



**PAVE THE WAY**

vision to action through planning

# Advocacy and Future Planning

2012

## **Pave the Way**

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# Pave the Way Information Document

## *Advocacy and Future Planning*

### Introduction

Thinking about the future for our relatives with a disability can be a complex and sometimes difficult process. If we acknowledge, however, that the future really does begin today rather than at some distant time in the future, then we need to start planning now for the best possible life we can imagine for our family member.

If we are to set our goals high, and dream of the sort of future we and our family members want, it is likely we will come up against barriers - barriers in attitude; barriers in values; barriers in service provision; barriers in bureaucracy; barriers in funding. If we strive for a good, typical, meaningful life for our family members, rather than merely what some say are the limits of what is possible, it is likely that we will face struggle and adversity.

Part of aiming high means we will need to advocate for what we want. This could involve writing letters and submissions, attending difficult meetings, facing rejection, facing ridicule for asking for something others say is unrealistic. In doing so, we will experience the cost to us, and sometimes to our family members, that comes with taking a stand and seeking what others do not want to give us, or do not want our family members to achieve.

This *Pave the Way* Information Sheet is about advocacy and its place in planning for the future. It is not designed to be an exhaustive discussion of all the nuances of advocacy principles and practice. It is a brief overview of advocacy and a guide to where families might find other information and assistance to assist them with advocacy that arises from their planning.

### Need for advocacy

#### **Why vulnerable people, including people with disability, need advocacy**

Before outlining some of the key features of advocacy, it is important to ask why we need to do advocacy. Why is it that, despite all the policies and legislative frameworks put in place by governments to support people with disability, and all the positive sounding mission statements displayed by disability services and other organisations in their annual reports, do people with disability and their families need to struggle to achieve a decent life? There are a number of reasons.

1. People with disability and families experience, or are vulnerable to, discrimination, neglect, exploitation and abuse

People with disability, as a group, and often their families, are devalued in our society. They are vulnerable to discrimination on the basis of their disability – discrimination which anti-discrimination legislation attempts to alleviate. Vulnerable people with disability can be neglected, exploited and even abused, sometimes by those in positions of power and influence over them.

Most families will have experienced examples of this vulnerability. They will have been told that their family member will not be accepted at the local school, or that the local soccer club won't take them. Perhaps their family member has been persuaded to give away their money to

someone they meet coming home from school. A family member might have been left waiting for hours to be picked up by a service worker who forgot to collect them off the bus, or they are left waiting on a toilet in a respite facility until staff have finished morning tea. Some families have had to make the decision to bring their family member home to live with them, having discovered that they have been emotionally, physically or sexually abused in an accommodation service.

Thankfully these are not regular occurrences for the majority of people but they do happen and would happen more often if families did not put in place the checks and balances and safeguards to protect their vulnerable family members.

## 2. Rights are often ignored and denied

These examples of vulnerability occur despite principles and statements in international conventions and Australian law upholding that people with disability have the same rights as everyone else. The Queensland Disability Services Act states "*People with a disability have the same human rights as other members of society and should be empowered to exercise their rights*" [section 19(1)]. The UN Convention on the Rights of Persons with Disability, to which Australia is a signatory, espouses eight guiding principles:

- a. *Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons*
- b. *Non-discrimination*
- c. *Full and effective participation and inclusion in society*
- d. *Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity*
- e. *Equality of opportunity*
- f. *Accessibility*
- g. *Equality between men and women*
- h. *Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities*

Yet, despite these statements of rights and principles, many people with disability in Queensland are denied the right to choose where they live, and with whom they live, because insufficient funding and restrictive government policies force them into nursing homes, government group homes and institutions. Some still live in psychiatric hospitals despite no diagnosed mental illness. Individuals and families are forced to accept "co-tenancy" arrangements with people not of their choosing.

Some children are denied access to their local schools, or the schools of their parents' choosing, because of a lack of physical access, or a lack of resources or trained staff. The vast majority of people with disability in Queensland are denied opportunities for meaningful, paid work at award wages.

