

## Seniors Legal and Support Service

Service	Helps with	Service area	Clients
<p>Provides free legal assistance, information and social work services for people over 60 years of age (over 45 for ATSI clients).</p>	<p>The service can assist you with:</p> <ul style="list-style-type: none"> <li>• legal information and advice</li> <li>• social work services</li> <li>• short-term counselling</li> <li>• advocacy on behalf of the older person</li> <li>• a referral to other legal, consumer and support services</li> <li>• representation in court or before tribunals (in certain circumstances).</li> </ul>	<p>You can get help by phone, appointment at a service centre or, where possible, they can visit you in your home or another safe location.</p> <p>For more information contact your nearest SLASS centre:</p> <p><b>Seniors Legal and Support Service</b>            Caxton Legal Centre Inc.            1 Manning Street            South Brisbane Qld 4101            T: (07) 3214 6333</p> <p><b>Cairns Community Legal Centre—Seniors Legal Service</b>            Level 1, 85 Lake Street            Cairns Qld 4870            T: 1800 062 608</p> <p><b>Hervey Bay Neighborhood Centre—Seniors Legal Service</b>            16 Torquay Road            Pialba Qld 4655            T: (07) 4124 6863</p> <p><b>Toowoomba Seniors Legal Support Service</b>            The Advocacy and Support Centre Inc.            223 Hume Street            South Toowoomba Qld 4350            T: (07) 4616 9700</p> <p><b>Townsville Community Legal Service—Seniors Legal Service</b>            Unit 2 181 Sturt Street            Townsville Qld 4810            T: (07) 4721 5511</p>	<p>People over 60 years or younger if ATSI.</p>

## Elder Abuse Prevention Unit

Service	Helps with	Service area	Clients
Telephone hotline to report or provide advice or referral.	Elder abuse helpline (9 am to 5 pm, Monday to Friday) free and confidential advice for anyone experiencing elder abuse or who suspects someone they know may be experiencing elder abuse. T: 1300 651 192 (Queensland only) or (07) 3867 2525	all of Queensland	any adult

## Carers Queensland

Service	Helps with	Service area	Clients
Advice and support for carers of those with impaired capacity	Carers Queensland is able to offer assistance to family carers who are experiencing difficulties in 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). We can assist you, a family carer, by: <ul style="list-style-type: none"> <li>• providing advice and assistance on validating and promoting your role as a family carer</li> <li>• helping you to review documents and files, as well as managing information to assist you in responding to a matter before QCAT</li> <li>• assisting and supporting you in negotiations and discussions with the Office of the Adult Guardian or the Office of the Public Trustee of Queensland</li> <li>• assisting and supporting you in dealing with service providers, and where there is a possibility of an intervention by the Adult Guardian or QCAT</li> <li>• working with family members to mediate and conciliate issues of concern or conflict regarding incapacity, where possible and appropriate.</li> </ul> T: 1800 242 636	all of Queensland	carers

## Aged & Community Care Advocacy ADA Australia

Service	Helps with	Service area	Clients
Advocacy services	<p>ADA Australia is an independent, not-for-profit organisation, that offers information and individual advocacy support to people who have issues related to Commonwealth-funded aged care services or Queensland community care services. Further information on each ADA Australia service and activity can be found on dedicated website pages. Refer to the links provided beside each section.</p> <p><a href="http://www.adaaustralia.com.au/about/what-we-do/">www.adaaustralia.com.au/about/what-we-do/</a></p> <p>T: 1800 818 338</p>	all of Queensland	<p>People who have issues with accessing services, or are experiencing service provision and care-related problems for the following Commonwealth-funded aged care programs:</p> <ul style="list-style-type: none"> <li>• Commonwealth Continuity of Support (CoS) Program</li> <li>• Commonwealth-funded dementia services</li> <li>• Commonwealth Home Support Program (CHSP)</li> <li>• Home Care Packages (HCP)</li> <li>• Residential Aged Care Homes</li> <li>• Queensland Community Care Services (QCCS)</li> <li>• various flexible care services.</li> </ul>

ADA Australia's Aged & Community Care Advocacy is unable to assist with:

- advocacy support or assistance outside of Queensland
- Centrelink issues—please refer to Centrelink Complaints Process T: 1800 132 468
- housing or rental issues—please refer to QSTARS T: 1300 744 263
- retirement village issues—please refer to the Queensland Retirement Village and Park Advice Service at Caxton Legal Centre T: (07)3214 6333 or the Department of Housing and Public Works T: (07) 3008 3450
- providing recommendations on care providers or aged care facilities—please search for an aged care broker service
- financial or legal advice.

