

# Service Region

We provide Independent Advocacy services 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

**Celebrating 27 years!**



## 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.**

# Contact Us

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PO Box 174  
MACKAY QLD 4740  
Phone: 07 4957 8710  
admin@mackayadvocacy.com.au  
[www.mackayadvocacy.com.au](http://www.mackayadvocacy.com.au)

Pioneer Valley  
13a Anzac Pde, Finch Hatton  
valleyassist@mackayadvocacy.com.au  
0456 922 492 / 0448 212 761

## Specialist Disability 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 young people with a disability**  
Queensland Advocacy Inc.  
PHONE: 1800 718 969  
Web: <https://qai.org.au/>

**Aged Care Advocacy**  
Aged and Disability Advocacy Australia  
Phone: 1800 700 600  
Web: <https://www.adaaustralia.com.au>

**Funded by Queensland Health, Department of Social Services (Cth), Department of Child Safety,**



# Mackay Advocacy Inc



**Free, Confidential, Independent  
Disability Advocacy  
since 1997**

# 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

Advocacy promotes, protects, and defends the human rights of people with a disability. Advocacy addresses instances of discrimination, neglect, exploitation, and / or abuse. Advocacy can assist individuals to take control and direction of their own lives. Advocacy ensures we are all connected and responsible for enabling inclusion.

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 for the individual independently.

Mackay Advocacy Inc

## Accessing our service

We offer FREE advocacy services for people with a disability through state and federal government funding.

1. Complete a referral form - Our referral form allows our advocates to understand if they can help, how they can help, and if they are the most appropriate provider to provide assistance. Referrals are reviewed and prioritised according to levels of vulnerability and urgency.
2. Meet your advocate - With the help of your advocate, we will begin to make a plan to address the advocacy issues. While your advocate can help represent your interests, advocacy encourages supported decision making, self-empowerment, and choice and control where possible.

***Making an appointment with an Advocate is essential***



# 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.
- 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.

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

## VALUE STATEMENT

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