currumbin Waters, Jimboomba, Helensvale, Clear Island Waters, Labrador

**Attended expos/forums:**  
Burleigh, Ashmore, Southport, Robina, Beaudesert, Arundel

**Clients in:**  
Broadbeach, Robina, Paradise Point, Sorrento/Bundall, Ormiston, Mermaid Waters, Burleigh Waters, Beenleigh, Jimboomba, Labrador, Pacific Paradise, Southport, Ashmore, Pimpama, Tugun, Hope Island, Tallai, Mudgeeraba, Clontarf, Nerang, Bonogin, Veresdale Scrub, Cooran, Elanora, Benowa, Clear Island Waters, Merrimac, Currimundi, Broadbeach Waters, Carrara, Palm Beach, Mt Tambourine, Chevron Island, Tamborine, Varsity Lakes, Southport, Kirra, Surfers Paradise

### North Brisbane region

#### Education sessions delivered:

Nudgee, Zillmere, Rothwell, Enoggera, Newmarket, Arana Hills, Sandgate, Dakabin, Taigum, Woolloowin, Kenmore, Margate, Rosalie, Kippa Ring, Wilston, North Lakes, Toombul, Normanby, Mt Nebo, Clontarf, Nudgee, Wavell Heights, Bracken Ridge, Bald Hills, Deception Bay, Redcliffe, Kedron, Clontarf, Fortitude Valley

#### Attended expos/forums:

Zillmere, Caboolture, Strathpine, Kedron, Woolloowin, Kelvin Grove, Newmarket, North Lakes, New Farm, Nundah, Banyo, Chermside, Morayfield, Windsor, Wavell Heights

#### Clients in:

Kedron, Chermside, Stafford, Brighton, Zillmere, New Farm, Shorncliffe, Eatons Hill, Albany Creek, Kenmore, Aspley, Sandgate, North Lakes, Kenmore Hills, Stafford, Rothwell, Redcliffe, Hamilton, Banyo, Caboolture, Northgate, Caboolture, Geebung, Burpengary, Ascot, Carseldine, Kippa Ring, Nundah, Kallangur, Samford, Bridgeman Downs, Ferny Grove, Deception Bay, Bald Hills, Narangba, Brisbane City

 Denotes office locations

### South Brisbane region

#### Education sessions delivered:

Mount Gravatt, Morningside, Cleveland, Alexandra Hills, Carina Heights, Boronia Heights, Belmont, Oxley, Hillcrest, Acacia Ridge, Redland Bay, Holland Park, Upper Mount Gravatt, Durack, Annerley, Coorparoo, Corinda, Woolloongabba, Bethania, Greenslopes, Meadowbrook, West End, Graceville, Wishart, Inala, Wodridge, Carbrook, Holland Park West, Holland Park, Algester, Carina, Thornside

#### Attended expos/forums:

Redland Bay, Macgregor, Wynnum, Cleveland, Mt Gravatt, Beenleigh, West End, Springwood, Nathan, South Brisbane, Logan Central, Southbank

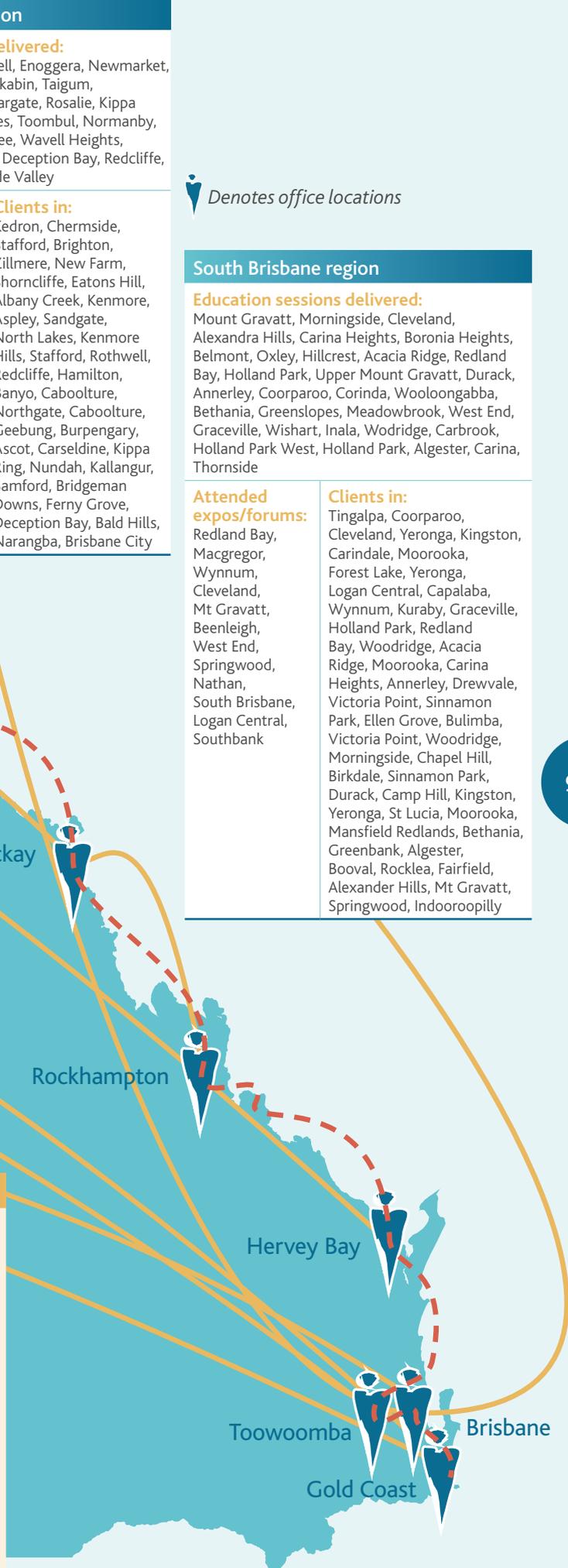
#### Clients in:

