

Service Region

We provide Independent Advocacy service over several locations covering Mackay, Whitsundays and Isaac Regions.

Regions include:

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

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.

#AdvocacyMatters

Advocacy ensures that the human rights of vulnerable people with disabilities are protected, defended and their voices are heard.

ADVOCACY MATTERS

SUPPORT US TO BE HEARD

Mackay Advocacy

22 Nelson Street

PO Box 174

MACKAY QLD 4740

Phone: 07 4957 8710

Email: admin@mackayadvocacy.com.au

Disability Advocacy Pathways

1800 130 582

<http://disabilitypathways.org.au>

Specialist individual advocacy services

First Nations people with disability

Aboriginal & Torres Strait Islander Disability Network of Qld

PHONE: 1800 718 969

WEB: <https://atsidnq.com.au/>

People from culturally and linguistically diverse backgrounds

Amparo Advocacy Inc.

PHONE: (07) 3354 4900

Web: <https://www.amparo.org.au/>

Children and younger people with a disability (0-18years)

Queensland Advocacy Inc.

PHONE: 1800 718 969

Web: <https://qai.org.au/>

Mackay Advocacy Inc

Accredited Disability Advocacy Service

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



Mackay Advocacy, assisting people with support for the Disability Royal Commission.



Queensland Government

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships



Australian Government
Department of Social Services



Queensland Government
Queensland Health



Royal Commission

into Violence, Abuse, Neglect and Exploitation of People with Disability

What is advocacy?

Advocacy is taking action to help people have a voice, secure their rights, represent their interests and obtain services they require. Advocacy works in partnership with people and takes their side while promoting social inclusion, equality and social justice.

The need for advocacy

People with a disability are in particular need of advocacy as they are often vulnerable to discrimination, neglect, exploitation and / or abuse. Disability Advocacy is acting, speaking or writing to promote, protect and defend the human rights of people with a disability. We support the person who believes that they have been taken advantage of, or unjustly treated because of a disability.

Advocates are on the side of the person with a disability and will promote the person's rights where necessary. Mackay Advocacy advocates only for the individual, but can be a carer / parent / other interested parties providing there is no conflict.

Accessing our service

We offer FREE advocacy services for those with a disability through government funding. To be eligible for assistance it must first be determined;

1. **What is the persons disability, as opposed to a complex medical/health condition.**
2. **What the matter of advocacy is, and what has been done in attempt to resolve the issue.**
3. **If Mackay Advocacy are the best provider to provide assistance.**
4. **Spectrum of Vulnerability is used to determine priority when workforce is at capacity.**

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

Referrals are reviewed and prioritised according to levels of vulnerability and urgency.



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 up 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.
- 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.

VALUE STATEMENT

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