



Individual advocacy services

Do you have a problem?
We may be able to help!

About us

People with Disability Australia (PWDA) is a national disability rights, advocacy and representative organisation that is made up of, led and governed by people with disability.

What is individual advocacy?

Individual advocacy is one-on-one support to help you voice concerns, get information, explore choices and make your own decisions.

How can we help?

We can help you with:

- **information** - telling you about your rights and where you can get help
- **access** - talking to you about ways you can solve your problem yourself
- **advocacy** - working with you to help you solve your problem.

Our service is free!

What is an advocate?

An advocate is someone who stands up for your rights and is on your side. They support you to sort out your own problem.

We cannot give legal help. We can tell you where you can get this kind of help.

How we work

We will give you information and advice to help you solve your problem. If someone is already helping you, we will support them to be your advocate.

If you need more help, we will look at your problem and see if we can give you advocacy.

We will talk to people about your problem and try to find ways to solve it. This may include:

- going to meetings with you or on your behalf
- writing letters
- making phone calls.



We can help people with disability with problems such as:

- someone is abusing you
- someone discriminates against you
- you are not getting a good service
- you cannot get a service you need
- a big change in your life.

We can help you to sort out a problem. When your problem has been sorted out, then we will close your file. If another problem comes up, you can ask for our help again.

Who can access our advocates?

Any person with disability who lives in the following areas can get help from a PWDA advocate:

- living anywhere in NSW
- living in five regions in Queensland: Logan, the Fraser Coast, the Sunshine Coast, Bundaberg, Mount Isa and Lower Gulf Communities.

Family members, carers, disability workers and others can also ask us to help a person with disability.

Important things you should know

- We won't do anything for you without asking you first.
- We will keep personal information about you private and confidential.
- We will only tell your personal information to people who need to know. We will ask you if it is OK first.
- We will not give up until your problem is solved, unless there is nothing more we can do to solve it.

Contact us

You can contact us by phone on Monday to Friday between 9am-5pm weekdays and extended to 7pm on Wednesday.

For more information, scan the QR code or go to <https://qrco.de/bd4F8o>



 **1800 843 929**  pwd.org.au

Advocacy services are supported by



Communities
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