

## About us

People with Disability Australia (PWDA) is a national disability rights, advocacy and representative organisation that is made up of, led and governed by people with disability.

## How we work

- We will give you information and advice to help you solve your problem.
- If someone is already helping you, we will support them to be your advocate.
- If you need more help, we will look at your problem and see if we can give you advocacy.
- We will talk to people about your problem and try to find ways to solve it. This may include:
  - going to meetings with you or on your behalf;
  - writing letters;
  - making phone calls.
- We can help you to sort out a problem. When your problem has been sorted out, then we will close your file. If another problem comes up, you can ask for our help again.

## Important things you should know

- We won't do anything for you without asking your first.
- We will keep personal information about you private and confidential. We will only tell your personal information to people who need to know. We will ask you if it is OK first.
- We will not give up until your problem is solved, unless there is nothing more we can do to solve it.

## Contact us

You can contact us by phone on Monday to Friday between 9-5pm weekdays and extended to 7pm on Wednesday.

**Phone:** 1800 843 929

**Email:** [info@wayfinderhub.com.au](mailto:info@wayfinderhub.com.au)



# INDIVIDUAL ADVOCACY SERVICE

Do you need help  
to solve a problem?

We may be able  
to help!

We help people with disability sort out problems such as:

- someone is abusing you,
- someone illegally discriminates against you,
- you are not getting a good service,
- you cannot get a service you need,
- a big change in your life.

## How can we help?

We can help you with:

- **information** - telling you about your rights and where you can get help;
- **mentoring** - talking to you about ways you can solve your problem yourself;
- **advocacy** - working with you to help you solve your problem.

**OUR SERVICE IS FREE!**

## Who can use our service?

Any person with disability who live in the following areas can use our service.

- living anywhere in NSW with Advocates based in central Sydney;
- living in three regions of NSW with locally based Advocates in Queanbeyan, Sutherland and the Southern Tablelands and Southern Highlands;
- living in five regions in Queensland with locally based Advocates in Logan, the Fraser Coast, the Sunshine Coast, Bundaberg, Mount Isa and Lower Gulf Communities.

Family members, carers, disability workers and others can also ask us to help a person with disability.



Anyone can ask us for  
information and advice.



## What is an advocate?

An advocate is:

- someone who stands up for your rights,
- someone who is on your side.

An advocate can:

- help you to sort out a problem yourself, or
- sort out a problem by doing things for you

We cannot give legal help. We can tell you where you can get this kind of help.