

Side by Side First Peoples Advocacy

Frequently asked questions

What is the Side by Side First Peoples Advocacy service?

Side by Side advocacy is a culturally safe 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 the Aboriginal and Torres Strait Islander Network of Queensland (ATSIDNQ), a network supporting our mob with disability, and their families and carers.

What is Advocacy?

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

Who can Side by Side 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.

Side by Side 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 Side by Side's services?

No, our services are free.

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

Yes, the Side by Side First Peoples advocacy service is delivered by a dedicated Aboriginal and Torres Strait Islander team. You can also request to work with a male or female advocate if this is important to you for talking about some issues.

How can a Side by Side advocate assist me?

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

- accessing disability support services including the NDIS
- NDIS applications, planning service delivery and Plan reviews
- Accessing other disability support services
- Support to help you work through issues with your service provider, government agencies or other services
- Disability Pension applications
- General information 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.

What should I expect from a Side by Side 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.

FREE CALL: 1800 718 969 e: info@atsidnq.com.au



If you require an interpreter please phone: 131 450

www.atsidnq.com.au

They will be by your side as you step through the process 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 take a specific action to resolve an issue, 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 Side by Side'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 Side by Side 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 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.

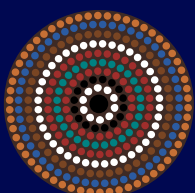
We can also work with formal decision makers such as your Enduring Power of Attorney. However, again we will always ensure that your views and wishes direct anything we do.



How can I contact Side by Side?

To access advocacy support you can call our FREE CALL number **1800 718 969** at any time between 9.00am to 4.00pm Monday to Friday.

You can also contact us via our website by filling in an online form at www.atsidnq.com.au or email info@atsidnq.com.au



ATSIDNQ

Aboriginal & Torres Strait Islander
Disability Network of Queensland
Supporting our mob with disability

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