Tingalpa, Coorparoo, Cleveland, Yeronga, Kingston, Carindale, Moorooka, Forest Lake, Yeronga, Logan Central, Capalaba, Wynnum, Kuraby, Graceville, Holland Park, Redland Bay, Woodridge, Acacia Ridge, Moorooka, Carina Heights, Annerley, Drewvale, Victoria Point, Sinnamon Park, Ellen Grove, Bulimba, Victoria Point, Woodridge, Morningside, Chapel Hill, Birkdale, Sinnamon Park, Durack, Camp Hill, Kingston, Yeronga, St Lucia, Moorooka, Mansfield Redlands, Bethania, Greenbank, Algester, Booval, Rocklea, Fairfield, Alexander Hills, Mt Gravatt, Springwood, Indooroopilly

Where we've been this year

### Guardianship team cases

- Far North Qld – Cairns, Whitfield (Cairns)
- North Qld – Ayr, Railway Estate (Townsville), Vincent (Townsville)
- Central Qld – Mackay, Bundaberg, Burnett Heads, Maryborough
- Western Qld – Charleville
- Wide Bay – Kingaroy
- Sunshine Coast – Mudjimba, Nambour, Tanawha, Bongaree, Ningi, Maroochydore
- Ipswich – One Mile
- Toowoomba
- North Brisbane – Clayfield, Rothwell, Brendale, Mitchelton, Burpengary, Bowen Hills, Brendale, Taigum, Carseldine, Zillmere, Aspley, Sandgate Herston
- South Brisbane – Greenslopes, Rochdale, Annerley, Eageby, Waterford, Tingalpa, Woolloongabba, Runcorn, Browns Plains, Annerley
- Gold Coast – Hollywell, Ashmore, Runaway Bay, Robina, Helensvale, Tallebudgera, Hope Island, Southport
- Interstate – Lismore, Canberra, Adelaide



# Year at a glance Report

## A new look for changing times



### 2012–13 Strategic Marketing Plan

In 2011–2012, QADA conducted a marketing review in consultation with Market Savvy. After extensive market analysis a Strategic Marketing Plan was developed.

### Website development

The Strategic Marketing Plan also included the development of a new website to improve access to QADA's service by our clients, potential clients, service providers and the broader community.

QADA engaged iFactory to create and develop the website which contains in-depth information regarding QADA's services, our re-branded publications and other aged care and disability sector relevant resources available for download, FAQ's and links to other services.

### Re-branding QADA

This past year has also seen QADA complete the process of re-branding our service. We engaged the creative services of Salt Design to develop the logo and brand identity which would present QADA in a clear and positive manner across a wide range of corporate, promotional and visual communication materials.

### QADA's new logo

#### *The symbol*

With its radiating elements, the symbol provides a subtle reference to the sunshine state of Queensland. This circular device is comprised of stylised human forms – each representing an individual – and is indicative of how, with the help of QADA's services and support, people's lives and circumstances can be turned around. The colours are strong and bright with an equal mix of warm earthy tones and cool fresh hues creating a vibrant and energetic form.

#### *The namestyle*

The QADA namestyle has been created by modifying and spacing letter forms in a specific and purposeful manner, producing a balanced arrangement to reflect QADA's strength and dependability in a modern and uncomplicated manner.

#### *The tagline*

The tagline '*giving you a voice*' outlines the primary function of the organisation and forms an essential part of the logo.

## Celebrating our new look and website launch

In June this year, QADA was joined by distinguished guests and stakeholders within the aged care and disability sector to launch the new website and celebrate QADA's achievements in improving outcomes for the clients we support.



*Above: QADA Board of Directors, staff and guests at the official launch of QADA's new branding and website.*

# Year at a glance

Report

## Building partnerships with Aboriginal and Torres Strait Islander people

As a result of the issues being raised as part of our advocacy services, QADA established a working group to look into increasing access to and awareness of the guardianship system and Enduring Powers of Attorney amongst Aboriginal and Torres Strait Islander communities and individuals.

Culturally appropriate information cards and fact sheets were developed for potential principals and potential attorneys to reinforce the message that an Enduring Power of Attorney document may help to protect what a person wants, how they want to live and the things that are special to them. These resources were launched at NAIDOC in July 2013.

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*Above: QADA staff at Certificate IV in Developing Partnerships with Aboriginal and Torres Strait Islander people.*

## Excellence in Care Awards

QADA was announced as a finalist in the Leading Age Services Australia – Queensland (LASA-Q) 2013 'Excellence in Care Awards' at the LASA-Q State Conference Gala Dinner on the Gold Coast on 21 March 2013.

QADA was nominated in the organisation category for the consumer directed, independent, free and confidential advocacy support it offers.

QADA was proud to be announced as a finalist in the awards in recognition of the support it has offered for over 20 years to improve outcomes for older people and people with disabilities throughout Queensland.



*Above: QADA conducting a residential aged care staff education session at Home Hill.*

## Continuous Improvement Framework

QADA continues to work towards being proactive in identifying ways to incorporate and implement continual improvement processes to benefit its stakeholders.

Throughout the year QADA has continued to undertake extensive consumer consultation work through its established partnership with Carer's Queensland and Council on the Ageing Queensland to gather and report back on the needs of HACC recipients and identifying service gaps to contribute towards HACC's future planning and service delivery state-wide. In addition, QADA has undertaken extensive face-to-face consultations with clients to gather feedback and suggestions to improve service delivery, streamline processes and enhance accessibility for clients.

