



# ADA Australia

Your Aged and Disability Advocates



## Frequently asked questions about disability advocacy

### What is Advocacy?

Advocacy is the process of supporting an individual to speak up for their rights and needs. An ADA Australia advocate is someone who is by your side, working with you, to give you a voice and help you to resolve issues.

### Who is eligible to receive disability advocacy from ADA Australia?

- You are a person living with disability, or
- You are the carer or representative of the person above, and
- You live in one of the following areas:
  - Gold Coast
  - Beenleigh
  - Logan
  - Redlands
  - Central Queensland.
- ADA Australia is able to provide advocacy support to people with disability who are under the age of 18 in some locations and will provide information and referrals to other services where we are unable to assist.

### Do I have to pay for ADA Australia's services?

No, our services are free.

### How can a disability advocate assist me?

We can provide you with free and independent information and support with the following:

- NDIS applications, planning and Plan review
- Accessing other disability support services
- Working through issues with your service providers
- Disability Pension applications
- General information and referrals to relevant services
- Unfair treatment and disability discrimination.

Please note we cannot recommend which services or providers you should choose or provide financial or legal advice. ADA Australia is not funded to provide support for NDIS Appeals at the Administrative Appeals Tribunal (AAT).

### What should I expect from a disability advocate?

When you are assigned a disability advocate, they will discuss your concerns with you to gain a full understanding of the issue.

They may ask questions and request relevant paperwork to support your issue. Your advocate will guide you through the process of resolving your concerns, offering support in various ways, such as:

- providing you with information and options
- helping you express your views and wishes
- assisting with application paperwork
- supporting you in meetings and phone calls
- building your confidence to speak up for your rights and needs.

Our advocates work for you—nothing is discussed or acted upon without your permission and we won't talk to anyone or take any action unless you ask us to. While we cannot guarantee the outcome, we will support you to make applications or raise your concerns and work with you to try and address the issue. If your issue is not resolved to your satisfaction, we can also refer you to the relevant complaint bodies.

### Are ADA Australia's services confidential?

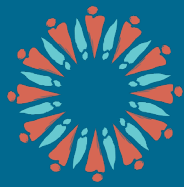
Yes, our services are confidential. Our advocates will always seek your permission before discussing your situation or concerns with anyone else.

FREE CALL: 1800 818 338 Ph: (07) 3637 6000 e: [info@adaaustralia.com.au](mailto:info@adaaustralia.com.au)



If you require an interpreter please phone: 131 450

[www.adaaustralia.com.au](http://www.adaaustralia.com.au)



## Can ADA Australia help people who need support with decision making?

ADA Australia does not assess a person's capacity, but we firmly believe that everyone—regardless of capacity—has the right to have a say in matters that affect their life. We follow a process to ensure this right is upheld.

We consider whether an individual can make decisions about specific issues. For example, someone may have limited capacity to make financial decisions, but they might still be able to express clear preferences about activities they enjoy or choose who provides their support.

Our Community Legal Service, ADA Law, offers specialised advocacy, legal advice, and representation for adults whose decision-making capacity is impaired or in question—particularly in guardianship and administration matters.

**For assistance, contact ADA Law at FREECALL 1800 232 529.**

## Can ADA Australia work with carers, family members and friends?

With your permission, family members, carers and friends can contact us on your behalf to raise and address concerns. However, we will also speak with you directly to ensure your wishes and directions guide our work.

Your support network—whether family, carers, or friends—can be included in discussions and the process to assist you. We can also collaborate with formal decision-makers, such as your Enduring Power of Attorney, but your views and wishes will always remain our priority and direct anything we do.

## How does ADA Australia support people with diverse needs?

ADA Australia is committed to diversity and inclusivity, ensuring disability advocacy services

are accessible to people from all backgrounds, including:

- Aboriginal and Torres Strait Islander communities
- Culturally and linguistically diverse (CALD) backgrounds
- rural and remote communities
- people who are financially or socially disadvantaged
- people experiencing financial or social disadvantage
- people who are homeless, or at risk of homelessness
- LGBTQI+ communities

To keep our services accessible and responsive, we offer free interpreting services and employ advocates from diverse backgrounds.

## Yarn2Action First Peoples Advocacy

Aboriginal and Torres Strait Islander people with disability, along with their supporters, can access Yarn2Action, staffed entirely by Aboriginal and Torres Strait Islander advocates. This service provides individual disability advocacy support to Aboriginal & Torres Strait Islander people with disability residing in Queensland.

## Contact Yarn2Action:

Freecall **1800 718 969** (Mon to Fri, 9AM-5PM)

Email: [yarn2action@adaaustrali.com.au](mailto:yarn2action@adaaustrali.com.au)

## How can I contact ADA Australia?

To access advocacy support you can call our FREE CALL number **1800 818 338** at any time between 9.00am to 5.00pm Monday to Friday.

You can also contact us via our website by filling in an online form at [www.adaaustralia.com.au](http://www.adaaustralia.com.au) or email [info@adaaustralia.com.au](mailto:info@adaaustralia.com.au).