## 3. Access to enforcing rights often restricted

Statements of rights are important but when someone believes their rights have been breached or ignored, it is usually up to them to take action to seek redress.

For example, the Queensland Anti-Discrimination Act is complaint based. This means that anyone who feels they have experienced discrimination must lodge a written complaint. If their complaint is accepted as legitimate, they will then need to go through a conciliation process, where they will have to confront the person or organisation they allege is responsible for their discrimination. If conciliation fails to resolve the issue, they will need to take their complaint to a tribunal. Tribunal hearings can be difficult and stressful even with legal representation, while decisions are uncertain and can take months to be handed down. Enforcing a right to non-

discrimination requires meeting restrictive and sometimes confusing legislative and policy criteria with uncertain outcomes.

When it comes to seeking redress through the courts, a right not to be neglected or abused will be meaningless if an individual's evidence of that abuse is not accepted in court, due perhaps to an intellectual disability, chronic psychiatric illness or significant brain damage. Without other evidence acceptable to the court, the abuser will escape court sanction.

#### 4. Resources that are necessary to ensure the honouring of rights are often restricted

Unless individuals and families have the resources, time and energy to take the steps required to enforce their rights, those rights can become meaningless. Dealing with complaints procedures require resources that not everyone has available to them.

Where conciliation and tribunal processes are required, and legal representation is recommended, that will be expensive. Free or low cost specialist representation is very restricted or non-existent, particularly outside major cities. For those who live long distances from where conciliation processes and tribunal and court hearings take place, enforcing rights becomes an even greater challenge, requiring extra resources and time to travel and stay away from home while these processes run their course.

#### 5. Rights don't cover everything

Not everything that is needed is covered by a "right". There is no enforceable right to adequate government funding. There is no right to have a good, responsive doctor, aware of issues to do with a range of disabilities, in every town in Queensland. There is no right to a responsive, family oriented disability service in every community. There is no right to always have a teacher who welcomes children with disability in their classroom. There is no right to be accepted into a local sporting club. There is no right to have understanding neighbours.

#### 6. Something more than rights is needed

Thus, when rights are ignored or not honoured, or non-existent, something more than the mere existence of rights is needed. ***That "something more" is advocacy.***

## Specific issues impacting on people with disability

In addition to the societal devaluation experienced by many in our society, and the limitations of rights which affect us all, there are specific issues which impact on people with disability. These specific issues give further rise to a need for advocacy.

### 1. Impact of impairment

All people with disability experience some sort of limitation: that is what “having a disability” means. This limitation might affect them physically, cognitively and/or functionally. Despite many people with disability experiencing lifelong development and growth, and being very capable in some or most aspects of their lives, this limitation will be likely to have a significant impact on their ability to meet their own needs. Many require assistance and support from others in order that their needs and interests are met.

For example, a person with a psychological disorder who has periods of psychosis may, while experiencing such an episode, lack the volition required to meet their everyday needs, even for food and shelter. A person with a communication disorder may be unable to communicate their needs without the assistance of others. A person with an intellectual disability may not understand an injustice when perpetrated upon them. A person with a physical disability may not be able to gain access to public or private buildings, to transport, to banking or telephone facilities and systems, without adaption of the physical environment.

These circumstances may give rise to a need for advocacy by or on behalf of the person with disability.

### 2. Impact of social situation

The devaluing of people with disability leads to social circumstances that impact on their lives in many ways and can result in many people with disability facing all or some of the following:

• Rejection	• Loss of control and autonomy
• Isolation and segregation	• Material poverty
• Lack of opportunities and wasted lives	• Loss of individuality and uniqueness
• Congregation with others with disability	• Loss of relationships
• Lack of valued social roles	• Neglect, damage or abuse.

Most people with disability, at some time in their lives, will need advocacy to address issues arising from their social situation.

### 3. Impact of human services

Many people with disability rely on human services for support and assistance. Some live their lives with human services dominant in their lives.

In this context, it is important to understand the common features of human services, which include:

- Services are imperfect and cannot be made perfect - there will always be shortcomings in the service they provide to people with disability.