As part of a formal recognition of QADA's commitment towards continual improvement, in July 2013 QADA received re-certification against the AS/NZS ISO (Quality Management Systems) 9001:2008 Standard.

## Guardianship Framework workshops

Through funding from Legal Aid Queensland QADA delivered eight specific targeted Guardianship Framework Workshops in this period.

The workshop included modules covering: Enduring Documents, Statutory Health Attorney, Mental Capacity, the Queensland Guardianship Regime and the Queensland Civil and Administration Tribunal (QCAT). The workshop was aimed at service providers working in this area and was practical and informative to provide for the development of skills and knowledge, through small and large group participation.

QADA has been successful in receiving further funding through Legal Aid Queensland for a second round of 16–20 workshops to be delivered in the next financial year.

# Year at a glance Report

## Pro-bono Guardianship Service

In February, QADA, in collaboration with University of Queensland (UQ) and Queensland University of Technology (QUT) commenced a pro-bono guardianship advocacy service utilising law student placements to assist QADA to meet the demand for assistance within its guardianship advocacy service.

This partnership has enabled QADA to support clients who had been placed on a waitlist. Also, it has increased the exposure of law students to concepts of capacity, guardianship, administration, Enduring Powers of Attorney, and QCAT, more broadly.

QADA is excited to continue to offer this service and is looking at options to expand this service into the future including options to recruit volunteer solicitors and/or retired solicitors.

*I volunteered at QADA through a placement with my university. Volunteering at QADA gave me invaluable experience.*

*I worked with my partner, managed my own clients (including home visits and telephone calls) and brainstormed solutions with my team and supervisor.*

*QADA provided the opportunity for me to gain practical work experience and this had a big influence on my success in securing employment in a law firm.*

*I would definitely recommend QADA to any student or professional looking for hands-on experience in advocacy.*

**Guardianship student  
on placement with QADA**

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Above: QADA's office in Townsville.

Left: QADA's office in Rockhampton.

## Business improvements

Throughout 2013 QADA reviewed a number of areas throughout the organisation with a view to streamlining practices and producing cost effective and improved business outcomes. These have included:

- Successful application through the Queensland Government Chief Procurement Office to access the Queensland Government's Standing Offer Arrangements to provide for effective procurement of frequently used products and services
- Relocation of both the Hervey Bay and Toowoomba regional offices to more centralised premises
- Negotiation of a new mobile phone contract
- Negotiation of a new copier contract
- Development of improved position descriptions across the organisation and
- Review and development of core organisational manuals and tools.

## mhWISE workshops

In the last financial year the mhWISE consortium consisting of QADA, Australian College of Community Services (ACCS), Burnie Brae, Diversicare, Mental Health Association Queensland and Synapse successfully developed and delivered the one-day mhWISE training workshops, to improve the skills and knowledge of direct care HACC workers in recognising and responding appropriately to older people experiencing, or at risk of experiencing mental health issues. The mhWISE consortium exceeded its funded targets by conducting a total of 64 workshops throughout Queensland and training over 1,000 workers within the sector, finalising this project in November 2012.

The mhWISE program received overwhelmingly positive feedback from participants who reported increased positive outcomes for their clients around providing alternative service and support, as well as adapting their work practices to meet the mental health needs of their clients, thereby achieving increased wellbeing for their clients.

The independent evaluation report on the mhWISE project states "based on the evidence detailed in this report, it is clear that this program has achieved its objectives in relation to developing HACC workers confidence and competence to identify and address mental health issues with their clients and share their newly gained mental health knowledge with colleagues and clients. This program has made a significant contribution to improved care for HACC clients who have a mental illness" (*ConNetica Consulting mhWISE 2012 Evaluation Report, page 34*).

Unfortunately the mhWISE program was unable to receive additional funding past 2012. However, due to the evidence supporting the need to continue this vital training within the sector, QADA and ACCS have partnered to redesign the mhWISE program and continue providing this training on a cost recovery basis (*see mhWISE Report for further details*).

*My team now know how to act and interact with a client who has or may have a mental illness – our responses and services are more appropriate.*

mhWISE workshop attendee

*The program was definitely a valuable use of my time and it reinforced to not be judgemental when we work with people who have a mental illness.*

mhWISE workshop attendee



# Chairperson's & CEO's Report

It is our pleasure to present this report for the financial year 2012–13 – a year that has been both rewarding and challenging for QADA.

We started our year with the review of our 2010–13 Strategic Plan, recognising the importance of positioning QADA as a leader in the advocacy sector, while ensuring our services continue to meet the needs of vulnerable and disadvantaged older people and people with disabilities across Queensland. In developing our 2013–15 strategy, we took into account:

- changes to aged care delivery
- the impact of the National Disability Insurance Scheme
- the release of two national strategies for culturally and linguistically diverse people and lesbian, gay, bisexual, transgender and intersex people
- not-for-profit sector and government reforms being implemented by the Australian Charities and Not-for-profit Commission (ACNC), and
- wage increases for our staff under the new Fair Work (Transitional Provisions and Consequential Amendments) Amendment Regulation 2012.

QADA acknowledges the funding provided by the Commonwealth and State governments that enabled us to provide advocacy services to vulnerable older people, people with disabilities and their carers throughout Queensland. Funding included:

- \$1,392,354 from the Commonwealth Department of Health and Ageing under the National Aged Care Advocacy Program (NACAP) and the Home and Community Care (HACC) Program
- \$496,786 from the State Department of Communities under the Community Care Program and
- \$139,953 from Legal Aid Queensland for our guardianship advocacy service.

We are proud of our achievements in assisting more than 5,500 vulnerable Queenslanders and delivering more than 800 targeted education sessions in the past 12 months, as detailed later in this report. We are also pleased that we have not only met but exceeded our funded targets this financial year.

