



## FAMILY SUPPORT AND ADVOCACY

Carers Queensland is able to offer assistance to family carers who are experiencing difficulties in their role of caring for a person with impaired decision-making capacity.

Advocacy is available to support a family carer and assist to resolve issues prior to, or within, the Queensland Civil and Administration Tribunal (QCAT).

The advocacy program can conduct educational seminars and workshops on working within the Queensland guardianship system. These workshops can be held throughout the state and are open to community agencies, carer and health groups, educational organisations, professional bodies and support services.

The advocacy program is able to provide assistance to family carers throughout Queensland.



## HOW CAN WE HELP?

The types of ways we can assist you, as a family carer, are:

- Provide advice and assistance on validating and promoting your role as a family carer;
- Help you to review documents, files as well as managing information to assist you in responding to a matter before the QCAT;
- Assist and support you in negotiations and discussions with the Office of the Adult Guardian or the Office of the Public Trustee of Queensland;
- Assist and support you in dealing with service providers and where the possibility of an intervention by the Adult Guardian or QCAT has been made.
- Where possible and appropriate, work with family members to mediate and conciliate issues of concern or conflict regarding incapacity.



## CONSENT

We will not take over, discourage or intercede in your affairs. Our role is to be on your side and do what we can to safeguard your role as a family carer.

We will seek your informed consent and written permission before any work is started.



*As a carer, you provide much of the day-to-day care needed by the person you care for, and have a deep understanding of their needs.*

*For this reason, it is important that the professionals who support you acknowledge your expertise, and work in partnership with you to provide the best outcomes for both the person requiring care and for you as the carer.*