

FAMILY SUPPORT AND ADVOCACY

Helping you make informed decisions.



CarersQLD
Australia

Making life better

We can support 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 are open to any non-government, educational, community, or corporate organisations across Queensland.

How can we help?

- Provide advice and assistance on validating and promoting your role as a family carer.
- Help you to review documents, 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.
- Assist and support you in dealing with service providers where the possibility of an intervention by the Adult Guardian or QCAT has been made.
- Where possible, 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 safeguard your role as a family carer.

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

Frequently asked questions

What is an advocate?

A Carers Queensland advocate can assist you with information, planning, applications and representations before QCAT. Advocates have skills in helping gather information, organise documentation, and assisting carers to speak up for themselves. Our advocates come from a range of professional backgrounds.

When would a carer need an advocate?

An advocate may be useful when there is a dispute with a number of different groups and the carer feels they are not being heard.

Do you only support a carer with advocacy when they have been referred to the QCAT?

No. The Advocacy program focuses on issues of incapacity. We may assist at any point throughout the guardianship process.

If a carer is unhappy with a decision of the QCAT, do you support a decision review?

Yes. An advocate could help to collect supporting evidence to seek a review as well as supporting you at the review hearing.

Can you assist with a problem with the Office of the Public Trustee of Queensland?

Yes. An advocate can assist a carer to resolve problems with the Public Trustee.

Will there be any fees to use this program?

There are no fees or charges for any support or assistance provided by Carers Queensland for this program.



Funded by the Australian Government Department of Social Services. Visit the Department of Social Services website (www.dss.gov.au) for more information.

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