One-off funding from Legal Aid Queensland's collaborative education fund has enabled QADA to develop specific training on guardianship and enduring documents and deliver these workshops in eight locations throughout Queensland in 2012–13.

The *QADA Strategic Plan 2013–2015* focuses us on:

- continuing and growing the delivery of our individual consumer advocacy services in line with our funding agreements
- promoting QADA's brand, including through social media channels
- building strategic alliances, and
- expanding our training business.

These new directions aim to strengthen our existing advocacy services and enable QADA to expand into new markets to meet the growing demand for individual advocacy support by older people and people with disabilities.

On 5 June 2013, we launched our new brand, including a suite of information materials designed for a broad range of clients and stakeholders and a new and improved website. The launch was attended by Mr Jason Woodforth, Member for Nudgee and key community representatives and stakeholders. QADA is extremely pleased with the positive feedback about our new brand and materials and we will continue to monitor this feedback to ensure our materials remain current and provide relevant and appropriate information to our clients.

We have expanded our client reach through strategic alliances with the University of Queensland (UQ) and the Queensland University of Technology (QUT). We have established a pro-bono guardianship service staffed by fourth year UQ law students under the supervision of qualified pro-bono coordinator employed by QADA. This unique partnership has enhanced QADA's capacity to assist vulnerable adults whose decision-making capacity is being questioned and we are delighted with the success for both clients and the students participating in this initiative. This model is being

# Board of Directors

expanded by engaging QUT social work students to research and scope options for multi-disciplinary clinics for older people seeking advice and support. We will be partnering with Burnie Brae, a highly regarded seniors service in North Brisbane, to deliver these clinics.

In 2012, QADA was the lead agency in a consortium of six community agencies that received HACC funding to deliver mhWISE, a training program to enhance the knowledge and skills of HACC frontline workers to improve the service outcomes for older people with mental health issues. We reached more than 1,000 workers through 64 training sessions delivered throughout the State. This initiative is also detailed later in this report.

We are pleased to report that QADA achieved re-certification under AS/NZS ISO (Quality Management Systems) 9001:2008 standard for a further three years in June 2013. QADA's management system is aligned to each of the quality standards established by the various aged and community care funding programs. QADA meets all of the quality standards and has consistently received a high rating against each standard.

At a systemic level, QADA has made submissions to a number of public enquiries and attended public consultations on aged and disability care. Submissions were made to the Review of Legal Practitioners on Trust Accounts Fund, the Productivity Commission on Caring for Older Australians, Improving Employment Participation for People with Disabilities, the Review of the Queensland Civil and Administrative Tribunal, and the Health Ombudsman Bill (Queensland). We also participated in public consultations on the National Disability Insurance Scheme.

A renewed Board has focused on reviewing and strengthening the governance of the organisation to ensure QADA meets contemporary governance requirements. As Chair and CEO, we wish to acknowledge the expertise, commitment and time given to QADA by our voluntary Board of Directors over the past 12 months. We also acknowledge that QADA's success and reputation is embedded in our professional and committed staff and we thank each one for their efforts and contributions this year. It is a privilege to be part of your success.



**Megan Fairweather**  
*Chairperson*



**Margaret Deane**  
*CEO*



**Megan Fairweather**  
*Chairperson*



**Jennifer Pouwer**  
*Deputy Chairperson*



**David Hayes**  
*Treasurer/Secretary*



**Dan O'Sullivan**  
*Director*



**Liz Kearins**  
*Director*



**Stephen Hartley**  
*Director*



**Brian Lenz**  
*Director*



**Margaret Deane**  
*CEO, Ex-Officio*

# Advocacy Service Report

QADA's advocacy services have continued to increase in the last 12 months with an average increase of approximately 20 per cent of cases.

## Outputs 2012–2013

The aged care sector has seen a number of changes within the last 12 months with the implementation of the aged care reforms impacting on QADA's advocacy services. The most significant change has included the Australian government taking full funding, policy and operational responsibility for Home and Community Care (HACC) services for older people; and the state government continuing to fund and administer HACC services for people with a disability under the age of 65 years or under 50 years for Aboriginal and Torres Strait Islander people; now known as Queensland Community Care. This change has seen more clients requiring QADA's advocacy support to maintain their current services or access alternative support.

QADA received supplementary funding from the HACC program. This has enabled the employment of additional staff within the Brisbane office, including a dedicated intake advocate to manage this service growth into the next financial year.

The increase in casework has meant our ability to deliver education sessions has been reduced this financial year. Whilst session numbers are still comparable to the number of sessions completed last financial year and are meeting QADA's contracted targets, QADA aims to conduct additional education sessions to ensure we are reaching a growing number of clients in the target group, as well as promoting the importance of advocacy and consumer rights and responsibilities throughout the sector.

Service area	HACC	NACAP	Guardianship	Total
Information	947	248	554	1,749
Advocacy	1,717	1,939	133	3,789
Education	467	350	0	817

*Note: Many enquiries and education sessions included more than one program area. Guardianship education sessions are incorporated into HACC and NACAP education sessions.*

QADA conducted a number of rural and remote outreach trips throughout Queensland within the last 12 months with a particular focus on follow up trips to the Western Cape and Torres Strait Islands that were initially undertaken in 2011.

