



Yarn2Action

Supporting Aboriginal and Torres Strait Islander people with disability

Frequently asked questions

What is Yarn2Action?

Yarn2Action is a culturally safe advocacy service where you can talk to our team about issues you might be having around your support services, disability discrimination or unfair treatment.

The advocacy service is part of Aged and Disability Advocacy Australia (also known as ADA Australia).

What is Advocacy?

Advocacy is supporting a person to speak up for their rights and needs. A Yarn2Action advocate is someone who is by your side to support your voice being heard, and to help you in resolving issues.

Who can Yarn2Action help?

You can receive advocacy support from us if you are:

- an Aboriginal and/or Torres Strait Islander person living with disability
- live in Queensland, or
- are a carer or representative of the person above.

Yarn2Action may provide advocacy support to people with disability who are under the age of 18 in some areas, or will support their families and carers to access specialist children's advocacy services or other services.

Do I have to pay for advocacy help?

No, our services are free.

Can I request to speak to an Aboriginal and/or Torres Strait Islander advocate?

Yes, Yarn2Action advocacy service is delivered by a dedicated Aboriginal and Torres Strait Islander team.

How can an advocate help me?

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

- Accessing disability support services including the NDIS
- NDIS applications, NDIS Plans, and Plan reviews
- Support to help you work through issues with your service provider, government agencies or other services
- Disability Pension applications
- General information about disability support and referrals to relevant services
- Disability discrimination and unfair treatment.

Please note we cannot recommend which services or providers you should choose or provide financial or legal advice.

Freecall: 1800 718 969

Email: Yarn2Action@adaaustralia.com.au

 If you require an interpreter please phone: 131 450



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What should I expect from an advocate?

When you are assigned an advocate, they will make contact with you to talk through the issue and get a full understanding of the problem. They may ask a range of questions and ask you for copies of relevant paperwork.

They will be by your side as you take steps to resolve an issue.

This may include:

- Providing you with information and options
- Support to express your views and wishes
- Support with application paperwork
- Support at meetings and with phone calls
- Building your confidence to speak up for your rights and needs.

Our advocates work for you – we don't talk to anyone or take any action unless you ask us to.

While we cannot guarantee the outcome you hope for, such as access to the NDIS or other services, or that your provider or service will resolve an issue how you would like, we will support you to make applications or raise your concerns and work with you to try and address the issue.

We can also help you to make a formal complaint with relevant complaint bodies.

Are Yarn2Action's services confidential?

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

Can Yarn2Action work with carers, family members and friends?

With your permission, family members, carers and friends can contact us on your behalf to raise your concerns.

However, we will also need to discuss the issue with you. Your directions and wishes will guide the work that we do. Family members, carers and friends can be included in discussions and the process to support you.

We can also work with formal decision makers such as your Enduring Power of Attorney. However, again we will always ensure that your views and wishes direct anything we do.

How can I contact Yarn2Action?

To access advocacy support you can call our FREE CALL number **1800 718 969**, 9.00am to 4.00pm Monday to Friday. You can also contact us via our website by filling in an online form at **www.adaaustralia.com.au** or email **yarn2action@adaaustralia.com.au**

ADA Australia is supported by



ADA Australia acknowledges the Traditional Custodians of this land and pays respect to Elders, past and present.

