

FACT SHEET

ADVOCACY

WHAT YOU NEED TO KNOW

Do you need an advocate?

What is an advocate?

- Someone who supports you to speak up, or who can speak up on your behalf when you need it
- Someone who can stand up for your rights
- Someone who can support you to sort out a problem yourself
- Someone who can sort out a problem by doing things for you

What will an advocate do?

They will listen to what you want, then work with you to

- Make sure your voice is heard
- Understand your rights
- Get information you need
- Explore your options
- Make your own choices

How can advocates support people?

Advocates can provide support in addressing issues and challenges such as

- When someone is abusing you
- When someone is illegally discriminating against you
- When you are not receiving good service
- When you cannot get a service you need
- When you are making big changes in your life

You always have the right to have an advocate present

New Horizons supports each customer's right to access an advocate of their choosing. Customers have the right to have their advocate present at any time of their choosing. We can support you to access an advocate.

Contact your Support Worker or other relevant staff member at New Horizons for more information.

You can also contact one of the services below

Aboriginal Tenants Advice and Advocacy Service (ATAAS) <https://www.aho.nsw.gov.au/tenants/ataas>

Ageing and Disability Abuse Helpline - Toll Free 1800 628 221 <https://ageingdisabilitycommission.nsw.gov.au/>

Brain Injury Association of NSW – Toll Free 1800 673 074 <https://www.synapse.org.au>

Carers Australia – Toll Free 1800 422 737 <https://www.carersnsw.org.au>

Disability Advocacy NSW – 1300 365 085 <https://da.org.au>

Disability Gateway <https://www.disabilitygateway.gov.au/safety-help>

Disability Complaints Service (02) 9319 6549 52 Pitt St, Redfern NSW

Family Advocacy – Toll Free 1800 620 588 <https://www.family-advocacy.com>

First Peoples Disability Network (02) 9267 4195 <https://fpdn.org.au>

Indigenous Disability Advocacy Service (IDAS) – (02) 9687 7688
https://www.idrs.org.au/s32/_links/linksATSI.php

Intellectual Disability Rights Service (02) 9265 6300 <https://idrs.org.au>

Legal Aid - free legal hotline 1300 888 529 <https://www.legalaid.nsw.gov.au/>

Mental Health Advocacy Service (02) 9745 4277

Mental Health Carers NSW - 1300 554 660 <https://mentalhealthcarersnsw.org>

Mid Coast Tenants Advice and Advocacy Service (MCTAAS) (02) 6583 9866 or 1800 777 722
<https://www.tenants.org.au/taas/MCTAAS>

Multicultural Disability Advocacy Association – Toll Free 1800 629 072 <https://mdaa.org.au>

Multicultural Mental Health (02) 6285 3100 <https://www.embracementalhealth.org.au>

NSW Community Visitor (for accommodation in NSW) – (02) 9407 1831
<https://www.ageingdisabilitycommission.nsw.gov.au>

Northern NSW Aboriginal Tenants Advice & Advocacy Service (NATAAS) (02) 6643 4426 or 1800 248 913
<https://www.tenants.org.au/taas/nataas>

Office of the Advocate for Children and Young People – 02 9248 0970 <https://www.acyp.nsw.gov.au/>

Older Persons Advocacy Network (OPAN) – Toll Free 1800 700 600 <https://opan.org.au/>

People with Disability Australia – Toll Free 1800 843 929 <https://pwd.org.au>

Queensland Statewide Tenant Advice and Referral Service (QSTARS)
<https://www.qld.gov.au/housing/renting/rent-assistance/tenant-advice-service>

Tenants' Union of New South Wales – <https://www.tenants.org.au/>