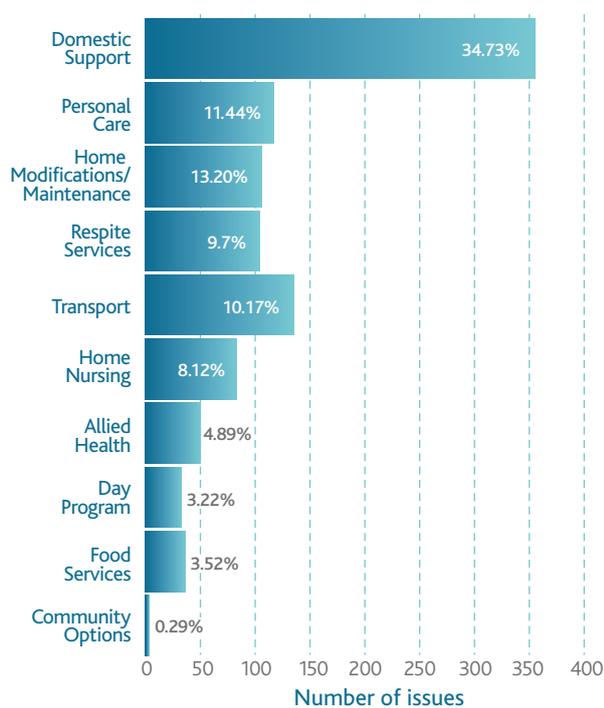
The Western Cape trip was undertaken in joint partnership with the Elder Abuse Prevention Unit and Diversicare, and therefore provided opportunity for joint collaboration in supporting these communities. One of the main issues presented within these communities is the limited staff retention rates which present a significant and ongoing challenge in respect to delivering services needed by the clients in these areas in a planned and coordinated manner. QADA has found that a number of communities are underserved due to this issue and that people living in these communities require assistance in forming connections with services including Department of Housing, Community Councils, Health Centres and Community Justice Groups to receive the support they need.

There has been a significant increase in case work for the Guardianship Advocacy Service of approximately 19.5 per cent, attributed in part to the targeted Guardianship Framework Workshops conducted throughout the financial year. In order to address this increase in case work with no additional funding QADA has commenced a pro-bono guardianship advocacy service in collaboration with the University of Queensland (UQ) and Queensland University of Technology (QUT), utilising law student placements to assist with this vital work.

Due to this caseload increase QADA has been unable to conduct guardianship specific education sessions however, all QADA education sessions conducted through our advocacy team provide general information on this service. In addition, QADA was specifically funded to provide the Guardianship Framework Workshops which provided the opportunity to address guardianship and administration matters in more detail throughout the sector.

## Emerging issues

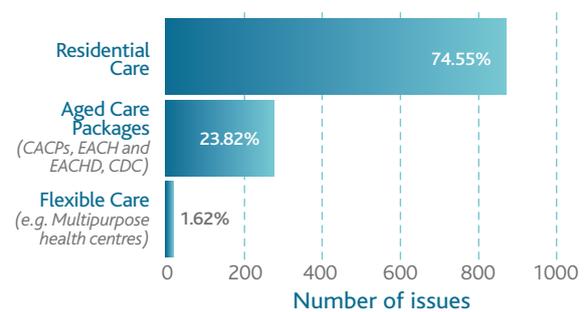
### HACC service related issues



In this financial year domestic support continues to receive the highest number of complaints. Some of the main issues have included accessing appropriate domestic support, flexibility around service delivery, as well as receiving client input in relation to how services are to be delivered. A large number of domestic support issues are associated with eligibility and clients being placed on lengthy wait lists, which has been an apparent issue across the state.

Home modifications and maintenance service complaints have increased by about three per cent. Issues around accessing appropriate transport have remained the same and continue to impact client's abilities to access additional services within rural and regional areas.

### Aged care service type issues



The majority of aged care issues are related to residential care, with 870 issues in this area. The majority of issues have included accessing appropriate equipment and continence aids, fees and charges, the lack of provision of specialty diets, privacy issues, access to physiotherapy, smoking issues, alleged breaches of duty of care, complaints handling and the variety and appropriateness of activities conducted by the facility. This is slightly lower than last financial year, although there has been an increase of 75 cases relating to Community Aged Care Packages.

In relation to community care and flexible care service issues, these have included issues with transparency of entitlements and cost of services being delivered. Issues have included inability to access home maintenance services through the package, fees being taken up in brokerage of services, transport unable to be provided for appointments, continuity of staff and lack of detailed care plans.

There has been an increased amount of clients being placed on long waiting lists to receive an EACH package, and therefore additional packages are required in the coming years as clients require further supports and services to remain in their own homes.

# mhWISE Report

The mhWISE program aims to empower workers in the community and residential aged care sectors through education and strategies to better support older clients' and residents' mental health and understand mental illness. This includes training in early identification and early intervention for those identified as being at risk of mental health decline, mental illness or suicide.

The mhWISE project was previously delivered in 2011–2012 through a consortium of six organisations (Australian College of Community Services, Burnie Brae, Diversicare, Mental Health Association Queensland, QADA and Synapse) with QADA as the lead agency funded through the Home and Community Care Program. The original mhWISE workshops were delivered across Queensland in 2011–2012 to over 1000 Home and Community Care Workers (HACC) with positive feedback endorsing the value of the program. However, additional funding for the continuation of the mhWISE program was unable to be provided by the Department of Communities past November 2012, despite this need still being paramount within the sector.

In the last financial year QADA sought to find a new financially sustainable project option that enabled this important workforce training to continue. The mhWISE project was re-launched independently in June 2013, in a partnership between QADA and the Australian College of Community Services (ACCS) with the aim of delivering mhWISE training Australia wide on a cost recovery basis. QADA has established a close working relationship with ACCS from previous involvement in the consortium of the original mhWISE project. ACCS is a recognised registered training organisation (RTO) and NFP organisation committed to delivering high quality accredited and non-accredited workshops and programs on mental health and issues relating to mental illness.

With the launch of the new partnership the mhWISE program was also redeveloped and now offers a broader range of training that is tailored to suit the varying needs of workers within both the community care and aged care sectors. The mhWISE program embraces

the sector's goals of providing consumer directed care and current best practice to support the mental health of older people. There are now three newly developed training products tailored to suit the individual and varying needs of workers within different aspects of the community and residential aged care sectors.

