

How this book can help you



This booklet tells you know how about how an advocate can help you and how you can contact them.

Helping You Access Advocacy Support



Life Without Barriers (LWB) believes that all people with a disability have the same rights as everyone else.

We can help you to access [advocacy services](#) to protect these rights

We will work with you and your family so you:



- Understand your rights and entitlements under the United Nations Convention on the Rights of People with Disability.
- Have all the information and skills you need to make informed decisions, and to share your ideas, thoughts and feedback. This will help us work with you to achieve your goals.





- Sometimes you might want help making decisions, reading legal letters and agreements or speaking up about things that worry you.
- This can be hard and confusing.

LWB will help you to build your **self-advocacy** skills and to find an **independent advocate** that can help you to:



- Make your own decisions.



- Feel comfortable and safe about making a complaint, if you're not happy about something.



- Help you to speak up and advocate for better or new supports and services.



- Understand what is being said in any legal letters or agreements.



- Understand any terms and conditions in legal letters or agreements.



- Understand what might happen if you don't follow what's said in the legal letters or agreements.

An independent advocate can help you discuss your needs with LWB as they start providing you with support.

They can help you with the following LWB forms:



- Engagement Form
- Service Agreement
- Accommodation Agreement
- Support plans and keeping you safe



1. You can also search for an Advocate in your local area by using the National Disability Advocacy Program Advocate Finder.



2. Or go to the website:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>




3. Look for an Advocate Service in your state – see the list of Advocacy Service Contact details below.

Advocacy Services in your state

| | |
|--|--|
| | <p>If you live in the Australian Capital Territory you can contact:</p> <ul style="list-style-type: none"> • Disability Aged and Carer Advocacy Service Phone: 02 6242 5060 |
| | <p>If you live in New South Wales you can contact:</p> <ul style="list-style-type: none"> • Intellectual Disability Rights Service Phone: 02 9318 0144 • Multicultural Disability Advocacy Association of NSW Phone: 02 6891 6400 or 1800 629 072 |
| | <p>If you live in the Northern Territory you can contact:</p> <ul style="list-style-type: none"> • Ombudsman for Northern Territory Phone: 08 8999 1818 |

| | |
|---|---|
|  | <p>If you live in Queensland you can contact:</p> <ul style="list-style-type: none">• Queensland Aged and Disability Advocacy Phone: 07 3637 6000 |
|  | <p>If you live in Victoria you can contact the</p> <ul style="list-style-type: none">• Disability Advocacy and Information Service Phone: 02 6056 2420 or 1300 886 388 |
|  | <p>If you live in South Australia you can contact:</p> <ul style="list-style-type: none">• Citizen Advocacy South Australia Phone: 08 8410 6644• Disability Advocacy and Complaints Service Phone: 08 8297 3500 |
|  | <p>If you live in Tasmania you can contact</p> <ul style="list-style-type: none">• Speakout Phone: 03 6231 2344• Advocacy Tasmania Phone: 1800 005 131 |

| | |
|---|--|
|  | <p>If you live in Western Australia you can contact</p> <ul style="list-style-type: none"> • Health and Disability Services Complaints Office (HaDSCO) Phone: 08 6551 7620 • Citizen Advocacy Perth West Phone: 08 9322 5999 • Ethnic Disability Advocacy Centre Phone: 08 9388 7455 |
|---|--|

What do these words mean?

| | |
|------------------------------------|--|
| <p>Advocacy Services</p> | <p>Advocacy services are not part of Life Without Barriers or the Government. Their job is to:</p> <ul style="list-style-type: none"> • Help people with problems and complaints; and • Speak for them if needed |
| <p>Independent advocate</p> | <p>An independent advocate is someone who helps you speak up and tell people what you want who doesn't also work for Life Without Barriers.</p> |
| <p>Self- Advocacy</p> | <p>This means you speaking for yourself and working out what you need to do and say instead of having somebody else do it for you.</p> |

You can use this box to write details about the advocacy service you wish to use or ask your LWB support staff to assist you.

Advocacy Service:

Address:

How I can contact them:

Phone:

Email:

Website:



Images are used with permission from Photosymbols –
www.photosymbols.com

If you want to copy or use images in this document, you must ask Life Without Barriers first.