



Advocacy Guide for Participants

1. What is Advocacy?

Advocacy means speaking up for yourself or someone else to make sure your voice is heard, your rights are protected, and your choices are respected.

At The Place, we believe everyone has the right to:

- Be listened to and taken seriously
- Make their own choices
- Be treated fairly and with respect
- Get help to understand and stand up for their rights

You can have an advocate. An advocate is someone who helps you say what you want, protects your rights, and supports you to make decisions.

2. What an Advocate Can Do

An advocate can:

- Help you understand information and make decisions
- Support you to talk to your therapist or service provider
- Attend meetings with you
- Help you write letters, forms, or complaints
- Speak to services or government agencies on your behalf
- Make sure your choices and preferences are respected

An advocate does not make decisions for you. They help you make your own choices.

3. When You Might Need Advocacy

You might want an advocate if:

- You are not being listened to or respected
- You disagree with a decision about your supports
- You don't understand something and want help to ask questions
- You feel unsafe, uncomfortable, or mistreated



- You want to make a complaint or give feedback
- You want help to explain what is important to you

You can ask for advocacy at any time, not only when something goes wrong.

4. Types of Advocacy

Type	What it Means	Example
Self-Advocacy	Speaking up for yourself and your own rights.	Telling your therapist what goals matter to you.
Individual Advocacy	Someone helps you speak up or represents your views.	An advocate helps you make a complaint.
Family Advocacy	A family member helps you share your needs.	A parent helps explain what supports you need at home.
Legal Advocacy	A lawyer helps protect your legal rights.	Getting advice about guardianship or discrimination.
Systemic Advocacy	Groups working to change laws or systems.	Disability advocates campaigning for better services.

5. How The Place Supports Advocacy

The Place supports your right to advocacy by:

- Giving you information about your rights and options
- Helping you find an independent advocate if you want one
- Supporting you to make a complaint or request a review
- Respecting your decision to have an advocate present in meetings
- Ensuring you are not disadvantaged for speaking up

You can ask for advocacy support at any time by speaking with:

- Your therapist



- Your Support Coordinator
- The Place Directors
- Your NDIS Local Area Coordinator (LAC)

6. Your Rights When Using Advocacy

You have the right to:

- Be supported by an independent advocate of your choice
- Have your advocate treated respectfully by all staff
- Choose whether your advocate is involved in meetings or communication
- Be free from pressure or punishment for using advocacy services
- Stop or change your advocate at any time

7. Independent Advocacy Services

If you want to contact an independent advocate, you can reach out to these free services:

Service	What They Do	Contact Details
ADA Australia	Advocacy for people with disability, older people, and carers.	1800 818 338 www.adaaustralia.com.au
Queensland Advocacy for Inclusion (QAI)	Legal and non-legal advocacy for people with disability.	1300 130 582 www.qai.org.au
People with Disability Australia (PWDA)	National disability rights and advocacy organisation.	1800 422 015 www.pwda.org.au



NDIS Quality and Safeguards Commission	For complaints about NDIS providers or workers.	1800 035 544 / www.ndiscommission.gov.au
Family and Child Connect (QLD)	Support for families needing extra help.	13 32 64 www.familychildconnect.org.au

8. How to Ask for Help

You can ask for advocacy support by:

- Talking to your therapist, AHA, or a Director at The Place
- Calling or emailing one of the advocacy services above
- Asking a friend, family member, or support coordinator to help you connect

If you don't feel safe talking to staff, you can go directly to the NDIS Commission or an independent advocate.

9. What Happens After You Ask for Advocacy

1. We will listen carefully and take your concern seriously.
2. We will help you find the right support or advocacy service.
3. If you want, your advocate can attend meetings or help with paperwork.
4. We will document your request respectfully and confidentially.
5. You can continue with your advocate's support for as long as you want.

10. Feedback and Complaints

You can give feedback or make a complaint about advocacy or services:

- By speaking with your therapist or a Director
- By emailing hello@theplacetherapy.com.au
- Through our website form or feedback code
- By contacting the NDIS Commission if you're unhappy with our response



All complaints are confidential and will be handled fairly and quickly.

11. Review and Approval

Version	Date	Summary of Changes	Reviewed By	Approved By	Next Review Date
1.0	October 2025	Initial development	DG	LS	October 2026