



## Fact Sheet 10

# Disability, Aged Care & Mental Health Services Advocacy

### ADVOCACY FACT SHEET



**Advocacy is the process of empowering, promoting, supporting and representing the rights and interests of people who are in a vulnerable situation and includes the protection of an individual's rights and interests to obtain justice.**

Advocacy can involve acting, speaking or responding on behalf of a person to ensure they have access to, and receive services that meet their individual needs.

Advocacy on behalf of an individual is undertaken in a way that recognises and respects the rights of other people, including their right to make choices.

FSG Australia respects the right of each person to access an advocate and/or an advocacy service that protects their interests and rights and assists the person to achieve personal goals and aspirations.

If you need assistance in some of the decision-making areas of your life, FSG Australia encourages you to seek either a formal advocate (advocacy service) or informal advocate (family, friend or interested party).

They should have an interest in, or be sensitive to, your needs and respectful of your cultural, religious and linguistic identity. For a list of advocacy services, please see Page 2.

If you would prefer FSG Australia to make initial contact with an advocacy service on your behalf, please contact your coordinator or the Southport office on (07) 5564 0655 and ask for the intake person.

If you would like to involve your advocate in the planning and implementation of your FSG Australia service/s, please discuss this with your FSGA coordinator(s) and ask to complete an advocate nomination form. You can change your nominated advocate at any time by updating the form.

## ADVOCACY SERVICES DETAILS

The following listing provides a guide to available advocacy services. Please note that this list is not exhaustive and that there are other agencies available to provide advocacy support.

**Disclaimer:** This information is provided to assist people to find suitable services. By publishing the names of these services FSGA does not take responsibility for the quality or suitability of these services and does not recommend the use of services in preference to those that are not listed.

Table 1: Advocacy services in Queensland

ORGANISATION	SERVICE PROVISION	PHONE	WEB/EMAIL
<b>Queensland Advocacy Inc.</b>	An independent, community-based systems and legal advocacy organisation for people with disability in Queensland, Australia.	(07) 3236 1122 1800 805 184	<a href="http://www.qai.org.au">www.qai.org.au</a> <a href="mailto:qai@qai.org.au">qai@qai.org.au</a>
<b>Queensland Parents for People with Disability</b>	A state-wide organisation involved in systems and family advocacy	(07) 3368 3055 1800 805 184	<a href="http://www.qppd.org">http://www.qppd.org</a> <a href="mailto:qppd@qppd.org">qppd@qppd.org</a>
<b>Speaking Up For You</b>	An Independent Individual Social Advocacy Organisation. The advocacy focuses on the fundamental needs of the person such as human rights, safety, health, shelter, food and appropriate support to live in the community.	(07) 3255 1244	<a href="http://www.sufy.org.au">http://www.sufy.org.au</a> <a href="mailto:sufy@sufy.org.au">sufy@sufy.org.au</a>
<b>Multilink Community Services Inc</b>	Provides Counseling, Support, Information & Advocacy services to people from CALD backgrounds	(07) 3808 4463	<a href="http://www.multilink.org.au">http://www.multilink.org.au</a> <a href="mailto:peter@multilink.org.au">peter@multilink.org.au</a>
<b>Gold Coast Advocacy</b>	Gold Coast Advocacy Inc is an independent, community-based individual advocacy organisation for people with disability who live within the boundaries of the Gold Coast City.	(07) 5564 0355	<a href="http://www.gca.org.au">www.gca.org.au</a> <a href="mailto:gca@gca.org.au">gca@gca.org.au</a>
<b>Queensland Aged and Disability Advocacy Inc.</b>	QADA is a not-for-profit, independent, community based advocacy service supporting and improving the wellbeing of older people and people with a disability.	(07) 3637 6000 1800 818 338	<a href="mailto:info@qada.org.au">info@qada.org.au</a>

Table 2: Advocacy services on the North Coast of NSW

ORGANISATION	SERVICE PROVISION	PHONE	WEB/EMAIL
<b>Ability Inc</b>	Advocates and supports people with a disability, their families and carers.	(02) 6628 8188 1800 657 961	<a href="http://www.abilityincorporated.org.au">www.abilityincorporated.org.au</a>
<b>Ageing, Disability &amp; Home Care</b>	Local Support Coordinators can guide individuals in self-advocacy and provide support.	1300 364 563	<a href="http://www.adhc.nsw.gov.au">www.adhc.nsw.gov.au</a>
<b>Carers NSW</b>	Carers NSW works as a systemic advocacy organization petitioning on behalf of carers.	1800 242 636	<a href="http://www.carersnsw.asn.au">www.carersnsw.asn.au</a>
<b>TARS</b>	TARS offers free confidential support to recipients of aged care services.	(02) 9281 3600 or 1800 424 079 (freecall)	<a href="http://www.tars.com.au">www.tars.com.au</a>
<b>Northern Rivers Community Legal Centre</b>	To advocate for social justice, particularly for people who are socially or economically disadvantaged.	(02) 6621 1000	<a href="http://www.nrclc.org.au">www.nrclc.org.au</a>
<b>Northern Rivers Legal Aid</b>	We assist socially and economically disadvantaged people to understand and protect their rights.	(02) 6621 2082	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

Table 3: National advocacy services

ORGANISATION	SERVICE PROVISION	PHONE	WEB/EMAIL
<b>People with Disability Australia</b>	Seeks to provide people with disability with a voice of our own	1800 422 015	<a href="http://www.pwd.org.au">http://www.pwd.org.au</a> <a href="mailto:pwd@pwd.org.au">pwd@pwd.org.au</a>
<b>National Ethnic Disability Alliance</b>	NEDA strives for a society in which cultural diversity and disability rights are values as essential aspects of an equitably society	1300 486 038	<a href="http://www.neda.org.au">http://www.neda.org.au</a>
<b>Deaf Australia</b>	Vision is that deaf people are respected and fully included in the Australian community and the right to use Auslan is legally recognised."	(07) 3357 8266	<a href="http://deafaustralia.org.au">deafaustralia.org.au</a>
<b>Queensland Aged and Disability Advocacy Inc.</b>	QADA is a not-for-profit, independent, community based advocacy service supporting and improving the wellbeing of older people and people with a disability.	(07) 3637 6000 1800 818 338	<a href="mailto:info@qada.org.au">info@qada.org.au</a>