

Our service region

We provide Independent Advocacy services over several locations covering an area of 90342 km², which encompasses Mackay, Whitsunday & Isaac Regional Councils.

These areas are:

- Bowen north to Gumlu
- Proserpine
- Cannonvale/Airlie Beach
- Pioneer Valley
- Nebo/Moranbah/Dysart/Clermont
- Sarina south to St Lawrence



Department of Communities, Disability Services and Seniors & Queensland Health



Suite 5 City Court
78 Victoria Street
PO Box 174

MACKAY, QLD 4740

Phone: **49 578 710**

Email: admin@mackayadvocacy.com.au

Facebook: Mackay Advocacy Inc.

Website: www.mackayadvocacy.com.au

Open Hours Monday – Thursday 9am – 4pm

Friday – 9am -12pm



Mackay Advocacy Inc

Providing Free and Confidential

Independent & Individual Advocacy to People with a Disability

since 1997

(including an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment)
see further inside for definition

Acting and speaking on behalf of people with disability ... not instead of!



Accredited Disability Advocacy Service

The need for advocacy

We all need the same things that all people need to live well in this world:

- Our own place, sense of belonging, love, affection and safety.
- Be respected and experience valued relationships with friends, family.
- Have supports and services provided in sensitive and responsive ways.
- Have natural authority to influence the direction of their own lives, or where they have limited capacity, that their family if possible, retains this authority.
- Are welcomed and have opportunities to live an ordinary life.

We are all connected within a community and in our world people with disability must be fully included in this.

People with disability should not be separated, segregated or isolated. They should be able to make their own decisions, make mistakes, have courage, be fearful, be likeable, be unpleasant just as any other person. This is everyone's basic human right.

VALUE STATEMENT

Mackay Advocacy Inc. values all people who have a disability in our community and will vigorously support them with effective advocacy.

MISSION STATEMENT

Mackay Advocacy Inc. provides free, confidential, individual advocacy and assistance to people with a disability in Mackay, Whitsunday and Isaac regions to ensure their fundamental, human rights are met.

Mackay Advocacy Inc. is a not for profit community service which provides **Accredited Independent** specialist advocacy support on behalf of vulnerable people with a disability from birth to 65yrs since 6th June 1997. Mackay Advocacy is governed by a voluntary Management Committee.

Accessing our service

We offer FREE advocacy services for those with a disability through government funding.

There are no barriers to ethnic background or type of disability including those living with mental illness.

Referrals can be made by the person themselves (self-refer), family member, service provider, carer or support person to someone with a disability.

It is important to note however that if you are referring someone to us we are only able to act for that person if they wish us to do so.

Referrals are reviewed and prioritized according to levels of vulnerability and urgency. Making an appointment with an Advocate is essential.

What we do not do -

We **DO NOT** offer Legal Advice, Financial Advice, Counselling or Secretarial Services

What advocacy can do for you

If you feel that you are in a situation where your rights and wishes are not being heard our advocates may be able to assist you by:

- Listening to your needs and supporting you to speak for your human rights.
- Making sure you are treated fairly, and your rights respected and upheld.
- Empowering you to attain a high quality of life that meets your own needs & enhances your own personal life experiences.
- Providing you with a quality accredited service.
- Help with correspondence once you are a client.
- Advocating in ways that are creative, culturally responsive and flexible.
- Explain each step to be taken.
- Maintaining your rights of dignity, privacy, confidentiality & respect; by supporting you throughout the process.
- Assist with some NDIS enquiries eg: Access, Reviews & Complaints about any Support Services – Government & Not for Profit Organisations.

Definition of the Qld Disability Act 2006 – current as at 5th March 2017.
Substantial reduction of the persons capacity for communication social interaction learning mobility or self-care or management.