- Services tend to serve the interests of others (eg, staff, unions, funders, families, society) - the person with disability has the least influence.
- Services often reinforce, rather than challenge, negative stereotypes of people with disability (eg, use of images of cute children in advertising and fundraising literature, perpetuating the stereotype that some people with disability remain child-like throughout their lives).
- Services are likely to decline over time (eg, change of staff, lack of vision, “efficiency drives”).
- The service system lacks coherence and comprehensiveness - services of the same type operate from different values and principles and use different “models”; services are of varying quality; services have restrictions and limits on whom they will serve (eg, geographical, age, diagnosis or type of disability); many communities have no services; some have more than one service but of the same type (eg, “respite”) with nothing else.
- Services cannot meet all human needs (eg, for love, relationships, security).

These features of the human service system, which plays such a powerful role in the lives of many people with disability and their families, give rise to the need for advocacy.

#### 4. Impact of current social values

People with disability have many gifts and their contributions to their families and those who know them can be extremely important and valuable. However, many in our society see people with disability as not measuring up to current societal values, leading to their exclusion and rejection by those who do not know them as individuals. Our society places value on attributes that many people with disability may not easily achieve, such as:

• Individualism	• Intelligence
• Independence	• Wealth
• Physical attractiveness	• Productivity
• Good health	

The impact of the value our society places on these attributes can give rise to a need for advocacy by, or on behalf of, people with disability.

## What is advocacy?

Advocacy is a common term with a definition found in all dictionaries. The Macquarie Dictionary defines advocacy as “*an act of pleading for, supporting or recommending*” and an advocate as “*one who pleads for or on behalf of another*”. These definitions cover all forms of “pleading a cause” including, for example, a highly paid senior lawyer advocating for a reduction in income tax payable by a billionaire businessman.

In the 1960s, a more comprehensive concept of “social advocacy” was developed, principally by the late Professor Wolf Wolfensberger, which extends the dictionary definition of “pleading a cause”. Professor Wolfensberger recognised that meeting the needs of people who are vulnerable, including people with disability, requires extra focus, commitment and intensity.

### 1. Definition of Social Advocacy

The definition of social advocacy now widely used across Australia by disability advocacy groups is as follows:

*“Advocacy is speaking, acting and writing with minimal conflict of interest on behalf of the sincerely perceived interests of a disadvantaged person or group to promote, protect and defend their welfare and justice by:*

- *being on their side and no-one else's,*
- *being primarily concerned with their fundamental needs,*
- *remaining loyal and accountable to them in a way which is emphatic and vigorous,*  
*and*
- *which is, or is likely to be, costly to the advocate or advocacy group.”*

[Queensland Parents for People with Disability website]

This definition goes well beyond the dictionary definition of “pleading a cause”.

### 2. Principles or Elements of Advocacy

This definition of social advocacy is better understood when broken down into principles or elements. Most are contained within the definition of social advocacy.

<b>Principles of Advocacy</b>	<b>What this means</b>
1. Being on the side of the disadvantaged person	When advocating for our family member, we must remain on <u>their</u> side, not take the side of anyone else, even though others have legitimate interests (eg, other children in a school).
2. Emphasis on major needs and welfare issues	We need to reflect on what our family member's major needs and interests are and not be sidetracked by lesser issues (eg, their need for a decent, safe home, rather than focusing only on trying to make a poor residential service better).
3. Fidelity, especially over the long term	Remaining faithful to our family member over the long term, and to continuing to advocate for their major needs, even when that seems very difficult to attain.

4. Having minimal conflict of interest	We need to minimise conflict of interest in our advocacy as much as possible, including the perception of conflict (eg, advocating for a place in a group home might meet our needs to have the care and support of our family member met, but living in a group home might not meet their needs or be what they want).
5. Vigour of action	Advocacy requires being firm and vigorous, not remaining quiet when speaking out is clearly required.
6. Cost to advocate	Advocacy that speaks out vigorously, on the side of the disadvantaged, and which focuses on major welfare issues, is likely to come at a cost to the advocate (eg, loss of sleep; time; stress and anxiety; criticism or ridicule by others; loss of income, money). Note: this <u>does not</u> mean that being with our family member is burdensome or costly, but rather, that undertaking true advocacy often comes at a cost.
7. Being mindful of others even more needy than the individual or group we are advocating for	While we need to ensure we are always on the side of our family member, we also need to be mindful of those who might be in even greater need (eg, another person with disability supported by the same service who does not have anyone to advocate for them – we might try to find someone else to act as their advocate).