The three new mhWISE workshops offered are:

- **mhWISE Community Care:** Educating Enrolled Nurses, Assistants in Nursing, Personal Care Workers, domestic support staff, disability support workers and volunteers or similar working in the community
- **mhWISE Residential Care:** Educating Enrolled Nurses, Assistants in Nursing, Personal Care Workers, domestic staff, lifestyle activities officers, volunteers and similar working in residential aged care and
- **mhWISE Senior Staff:** Educating Registered Nurses, allied health workers, diversional therapists, management or similar working in the community or in residential aged care.

As well as being offered in public sessions like the previous program, these workshops are now also available as in-house training promoted as a package directly to service providers to educate larger groups and address the demand evidenced within the sector.

The re-launch of the mhWISE program offers QADA new opportunities to grow in meeting its strategic aim of becoming more financially independent and offering a broader range of education, in order to improve service delivery within the community care and aged care sectors, as well as achieving quality outcomes for older people living with mental illness or mental health issues.

We have a number of workshops to be provided across Queensland, throughout the next financial year. Please see the newly launched mhWISE website [www.mhwise.org.au](http://www.mhwise.org.au) for more detailed information about the program and current training dates.



# QADA's Consultation Project

## Client Feedback

QADA continually aims to improve its services and therefore we consistently review our processes, evaluations and the feedback we receive from our stakeholders. In an effort to further improve our services, QADA initiated a Client Consultation Project in November 2012.

This project involved QADA staff conducting extensive individual client consultations with both current and previous clients in order to seek their feedback and suggestions as to advocacy processes which worked well, suggested improvements, whether retribution was experienced, and to obtain information around whether accessing advocacy support made any difference to the service they receive and their quality of life. So far, over 25 clients have participated across the State and a further 20 clients from the Brisbane region have been scheduled to be visited in September–October 2013.

Overall satisfaction rates regarding QADA's sessions have been extremely high across the consultations conducted. The majority of clients indicated that advocacy support made a difference to their service delivery and has improved their quality of life.

Some consistent feedback received from clients included:

- Very happy with the Advocate's follow up and their genuine concerns for the client/s
- Seeking advocacy support did make a difference and how important it was for the advocacy service to be independent to ensure impartiality
- All clients would contact QADA again if they experienced any issues
- Explore further options to increase marketing and expose of QADA's services
- Look at ways to improve understanding of QADA's services, as well as strengthening internal processes to better support client needs
- Investigate opportunities to expand QADA's systemic advocacy role within the community sector.

Feedback gained from the consultations so far has been used to initiate and implement improvements within QADA's advocacy services. Additional changes to QADA's advocacy processes are anticipated to be implemented through further consultations with clients, thus improving accessibility and the service in which QADA delivers to clients and other stakeholders.

### *Some of our client's comments*

*My mother was very pleased with the advocates manner and her assistance. She gave my mother's concerns prompt attention and, was very good at following up issues and also returning calls. Her skills in listening to the details outlined and feeding back in a concise, structured form were outstanding.*

*I would like to thank the Advocate for the excellent attention he gave to me and my problems. His gentle manner and genuine concern for me, as well as his knowledge, made it a very smooth and pleasant experience for me. Thank you.*

*Without the help I've received from QADA I don't know how we would have coped. Very professional and understanding.*

## Education survey results

### *Aged Care staff*

Overall were you satisfied with the education session?	Yes 96%
Has the session increased your knowledge of the rights of people receiving aged care services?	92%
Was the session well presented and easy to understand?	98%

### *The information presented was useful or very useful*

Age Care client	98.5%
HACC client	98.6%
HACC staff	99.4%

### *Comments from the Aged Care community*

*I feel the information received was fully adequate to acquaint one with the path to follow if needing help. It is to be hoped the government funding for this valuable program never falls a victim of budget pruning.*  
Residential client

*Very informative and well delivered. Great to know about the service as a newcomer to community nursing.*  
Aged Care staff member

### *Comments from students and community representatives*

*As my husband is now in a nursing home, it's good to know there is support out there if needed.*

*It's very good and important to know people with a disability have someone to turn to if and when we have a problem. Thank you.*

### *Comments from the HACC community*

*The presentation was very informative regarding the many aspects of advocacy. It led to varied discussions which were relevant and informative.*  
HACC client

*Excellent presentation – very clear, concise and informative. Reassuring to know our elderly have someone in their corner. Speaker very skilled and passionate.*  
HACC staff member

*Very interesting, thank you. I thoroughly enjoyed the Advocate explaining to us with her knowledge and enthusiasm. I would love to be in this line of profession. So glad you speak for those who can't speak for themselves.*

# *giving you a voice*

*The following stories highlight the diversity of our services.*

They provide real-life examples of the approach we take  
when dealing with all areas of service delivery.



## Emily's story

**Emily is a woman with an intellectual disability. Recently Emily's father, who was also her carer was placed into aged care.**

Emily's friend Sarah contacted QADA as she was concerned that Emily was not coping now that she was living at home alone. Sarah explained to QADA that she had tried unsuccessfully to have Emily assessed for support services.

A QADA Advocate arranged to meet with Emily and Sarah to discuss their options. The Advocate noticed that Emily did not seem to have any cooking appliances and asked Emily how she prepared meals. Emily showed the Advocate some tinned meals and a portable gas burner. The Advocate told Emily that she could refer her to the local Meals on Wheels

organisation and arrange for regular meals to be delivered. With Emily's permission, the Advocate made the call and arranged for services to commence the next day.

After talking to Emily and Sarah about Emily's other needs, the Advocate also referred Emily to a local Home and Community Care (HACC) organisation for assessment. The HACC organisation visited Emily and assessed her as eligible for domestic assistance, social support and personal care.

