



Independent Advocacy Information

Your voice, your rights, your choice.

What is an independent advocate?

An independent disability advocate can help you understand your rights, express your views, make decisions and have your interests represented. They are separate from Emily's Hope, the NDIA, the NDIS Commission and other service providers.

How an advocate can help

- understand and exercise your rights
- prepare for meetings, reviews or complaints
- communicate what you want and what matters to you
- address discrimination, conflict or unfair treatment
- find information, referrals, legal help or other services
- build confidence to speak up for yourself.

You can choose an independent advocate, or ask a trusted family member, friend or other support person to help you. The choice is yours.

Your advocate and Emily's Hope

Emily's Hope welcomes your advocate or chosen support person. You can involve them at any time, including at your first meeting, planning meetings, reviews, during service delivery, or when giving feedback or making a complaint.

With your permission, we will:

- communicate with your advocate and include them in relevant discussions
- share only the information you authorise us to share
- give your advocate an opportunity to raise questions or concerns
- explain our feedback and complaints process if a concern is not resolved.

Your advocate does not replace your own voice or decision-making. We will continue to speak with you directly and respect your choices, communication preferences and privacy.



Finding advocacy support in Queensland

Start with Disability Advocacy Pathways if you are unsure which service is right for you. It provides statewide information and referrals based on your needs and location.

Service	How they may help	Contact
Disability Advocacy Pathways	Statewide information and referral for Queenslanders with disability, families, friends and carers.	1800 130 582 pathways@qai.org.au disabilitypathways.org.au
Yarn2Action	Specialist advocacy for First Nations people with disability.	1800 718 969 adaaustralia.com.au
AMPARO Advocacy	Advocacy for people with disability from culturally and linguistically diverse backgrounds.	(07) 3354 4900 amparo.org.au
People with Disability Australia (PWDA)	Information, referrals, advocacy and support. Queensland regional availability may vary.	1800 422 015 pwd.org.au
Queensland regional advocacy services	The Queensland Government list identifies the service currently funded for each region.	qld.gov.au/disability/legal-and-rights/advocacy

Because service coverage and funding can change, check the service website or contact Disability Advocacy Pathways before referring a participant.

Help with an NDIS complaint

An advocate can help make sure your voice is heard when you make a complaint. Registered NDIS providers must cooperate with advocates and other representatives of people with disability who are affected by complaints or incidents.

[NDIS Commission: Help from an advocate](#)

[Queensland Government: Advocacy supports](#)

[Disability Advocacy Pathways](#)

If you need communication support

Interpreter: Call TIS National on 131 450 and ask them to contact the advocacy service.

Hearing or speech support: Use the National Relay Service through accesshub.gov.au.

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