

An independent disability advocate is someone who can support you to express your views, work out what you want and represent your interests. They are independent of all services, including NDIS, Qld Health, and Education Qld, which means they can support you in an unbiased manner.

Emily's Hope welcomes the involvement of an Independent Advocate if you believe your wishes are not being heard by our staff or if you feel your rights have been compromised. An Independent Advocate can help you make a complaint or ensure your voice is heard in matters that affect you. More information can be found on the Quality Safeguards Commission website <https://www.ndiscommission.gov.au/participants/how-advocate-can-help-you>

Advocacy services can help and support people with disability in the following ways:

- ✓ to understand their rights
- ✓ to navigate the National Disability Insurance Scheme (NDIS) and other mainstream services
- ✓ address gaps in support
- ✓ to address discrimination, conflict, and unfair treatment
- ✓ to make informed decisions
- ✓ to build capacity to advocate for themselves
- ✓ ensure fundamental needs are met
- ✓ with legal matters
- ✓ with information and referrals to disability support services.

An independent advocate may be able to support a person with a disability where allegations of violence, abuse, neglect, exploitation, or discrimination have been made.

Service Providers funded to provide advocacy services:

Provider	What they can help with	Contact details
Disability Advocacy Pathways	An information and referral service that assists Queenslanders with disability, their family, friends, and carers to find advocacy services to suit their needs and location.	Website: https://disabilitypathways.org.au/ Ph: 1800 130 582 Email: pathways@qai.org.au
Independent Advocacy NQ (Covers: Boulia Shire, Burdekin Shire, Burke Shire, Carpentaria Shire, Charters Towner Region, Cloncurry Shire, Doomadgee Shire, Flinders Shire, Hinchinbrook Shire, McKinlay Shire, Mornington Shire, Mount Isa City Council, Palm Island Shire, Richmond Shire & Townsville City Council)	An agency that works with the person with disability as well as their family when the need arises, but always in the interest and with the consent of the person with disability.	Phone: (07) 4725 2505 Website: https://independentadvocacy.org.au/ Phone: 1800 887 688 Email: intake@ianq.org.au Suite 1, 1-3 Barlow Street, SOUTH TOWNSVILLE QLD 4810
Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ)	The Network's Side by Side advocacy service provides information, referrals, or individual advocacy support to Aboriginal and Torres Strait Islander people with disability.	Website: https://atsidnq.com.au/ Phone: 1800 718 969 Email: info@atsidnq.com.au

<p>AMPARO Advocacy</p>	<p>AMPARO Advocacy is a non-profit community organisation which provides independent, individual, and systemic advocacy on behalf of vulnerable people from culturally and linguistically diverse (CALD) backgrounds with disability. AMPARO is governed by a voluntary management committee, the majority of whom are people from a culturally and linguistically diverse background with disability.</p>	<p>Website: https://www.amparo.org.au/ Phone: (07) 3354 4900 Email: info@amparo.org.au</p>
<p>People With Disability Australia (PWDA) Covers: Bowral, Hervey Bay, Mt Isa, Surry Hills</p>	<p>PWDA provides advice and support to help people with disability solve problems and resolve issues.</p>	<p>Website: https://pwd.org.au/ Phone: 02 9370 3100 Free call: 1800 422 015 Email - pwd@pwd.org.au</p>

You can also ask anyone you know well and trust to be your advocate which could include a member of your family or a friend you can trust.

Emily's Hope will:

- with your permission, provide your advocate with all the information they need to ensure that we and any other service providers are acting in your best interest.
- work closely with your advocate and involve that person in the planning of services that will be provided for you.
- ensure its staff members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from us.

We will also ensure that your Advocate is invited to any participant plan meetings, reviews, or other relevant contact with Emily's Hope as part of us providing support coordination and services.

Emily's Hope also encourage you to bring your advocate to your initial meeting if you wish, to assist with your voice to be heard during the assessment and planning processes. This may assist us to provide you with a person-centred participant plan. Your advocate is welcome to any meeting or to speak on your behalf. If you change your advocate, we ask you to please inform us, so we can update your information and ensure that we speak to the correct person.

When can you use your advocate?

- any time you wish to communicate with Emily's Hope.
- at initial consultation.
- during interviews and reviews.
- during support coordination or service delivery.
- when you have a complaint.
- when you wish to give feedback.

Your advocate with your permission, will be provided with all the information they need to ensure that we and any other service providers are acting in your best interest, including working closely with your advocate and involve that person in the planning of services that will be provided for you.

Emily's Hope will always give the advocate the opportunity to discuss problems or concerns they may have. If your advocate still has concerns that cannot be resolved by us, your advocate will be informed of the complaint process and of agencies that have a responsibility to make sure that Emily's Hope do our job properly.