## Common Forms of Social Advocacy

There are a number of different forms of social advocacy. Some of the common forms are:

1. Personal, voluntary advocacy for individuals
  - Individual family advocating for family member with disability (family advocacy)
  - Friend/s advocating for a friend
  - Citizen advocacy – unpaid citizen advocate recruited by Citizen Advocacy Program (eg, Sunshine Coast Citizen Advocacy; Capricorn Citizen Advocacy)
  
2. Paid individual advocacy
  - Employed advocate in funded individual advocacy agency (eg, Speaking Up For You – SUFY; Gold Coast Advocacy; Individual Advocacy in the Tropics)
  - Employed lawyer, including in a specialist advocacy agency (eg, legal advocate in Queensland Advocacy Incorporated – QAI)
  
3. Collective voluntary advocacy – includes systems advocacy
  - Group of individuals voluntarily advocating for a group (eg, Queensland Parents for People with Disability – QPPD; Queensland Advocacy Incorporated – QAI).

## What is not advocacy?

One way to clarify what advocacy is, is to look at what it is not. There are many related activities that are worth doing but which are not advocacy:

<ul style="list-style-type: none"> <li>• Change agency (eg, pilot project to show how new supports might be provided to person with disability)</li> </ul>	<ul style="list-style-type: none"> <li>• In-house advocacy (eg, “consumer advocate” employed by a service)</li> </ul>
<ul style="list-style-type: none"> <li>• Service quality measures and safeguards</li> </ul>	<ul style="list-style-type: none"> <li>• Friendship (friends might become involved with advocacy but not all friendship is advocacy)</li> </ul>
<ul style="list-style-type: none"> <li>• Protective measures, such as guardianship</li> </ul>	<ul style="list-style-type: none"> <li>• Support groups</li> </ul>
<ul style="list-style-type: none"> <li>• Casework (doing casework well might involve speaking up for someone with whom the caseworker works, but this is just part of doing a good job)</li> </ul>	<ul style="list-style-type: none"> <li>• Support Circles (support circles might become involved in advocacy but a support circle’s primary purpose is not advocacy)</li> </ul>
<ul style="list-style-type: none"> <li>• Mediation, conciliation, arbitration</li> </ul>	<ul style="list-style-type: none"> <li>• Community involvement / inclusion</li> </ul>

## Advocacy Strategies

It is one thing to understand what advocacy is, it is another to carry out advocacy. The following strategies may be helpful:

1. Use the advocacy definition and advocacy principles – when in doubt about what to do, refer back to the principles. Ask yourself: Am I focused on the important, fundamental needs of my family member? Am I clear about whose side I’m on? Am I being vigorous enough? Do I have the sense of urgency required? If I cannot see a way forward, I can at least stick to it, not give up, show fidelity to my family member.
2. Be clear about the vision for your family member with disability. What is it that you and they really want to achieve? What is it that you are advocating for? What is the outcome you are seeking? Set issues in order of priority – what is most important? What, from your perspective, is negotiable? What is not negotiable?
3. Identify who is responsible for the decision you want changed or for the action you are wanting adopted.
4. Ask for support – share the action so that it is not all on your shoulders – never go alone to a meeting - take someone else even if they only give moral support and say nothing.
5. Record your action - write everything down, including important phone calls – names, times, what people said, what role they play, what is within their authority to decide, when they said they would make a decision, who is going to get back to whom and when – if you can’t do this during a meeting or phone conversation, do it straight after.
6. Dress for action, look like you mean it, look strong and confident – carry a briefcase even if you only have a notebook or newspaper in it.