## Disability Advocacy ADA Australia

Service	Helps with	Service area	Clients
<p>Advocacy services</p>	<p>We provide information and individual advocacy to people living with disability and experiencing instances of abuse, neglect or discrimination.</p> <p>We help people to protect their rights. This may include help resolving issues in the areas of:</p> <ul style="list-style-type: none"> <li>• neglect</li> <li>• discrimination</li> <li>• abuse</li> <li>• service provision</li> <li>• accessing and using services or supports</li> <li>• decision making.</li> </ul> <p>We help people protect their rights by helping them to:</p> <ul style="list-style-type: none"> <li>• understand their rights</li> <li>• develop an advocacy plan of action</li> <li>• work towards goals detailed in their advocacy plan.</li> </ul> <p>An advocate may:</p> <ul style="list-style-type: none"> <li>• support someone to speak up for themselves</li> <li>• support someone to communicate their preferences</li> <li>• provide information on options and/or referrals, writing letters, go with clients to meetings and make phone calls.</li> </ul>	<p>Ormeau Oxenford Nerang Southport Beechmont Canungra Gold Coast Hinterland Main Beach Surfers Paradise Broadbeach Robina Burleigh Palm Beach Currumbin Bilinga Coolangatta Rockhampton Yeppoon Mount Morgan Gladstone Biloela Moura Emerald Blackwater</p>	<p>Eligible clients for this disability advocacy service are people of any age, with a permanent or likely to be permanent disability, which results in substantially reduced capacity for communication, learning or mobility and the need for ongoing support services.</p> <p>This includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• physical, cognitive, sensory, learning or neurological disabilities</li> <li>• autism spectrum disorder</li> <li>• developmental delay</li> <li>• acquired brain injury</li> <li>• psychiatric or mental health illness.</li> </ul>

ADA Australia is unable to assist with issues for people with disability living outside of the Gold Coast and Rockhampton regions—refer to the National Disability Advocacy Finder to find an advocacy service near you at [www.disabilityadvocacyfinder.dss.gov.au/disability/ndap/](http://www.disabilityadvocacyfinder.dss.gov.au/disability/ndap/)

NDIS Appeals—refer to Queensland Advocacy Incorporated T: 1300 130 582 or [www.qai.org.au](http://www.qai.org.au); People With Disability Australia T: 1800 422 015 or [www.pwd.org.au](http://www.pwd.org.au).

## Elder Abuse Advocacy ADA Australia

Service	Helps with	Service area	Clients
Advocacy services for those in residential aged care	<p>We help people to protect their rights and be heard in cases of potential or actual elder abuse.</p> <p>This may include help with:</p> <ul style="list-style-type: none"> <li>• understanding their rights</li> <li>• negotiating with formal or informal decision makers</li> <li>• deciding on an agreed action plan to reduce a person's distress</li> <li>• referring to appropriate supports.</li> </ul>	<p>greater Brisbane region only:</p> <p>Moreton Bay Brisbane Ipswich Redland Bay</p>	<p>Adults over 65 years who are residing in residential aged care and experiencing or are at risk of experiencing abuse from their formal (Enduring Powers of Attorney) or informal decision makers, family, carers or friends.</p>
<p>ADA Australia's Elder Abuse Advocacy is unable to assist with:</p> <ul style="list-style-type: none"> <li>• cases outside of the greater Brisbane area (see eligibility above)</li> <li>• cases involving clients living in their own home or the community</li> <li>• financial or legal advice.</li> </ul>			

## Human Rights Advocacy ADA Australia

Service	Helps with	Service area	Clients
Advocacy services at the Queensland Civil and Administrative Tribunal (QCAT)	<p>We provide information and individual advocacy support for people with a decision-making disability and people aged over 65 years, to express their views, wishes and preferences at QCAT in relation to guardianship, administration and EPA matters.</p> <p>Our advocates help people to protect their rights and be heard in the appointment of substitute decision makers.</p> <p>We also supply referrals to those who are unhappy with their current EPA arrangements.</p>	<p>This service offers support to individuals in the South East Queensland areas from Bundaberg to Toowoomba, and down to the Gold Coast. We may also be able to offer support in other areas of Queensland on a limited case by case basis.</p>	<p>Adults who have a current QCAT hearing scheduled, or about to be scheduled.</p> <p>This includes adults with impaired decision-making capacity, who are unhappy with their appointed decision maker and wish to make changes.</p> <p>Questioned decision-making capacity, who are at high risk of having appointed decision-makers put in place.</p>
<p>ADA Australia's Human Rights Advocacy Service is unable to assist with:</p> <ul style="list-style-type: none"> <li>• cases not involving a current scheduled QCAT hearing (see eligibility above)</li> <li>• financial or legal advice</li> <li>• representing the interests of a carer or guardian—please refer to Carers Queensland T: 1800 242 636.</li> </ul>			