### Outcome

Emily and Sarah are both so pleased Emily now receives hot meals four times a week, has help with household tasks, assistance to shower and transportation to appointments and shopping.

## Jenny's story

**The daughter of Jenny, who is an elderly lady aged 85, contacted QADA to ask for assistance because her mother received a letter stating that her domestic assistance services were to be cut. Permission was given verbally for the Advocate to contact Jenny to obtain further information.**

The Advocate contacted Jenny who explained that her daughter had been visiting and she was using the amenities and cleaning the house. I explained the conditions regarding HACC services and having people stay. They state that if people are present in the house who can provide this service, then domestic support would be placed on hold until the person leaves.

In conversation with Jenny she told me that her needs had changed over time and that she had not had her case reviewed for a while. I asked Jenny if she would like me to contact her service provider and support her through a review of her needs.

A meeting was arranged with Jenny and her daughter who is Jenny's Enduring Power of Attorney. At the meeting there were a number of concerns raised:

1. The toilet seat is left wet thus causing a slipping hazard for Jenny
2. The fridge and cupboard doors are not wiped down or cleaned as needed
3. Jenny was no longer able to hang her wet clothes out to dry
4. Jenny would like to receive some social support
5. Jenny would like a check in service to ensure she was okay.

An action plan was drawn up and followed through within a two month period.

### Outcome

The Advocate was able to support Jenny with all of these issues by providing information to her and her daughter. The Advocate organised a meeting with the service provider and Jenny's care plan was reviewed to reflect Jenny's changing health needs.

## HACC

### Feedback from QADA clients

Overall were you satisfied with the way QADA assisted you?	Yes 100%
Did the Advocate appear generally knowledgeable about aged care services?	97%
Did QADA help you to resolve your concern/complaint?	87%
Did QADA help you to learn more about your rights and responsibilities?	97%
Did the Advocate understand your needs and act according to your wishes?	97%
Would you use QADA's services again or recommend it to others?	97%

*The Advocate was a power of strength to me when I needed help after I was told HACC was cutting my services. The Advocate got the services back for me. Thank you.*

*The Advocate was very helpful and respectful and I appreciate the time she spent with me.*

*I have every confidence in the Advocate's ability and she respected every bit of me.*

*Without the help I've received from the Advocate I don't know how we would have coped. Very professional and understanding.*

*I was very impressed with the way this situation was negotiated.*

## Aged care

### Feedback from QADA clients

*Absolutely top service. The Advocate is brilliant, very caring, extremely knowledgeable and so very helpful.*

*Whilst we were not successful in achieving our desired outcome, we really appreciated the assistance of the Advocate in helping us speak for our mother, who can no longer speak for herself. The Advocate was very knowledgeable and passionate about aged care.*

*I appreciate all the support you provided, especially the advice to stay calm. Every day I have made a habit to tell myself to stay calm and stay on track. Thank you QADA I have found it very helpful on this difficult journey.*

*Just having the Advocate there was enough to make the nursing home take notice.*

Overall were you satisfied with the way QADA assisted you?	Yes 96%
Did the Advocate appear generally knowledgeable about aged care services?	98%
Did QADA help you to resolve your concern/complaint?	80%
Did QADA help you to learn more about your rights and responsibilities?	85%
Did the Advocate understand your needs and act according to your wishes?	93%
Would you use QADA's services again or recommend it to others?	96%

# Martha's story

QADA recently received a telephone call from a friend of a resident who was concerned about visiting restrictions placed on her by the aged care facility.

Before progressing with the case QADA contacted the client to gain her permission. A meeting was arranged between the client and an advocate to discuss the client's concerns about the visiting restrictions. The friend also came to the meeting.

The client advised she enjoys being at the aged care facility and is pleased with many staff and the care and friendship these staff have shown her. The client said she is happy about being located close by to where her friend lives so that she can easily visit when it suits both of them.

The client then explained how she is very unhappy about the visiting restrictions placed on her friend. Her friend had been given a letter stipulating her visits to the facility are to take place under supervision on Tuesdays and Fridays from 10.30am to 12 midday and the door is not to be closed at any time during visits.

The client was adamant she has a sound mind and knows her human rights have been taken away from her. She advised her health and well-being are suffering because of these restrictions and to have to fight for her rights. The client said she worries about her friend and misses her visits. She said she was really upset and felt powerless to have it changed. However she does not wish to create conflict or cause any harm. The client asked QADA to help her have her rights upheld and to allow her friend to visit her like any other ordinary person. It was agreed to have QADA organise a meeting with the Facility Manager and with the client, her friend and the Advocate present to remove the visiting restrictions.

A meeting was arranged and the Facility State Manager also attended. The reasons for the visiting restrictions were disclosed. The client and her friend said the allegations were untrue. There were obvious differing perceptions of previous events. The QADA Advocate was able to raise concerns regarding the client's rights

and the impact on her well-being. The Charter of Resident's Rights and Responsibilities stipulates that each resident:

- has the right to select and maintain social and personal relationships with anyone else without fear, criticism or restriction
- has the right to be involved in the activities, associations and friendships of his or her choice, both within and outside the facility.

## Outcome

The QADA Advocate was able to successfully negotiate a positive outcome whereby the client was able to have her friend visit if her friend agreed in writing to two conditions regarding the friend's behaviour. It was negotiated that a warning be provided to the client and her friend if anyone perceived the conditions not being met. The Facility Manager also provided a contact person for future issues.

The agreement has been signed and a response in writing received stating the visiting restrictions have been lifted. Confirmation has been received that the client and her friend are satisfied with the outcome and visits have been occurring successfully.



## June's story

After having a fall in her home June moved into an aged care facility in a new suburb she was unfamiliar with.