7. Avoid unnecessary conflict – be polite, be honest, follow due process, don't escalate conflict unnecessarily, consider legal action only as a last resort.
8. Be tenacious – keep going – sometimes it is all you can do.
9. Choose your battles – a clear vision will help to decide what to take on and what not.
10. Practice – role play upcoming difficult meetings – try to anticipate what issues might be raised by others and how you would respond if you were in their shoes - courage and tenacity takes practice and you can get better at it.
11. Look after yourself – take time out, even if briefly.
12. Celebrate your victories, however small.

## Advocacy and Planning for the Future

The key to planning for the future is working out what sort of future you want for your family member with a disability. What is your vision? What is their vision? This requires time, energy, resources and support.

Planning is best done when you invite others to share the journey with you. Pave the Way conducts information sessions and workshops about planning for the future, as well as providing a number of written resources and related information available from the Pave the Way office or from our website. Pave the Way also offers to facilitate planning sessions with individual families.

If your plans for the future are based on what you and your family member want, rather than what others say are the limits of what is possible, there will be times when you will be aiming for things not necessarily easy to obtain. For example, you might decide that when your family member leaves school, the available “post school” services in your area do not offer anything suitable so you need to work out another way. Or you may want your family member to have a home of their own, just like others their age, but there is nothing available through traditional disability services in your area that will assist you and your family member to attain this goal, so you have to work out another way.

In other words, you might find that some of your goals can only be met by your taking action that requires advocacy.

The following are some suggested tips to help you incorporate advocacy into your planning.

1. Learn and understand why advocacy is needed – when you know why you are likely to face opposition and rejection, it is easier to prepare for action and not be put off by setbacks.
2. Learn how to do advocacy – seek information, advice, assistance and support.
3. Remain clear about your vision – know what you are planning and advocating for and know what you don't want and why.
4. Be able to explain your vision to others – advocacy is about communicating and influencing, about speaking out and speaking up – you need to be able to get your message across to those you are trying to influence.
5. Don't let the need to advocate to achieve a goal put you off - focus on your vision and goals first and then work out how to get there and whether advocacy is required.
6. Involve others who are not put off by advocacy, who are willing to help and, if possible, who have the skills required – people who might help you to develop advocacy strategies, to accompany you to a meeting, to draft a letter or write a funding submission.
7. Incorporate advocacy principles and strategies into your planning:
  - Is your planning focused on meeting your family member's major needs or are you just skirting around the edges of their life?
  - Is your planning clearly focused on them – are you on their side and no-one else's?
  - Are you active and vigorous in your efforts to achieve your goals for them?
  - Are you showing fidelity, being faithful to them in the long term and not giving up?
  - Are you taking into account the cost of doing advocacy and anticipating and planning for this where possible?

- Are you mindful of conflicts of interest and trying to minimise these?
- Are you looking after yourself? Showing vigor and loyalty and tenacity does not mean you need to burn out – you will be no use to your family member if you do.

As with much of planning, time and energy and courage is needed to engage in advocacy to achieve what you want. By understanding why advocacy is needed, by informing yourselves and those around you, by preparing your advocacy strategies, and by developing your advocacy skills with practice, undertaking advocacy to achieve your goals will become easier.

## Where to find additional information and assistance

The following advocacy organisations are funded to provide advocacy for people with disability in Queensland. One way to learn more about advocacy is to become involved with an advocacy organisation, either locally or at a state level.

When contacting an advocacy organisation, be aware that all have limited resources and may not be able to take up your particular issue. Most will focus on advocating with or for your family with a disability, rather than advocating for you as a parent or other family member.

### QUEENSLAND - STATEWIDE

Queensland Parents for People with a Disability Inc (QPPD)

Unit 2, 70 Flanders St  
Salisbury QLD 4107  
PO Box 466  
SALISBURY QLD 4107  
Phone: 07 3875 2101  
Website: [www.qppd.org](http://www.qppd.org)

Advocacy provided: Systemic and Family - all disabilities  
Area covered: Statewide

Many families throughout Queensland have learnt about advocacy by becoming involved as active members of QPPD. QPPD will not undertake advocacy for you but will provide support and assistance to you to assist you to undertake advocacy with and for your family member.

