

# How can Advocacy help me?

Advocacy services for people with disability may be able to assist you to:

- Understand your rights and responsibilities.
- Raise and address care related concerns.
- Communicate your preferences.
- Understand your service agreement, fees, statements and budgets.
- Review and negotiate your care plan.
- Research care and equipment options.
- Make referrals for assessments and additional services.
- Understand financial assessments and fees.

## Who to Contact

### National Disability Advocacy Program (NDAP)

The NDAP provides access to effective disability advocacy that promotes, protects and ensures your full and equal enjoyment of all human rights enabling community participation.

**1300 653 227**

TTY Users: Phone 133 677, then ask for the phone number you wish to contact.

Website: [dss.gov.au](http://dss.gov.au)

**National Relay Service (NRS)** If you are deaf or have a speech impairment and need assistance to get in touch with the DNAP, contact the National Relay Service, then ask for the phone number you wish to contact.

NRS Phone: 1300 555 727

NRS SMS: 0423 677 767

Website: [relayservices.com.au](http://relayservices.com.au)

To find the locations and contact details of government funded independent advocates near you, visit this website: [disabilityadvocacyfinder.dss.gov.au](http://disabilityadvocacyfinder.dss.gov.au)

# ADVOCACY

How to get support so

*your voice*  
can be heard



**United DisAbility**  
[www.uniteddisability.com.au](http://www.uniteddisability.com.au)

Level 5, 35 Robina Town Centre Drive, Robina QLD 4226

4 Gerard Drive Coffs, NSW 2450

47 Adelaide Road, Gawler SA 5118

**1300 454 850**

[info@uniteddisability.com.au](mailto:info@uniteddisability.com.au)

DS IP & Technology Pty Ltd



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# What is Advocacy?

Broadly, advocacy means supporting the interests of an individual or group, with the aim of promoting and protecting their rights and welfare.

Effective disability advocacy ensures the full and equal enjoyment of all human rights, enabling community participation for the person advocated for:

- By remaining loyal and accountable to you in a way which is empathic and vigorous (whilst respecting the rights of others).
- By being on your side and no one else's.
- By being primarily concerned with your fundamental needs.
- By ensuring duty of care at all times.

The Australian Government funds independent advocacy to help people with disability who face complex challenges or are unable to advocate for themselves. It's great for people who may not have family, friends or peers who can support them as informal advocates.



## Do I need an Advocate?



If your disability puts you at risk of being disadvantaged or treated improperly, for example, pressured to make a decision or choice, or you have been neglected or discriminated against, then an advocate can help you represent your interests.

There are many formal advocacy services available, however, it is important to know that anyone can be an advocate for someone if that person is happy for them to do so. For example, a family member or friend may act as your advocate.

Not everyone will need an advocate, as some people feel confident in raising their own concerns without formal support. This is called self-advocacy.

Independent advocates assist people with complex, specialised and often serious issues that can include supporting them to understand their rights and responsibilities.

# Independent Advocate

An independent advocate, in relation to a person with a disability, means a person who:

- Is independent of the organisations providing supports or services to the person with a disability.
- Provides independent advocacy for the person with a disability, to exercise choice and control and to have their voice heard in matters that affect them.
- Acts at the direction of the person with a disability, reflecting the person with disabilities expressed wishes, will, preferences and rights.
- Is free of relevant conflicts of interest.



**United Disability**  
[www.uniteddisability.com.au](http://www.uniteddisability.com.au)

United Disability Care has a long history of working in collaboration with advocates for the benefit of the people we support.

We acknowledge that advocates work to support an individual's rights, interests and wellbeing.

The United Disability Care support team are here to help you find the right advocacy option for you.

If at any stage you require additional support, information or contact details for a local advocate please contact us on 1300 454 830.