As a result of the accident June had lost capacity and her Enduring Powers of Attorney (EPA) were enacted. The EPA's decided to move her in an aged care facility, sell her house and all of her belongings.

June's pet dog was also given to a family friend without her consent.

June reported she had lost everything – including her personal items. All she was left with were a few cherished artworks.

June contacted QADA to investigate what her rights were as she wanted to leave the aged care facility.

After meeting with June the QADA Advocate made an internal referral to the QADA Guardianship Advocacy Service as it seemed there was a document stating she did not have capacity enabling her EPA's to making decisions on her behalf.

### Outcome

The QADA Guardianship team were able to successfully work with June to prove her capacity and her EPA's were revoked. June has since moved into an independent living unit and was reunited with her much beloved dog.

## Maria's story

Maria is from a non-English speaking background. She contacted QADA via the Translating and Interpreting Service (TIS) as she was not satisfied with the quality of care she was receiving from her community care provider.

Maria discussed the issues with her advocate, including the concerns that her service was inconsistent and unreliable. The QADA Advocate, Maria and an interpreter met with the service provider on several occasions to raise the issues and discuss ways to improve the service Maria was receiving.

Although various measures were implemented and appropriate timeframes allowed, Maria remains dissatisfied with her service. The QADA Advocate and Maria are currently discussing alternative arrangements such as supporting Maria to transfer to another service provider who may be better suited to meet her needs.



# Elsi's story

Elsi is an 82-year-old lady who was born in Germany and migrated to Australia with her husband who has since passed away. Elsi's daughter has also passed away.

Elsi lives alone and has some contact from her son in law although she is reluctant to ask him for any help as he is busy and she does not want to be a burden.

Elsi contacted QADA when the workers did not arrive to provide the fortnightly hour and a half of domestic assistance to clean her floors and bathroom. Elsi was with a service provider who had ceased providing community care. Elsi said she understood that there was a change in service providers but did not know why no one had arrived to help her. Elsi asked if she had been removed from the system for a reason.

Elsi informed the Advocate that she has macular degeneration, low hearing and diabetes. She said that she has very poor eye sight and could not read the letters that the original service provider had sent her or the letters from the new service provider.

Elsi showed the Advocate her electric mobility scooter and informed me that she drives herself to the doctor twice per week to have a wound on her foot checked and redressed. Elsi said that she also does her grocery shopping with her mobility scooter although she cannot see well enough to read the labels on the supermarket shelf so she would ask for help if there was someone in the aisle at the shop.

During the Advocate's visit to Elsi she presented very wobbly on her feet and had to hold onto the walls as she walked up the hallway to unlock the door.

Elsi informed the Advocate that her medications had been changed and she was cutting the small tablets and putting them in different jars to get the right dose. She could determine what tablets were needed by the feel of the lid and size of the jar.

The Advocate made contact with the original service provider and also the new service provider to see if there was any problem with the transfer of Elsi's details.

The Advocate was informed that there were a lot of clients whose details that had not transferred. The original service provider committed to send a worker to ensure Elsi was not without support while the transfer process was completed.

The Advocate was informed by the new provider that if Elsi had increased needs she would require a reassessment of needs completed by her original service provider as they have a brokerage agreement with them for the next three years. The new service provider is contracted to provide only what the original service provider had been delivering e.g. domestic assistance.

Elsi agreed to allow the Advocate to make a referral for an ACAT to assess her needs and she agreed that it would be helpful to get some shopping assistance. This is because it is difficult to get her shopping done when the weather is bad, as her eye sight is already limited and she struggled to make the journey to the shops while also holding an umbrella and driving her mobility scooter.

## Outcome

With advocacy support from QADA Elsi's care needs were reassessed immediately and Elsi now has her medications prepared in the correct doses and prepared into a 'blister pack'. Elsi is now able to confidently take her medications at the right time and in the right doses. Elsi is also receiving fortnightly support to get her groceries and fortnightly domestic support.

Elsi is very independent and expressed that she is grateful for the support that is enabling her to remain living in her own home for as long as possible.

Elsi acknowledged that she may not be able to stay at home for much longer and without assistance and if not for advocacy support from QADA she would be without any support.



## Aboriginal and Torres Strait Islander story

The client lived in a remote community out of Far North Queensland and wanted support with her Department of Housing (DoH) application. The client was also being supported by Disability Services Queensland who was also active with acquiring necessary documents needed by other professional services for the housing application.

It was indicated that QADA would advocate for appropriate and timely approval of the application with the understanding that it was not suitable for a younger person to be nursed and cared for within the bounds of an aged care nursing home, when her needs were considerably different than that of the residents within the facility.

Networking was made between the DSQ Local Area Manager and the DoH Manager and Occupational Therapist (OT). The networking was to ensure that there was a clear understanding of the client's needs and what she was expecting and requiring of all the services. It was also necessary to ensure that QADA was there to support and advocate for the client's rights – to have the right to live as independently as possible and not to be defined by aged care nursing home boundaries.

Advocacy support was provided by email, phone calls and meetings with the service provider regarding the situation of the housing application. Discussions occurred about the availability of housing in particular towns, the type of housing needed for the client and the ongoing waiting process to complete the application.

Follow up was ongoing and enquiries were made about the "next step" regarding a needs assessment. The outcome of these conversations and any information gathered were always relayed back to the client.

The outcome of the housing application was successful and the client was granted approval for housing. The client now resides in Cairns and is settled in a one bedroom unit.

QADA is still continuing to support the client to ensure that all necessary supports are in place.





**QADA**

*looks forward  
to continue*

*giving you a voice*





# QADA

*giving you a voice*

121 Copperfield Street Geebung Qld 4034

[www.QADA.org.au](http://www.QADA.org.au)

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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.