Queensland Advocacy Inc

2nd Floor, South Central  
43 Peel Street  
SOUTH BRISBANE QLD 4101  
Phone: 07 3844 4200  
Toll free: 1300 130 582  
Website: [www.qai.org.au](http://www.qai.org.au)

Advocacy provided: Individual legal - all disabilities. QAI offers assistance in the following 3 programs:

- Human Rights Legal Service
- Mental Health Legal Service
- Justice Support Program

Area covered: Statewide

Queensland Aged and Disability Advocacy (QADA)

121 Copperfield St  
GEEBUNG Q 4034  
Phone: 07 3637 6000  
Phone: 1800 818 338 (Townsville, Cairns, Rockhampton, Hervey Bay, Gold Coast, Mackay, Toowoomba)  
Website: [www.qada.org.au](http://www.qada.org.au)  
Email: [info@qada.org.au](mailto:info@qada.org.au)

Advocacy provided: Individual - includes Guardianship Advocacy Service providing representation before Queensland Civil and Administrative Tribunal - older people, all disabilities and carers  
Area covered: Statewide

Carers Qld Family Support and Advocacy Program

15 Abbott St  
 CAMP HILL Q 4152  
 Phone: 07 3900 8140  
 Toll free: 1800 242 636  
 Website: [www.carersqld.com.au](http://www.carersqld.com.au)  
 Email: [cas@carersqld.asn.au](mailto:cas@carersqld.asn.au)

Advocacy provided: Individual - includes assistance concerning guardianship issues, including representation before Queensland Civil and Administrative Tribunal – all carers  
 Advice and assistance with Enduring Power of Attorney  
 Area covered: Statewide

**Cairns**Rights In Action Inc

88 Abbott Street  
 Cairns QLD 4870  
 PO Box 1041N  
 CAIRNS NORTH QLD 4870  
 Phone: 07 4031 7377  
 Website: [www.rightsinaction.org](http://www.rightsinaction.org)  
 Email: [info@rightsinaction.org](mailto:info@rightsinaction.org)

Advocacy provided: Individual and Systemic – all disabilities – Ages 16 - 64  
 Areas covered: Cairns Regional Council - previous Cairns City Council area only, Yarrabah Community Council and Tablelands Regional Council - Atherton & Mareeba townships only.

**Townsville**Independent Advocacy in the Tropics Inc

Office 2, 179 – 181 Ross River Road  
 MUNDINGBURRA Q 4812  
 PO Box 3067  
 HERMIT PARK QLD 4812  
 Phone: 07 4725 2505  
 Website:  
[www.independentadvocacy.org.au](http://www.independentadvocacy.org.au)  
 Email:  
[info@independentadvocacy.org.au](mailto:info@independentadvocacy.org.au)

Advocacy provided: Individual and Systemic - all disabilities  
 Area covered: Townsville City Council, Ayr and Home Hill, Cardwell, Charters Towers, Hughenden, Ingham, Palm Island.

**Mackay**Mackay Advocacy Inc

Suite 5, City Court Arcade  
 78 Victoria St  
 MACKAY Q 4740  
 Phone: 07 4957 8710

Advocacy provided: Individual – all disabilities  
 Area covered: Mackay City Council, north to Collinsville, South to Claremont & Dysart, Pioneer Valley and Nebo

**Rockhampton**Capricorn Citizen Advocacy

Shop 3, 118 George St  
 Rockhampton Q 4700  
 Phone: 07 4922 0299  
 Website:  
[www.capricorncitizenadvocacy.org.au](http://www.capricorncitizenadvocacy.org.au)  
 Email: [citizen@irock.com.au](mailto:citizen@irock.com.au)

Advocacy provided: Facilitation of citizen advocacy relationships for people with disability who are vulnerable or at risk  
 Area covered: Rockhampton Regional Authority

**Mt Isa and Lower Gulf Communities**People with Disability Australia Incorporated (Sydney)

PO Box 1615  
 MT ISA Q 4825  
 Phone: 02 9370 3100  
 Toll Free: 1800 422 015  
 TTY: 07 4743 5131

Advocacy provided: Individual - all disabilities  
 Area covered: Boulia, Doomadgee, Burketown, Normanton, Karumba, Cloncurry, Mount Isa and Camooweal.

