

## Our Service Region

We provide Independent Advocacy service over several locations covering Mackay, Whitsundays and Isaac Regions \*Banana, Central Highlands & Barcaldine Shires

Regions include:

- Bowen north to Gumlu
- Proserpine
- Cannonvale & Airlie Beach
- Pioneer Valley
- Nebo / Moranbah / Dysart & Clermont
- Sarina south to St Lawrence
- \*Remote geographical areas in the above mentioned shires



## Mackay Advocacy

22 Nelson Street  
PO Box 174  
MACKAY QLD 4740

Phone: 07 4957 8710  
PO Bo 174  
Mackay Qld 4740  
Email:

admin@mackayadvocacy.com.au



## Mackay Advocacy Inc

Providing Free and Confidential Independent & Individual Advocacy to People with a Disability

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

Funded by



Department of Communities,  
Disability Services and Seniors



## The need for advocacy

We are all connected within a community and in our world people with disability must be fully included in this. People with a disability are in particular need of advocacy as they are often vulnerable to discrimination, neglect, exploitation and / or abuse.

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.

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.

### VALUE STATEMENT

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

## Mackay Advocacy Inc

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 65 years. 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 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 are respected and upheld.
- Empowering you to attain a high quality of life that meets your own needs & enhances your own personal life experiences.
- 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.

### 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.**