## Office of the Public Guardian

Service	Helps with	Service area	Clients
Investigations team	<p>We can investigate allegations of harm against people with impaired capacity. This includes all types of abuse, which can be:</p> <ul style="list-style-type: none"> <li>• physical, sexual, psychological or financial abuse</li> <li>• neglect such as withholding medication or not providing regular food</li> <li>• exploitation such as taking advantage of someone.</li> </ul> <p>The Public Guardian will refer allegations of a criminal nature to the Queensland Police Service, particularly domestic violence offences.</p> <p>Our role is to investigate whether the current decision-making arrangements provide an adult with impaired capacity with the appropriate assistance and protection from the alleged abuse, as opposed to being punitive against the alleged perpetrator.</p> <p>Some of the complaints we receive are about concerns that an attorney, for example under an EPA, for a person with impaired capacity is not acting in their interests.</p> <p>We have powers under the Public Guardian Act to utilise during an investigation including:</p> <ul style="list-style-type: none"> <li>• requiring people to produce records and accounts</li> <li>• gaining access to any relevant information such as medical files</li> <li>• issuing a summons ordering a person who has been uncooperative to provide information</li> <li>• applying for an entry and removal warrant if a person is at immediate risk of harm</li> <li>• being able to suspend an attorney's power.</li> </ul> <p>Our investigation will gather evidence to find out whether the allegations can be substantiated on the balance of probabilities. The purpose of an investigation is to identify the level of risk for the vulnerable person and the action needed to best protect them.</p> <p>Where possible, we try to resolve allegations informally. If necessary, we refer evidence to the police for their investigation or other matters to the Queensland Civil and Administrative Tribunal.</p>	all of Queensland	Adults with impaired capacity for the decision that needs to be made.

Call the OPG with any concerns about an adult with impaired decision-making capacity T: 1300 653 187.

If you think someone is being abused, report it immediately. Ring police straight away on triple zero (000) if you think someone is in imminent danger of harm.

You should also raise your concerns with any agencies involved with the adult's care so that they can take appropriate action.

Decisions to appoint a formal guardian or administrator for an adult with impaired capacity is a matter of QCAT. For this to happen, an application has to be made to QCAT to determine the most appropriate person to make decisions for the adult.

This could be someone from the adult's supportive network, such as a family member or a friend, or it could be the Public Guardian (as last resort) if there is no one else suitable.

## Sherwood Neighbourhood Centre

Service	Helps with	Service area	Clients
Community centre, which includes the Hear Our Voices program (elder abuse support group) and the Specialist Homelessness Service	<ul style="list-style-type: none"> <li>• social work</li> <li>• housing assistance</li> <li>• peer support groups</li> <li>• Centrelink Assistance</li> <li>• emergency relief</li> <li>• information on legal and financial concerns from guest speakers</li> <li>• Justice of Peace (JP) services</li> <li>• disability services through FOCAL</li> <li>• private social work and mental health services</li> <li>• thrift shop</li> <li>• information and advocacy</li> <li>• court and personal support for relationships and families</li> <li>• social groups</li> </ul>	Moggill Kenmore Hills Chapel Hill Chelmer Graceville Corinda Fig Tree Pocket Indooroopilly Jindalee Mt Ommaney Kenmore Middle Park Jamboree Heights Oxley Riverhills Seventeen Mile Rocks Sinnamon Park Sumner Park Sherwood Westlake	People in these areas.

You can access this service through contacting the Sherwood Neighbourhood Centre or through asking current service provider to make contact for you.

E. [admin@sherwoodnc.org](mailto:admin@sherwoodnc.org)  
 T: (07) 3379 6963  
 PO Box 573  
 Sherwood Qld 4075

Community Support Services & Emergency Relief  
 E: [admin@sherwoodnc.org](mailto:admin@sherwoodnc.org)  
 E: [community@sherwoodnc.org](mailto:community@sherwoodnc.org)  
 E: [sherwoodnc@sherwoodnc.org](mailto:sherwoodnc@sherwoodnc.org)

Housing Services  
 T: 07 3379 8316  
 E: [housingco@sherwoodnc.org](mailto:housingco@sherwoodnc.org)

## Seniors Enquiry Line

Service	Helps with	Service area	Clients
Referral service, which also operates the Time for Grandparents program for grandparents who are primary carers for their grand children but not receiving allowances	Information on: <ul style="list-style-type: none"> <li>• concessions</li> <li>• social activities</li> <li>• household assistance and home help</li> <li>• retirement and accommodation</li> <li>• financial, legal matters</li> <li>• health, education, transport</li> <li>• consumer issues, technology, scams and fraud</li> <li>• LGBTI Seniors</li> </ul>	all of Queensland  T: 1300 135 500	All stakeholders for elderly seniors including: <ul style="list-style-type: none"> <li>• seniors</li> <li>• families</li> <li>• friends</li> <li>• grandparents</li> <li>• carers.</li> </ul>

This service is unable to provide any practical assistance as it is mainly an access point for information. However, they might provide a referral to relevant services or they can provide contact details for services for the client to contact whenever they are ready.

## Encircle Redcliffe Older Peoples Action Program

Service	Helps with	Service area	Clients
Program designed to reduce social isolation of seniors.	<ul style="list-style-type: none"> <li>• advocacy and referrals</li> <li>• community-based transport</li> <li>• weekly information sessions</li> <li>• medical, hospital and specialist appointments</li> <li>• social and community activities</li> <li>• assistance on attending legal appointments</li> <li>• one-on-one client support</li> <li>• early intervention homelessness service</li> <li>• counselling services</li> <li>• financial counselling (through salvation army)</li> </ul>	Redcliffe Rothwell Northlakes/Mango Hill  1 Lamington Drive Redcliffe Qld 4020 PO Box 2012 Redcliffe North Qld 4020 T: (07) 3284 3081 F: (07) 3285 1531 E: redcliffe@encircle.org.au	Individuals and families over 60 years of age.



## Dispute Resolution Service

Service	Helps with	Service area	Clients
Free mediation service	Disputes involving: <ul style="list-style-type: none"> <li>• workplace</li> <li>• commercial</li> <li>• separation</li> <li>• custody</li> <li>• property settlement</li> <li>• families; intergenerational disputes</li> <li>• minor disputes including fences, trees, noise</li> </ul>	all of Queensland  See the Queensland Government dispute resolution centres website for specific locations ( <a href="http://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/dispute-resolution-centres">www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/dispute-resolution-centres</a> ).	Any client willing to meet the other for mediation.

You cannot apply for mediation if your dispute relates to criminal charges currently before the court.

## Older Persons Advocacy and Legal Service

Service	Helps with	Service area	Clients
Provides free legal assistance, information and social work for people over 65 years of age (over 50 for ATSI).	<ul style="list-style-type: none"> <li>• legal information and advice</li> <li>• social work services</li> <li>• short-term counselling</li> <li>• advocacy on behalf of the older person</li> <li>• referrals to other legal, consumer and support services</li> </ul>	Metro South Brisbane	Older people who have accessed the Metro South Hospital services, and are experiencing or at risk of elder abuse.

This service can only assist people who have accessed Metro South Health Services—currently only at the Princess Alexandra Hospital and in the QE II catchment as first stage of service.

Clients can contact this service through referrals from hospital or community health services.

OPALS Lawyer T: 0408 376 117

OPALS Community Social Worker T: 0427 727 399

## Financial Protections Service Caxton Legal Centre Inc.

Service	Helps with	Service area	Clients
Partnership service with local community legal centres that provides financial information for the elderly.	<ul style="list-style-type: none"> <li>referrals to retirement information</li> <li>referrals to financial advice and information through various seminars</li> <li>financial protection information</li> </ul>	Brisbane, Cairns, Townsville, Hervey Bay and Toowoomba. For more information about the service and contact details visit our website at <a href="http://caxton.org.au/how-we-can-help/financial-protections-service/">caxton.org.au/how-we-can-help/financial-protections-service/</a> .	People over the age of 60 (50 for ATSI).

## National Seniors Australia

Service	Helps with	Service area	Clients
Membership-based program for Australian seniors aged 60 or over.	<ul style="list-style-type: none"> <li>advocacy</li> <li>lobbying campaigns</li> <li>research</li> <li>insurance</li> <li>financial protection</li> </ul>	Australia wide. Contact details: GPO Box 1450 Brisbane Qld 4001 T: 1300 765 050 or (07) 3233 9198 E: <a href="mailto:general@nationalseniors.com.au">general@nationalseniors.com.au</a> <a href="http://www.nationalseniors.com.au">www.nationalseniors.com.au</a>	People over the age of 60.

## Sandbag community centres and services

Service	Helps with	Service area	Clients
<p>Community hub based in Sandgate. A community support worker is available at the community centre.</p>	<ul style="list-style-type: none"> <li>• counselling</li> <li>• organising social community groups</li> <li>• information and referral</li> <li>• referral to disability support services</li> <li>• therapeutic groups for domestic violence victims</li> <li>• community café (two-course lunch for a gold coin)</li> <li>• referral to services for tax help, urban indigenous health and other practical support</li> <li>• access to computers and phones for internet, printing, fax etc</li> <li>• Microsoft tutorial</li> <li>• Seed Project (employment pathway)</li> <li>• promotion of cultural awareness</li> </ul>	<p>Brisbane North</p> <p>Sandgate Community Centre 153 Rainbow Street Sandgate Qld 4017 T: (07) 3869 3244 E: admin@sandbag.org.au</p> <p>Bracken Ridge Community Hub 77 Bracken Street Bracken Ridge Qld 4017 T: (07) 3269 0277 E: admin@sandbag.org.au</p>	<p>Residents of the Brisbane North community.</p>