**Bundaberg**People with Disability Australia Incorporated (Sydney)

PO Box 1630  
 BUNDABERG Q 4670  
 Phone: 02 9370 3100  
 Toll Free: 1800 422 015  
 TTY: 07 4151 0404

Advocacy provided: Individual - all disabilities  
 Area covered: Bundaberg City Council

**Logan City**People with Disability Australia Incorporated (Sydney)

PO Box 62  
 KINGSTON Q 4114  
 Phone: 02 9370 3100  
 Toll Free: 1800 422 015  
 TTY: 07 3808 2599

Advocacy provided: Individual - all disabilities  
 Area covered: Logan City Council

**Sunshine Coast**People with Disability Australia Incorporated (Sydney)

PO Box 21  
 Buddina Post Shop  
 BUDDINA Q 4575  
 Phone: 02 9373 3100  
 Toll Free: 1800 422 015  
 TTY: 07 5478 370

Advocacy provided: Individual - all disabilities  
 Area covered: Sunshine Coast Regional Council

**Fraser Coast**People with Disability Australia Incorporated (Sydney)

PO Box 3295  
 HERVEY BAY D.C. Q 4655

Phone: 02 9373 3100  
Toll Free: 1800 422 015

Advocacy provided: Individual – all disabilities  
Area covered: Fraser Coast

Sunshine Coast Citizen Advocacy Programme Inc

Unit 3, 4 Pine Grove Road  
WOOMBYE QLD 4559  
PO Box 160  
WOOMBYE QLD 4559  
Phone: 07 5442 2524  
Website: [www.citizenadvocacy.com](http://www.citizenadvocacy.com)  
Email: [sunshinecoast@citizenadvocacy.com](mailto:sunshinecoast@citizenadvocacy.com)

Advocacy provided: Citizen Advocacy – intellectual disability  
Area covered: Sunshine Coast Regional Council

**Gold Coast**  
Gold Coast Advocacy

Tower 1, 8th Floor  
Suite 1804  
56 Scarborough St  
Southport Q 4215  
Phone: 07 5564 0355  
Website: [www.gca.org.au](http://www.gca.org.au)  
Email: [gca@gca.org.au](mailto:gca@gca.org.au)

Advocacy provided: Individual – all disabilities  
Area covered: Gold Coast Regional Council

**Brisbane**  
Speaking Up For You Inc

Unit F2, The Precinct  
1st Floor, 12 Browning Street  
West End QLD 4101  
Phone: 07 3255 1244  
Website: [www.sufy.org.au](http://www.sufy.org.au)  
Email: [sufy@sufy.org.au](mailto:sufy@sufy.org.au)

Advocacy provided: Individual – all disabilities - Adults  
Area covered: Brisbane City Council and Moreton Bay

Amparo Advocacy Inc

9 Chippendale St  
Milton Q 4064  
Phone: 07 3369 2500  
Website: [www.amparo.org.au](http://www.amparo.org.au)  
Email: [info@amparo.org.au](mailto:info@amparo.org.au)

Advocacy provided: Individual and Systemic – individuals from a non-English speaking background who have a disability – all disabilities  
Area covered: Brisbane metropolitan area

## Some resources

### Websites

Pave the Way	<a href="http://www.pavetheway.org.au">www.pavetheway.org.au</a>
Queensland Parents for People with Disability	<a href="http://www.qppd.org.au">www.qppd.org.au</a>
Queensland Advocacy Incorporated	<a href="http://www.qai.org.au">www.qai.org.au</a>
Family Advocacy (NSW)	<a href="http://www.family-advocacy.com">www.family-advocacy.com</a>
People with Disability Australia Incorporated	<a href="http://www.pwd.org.au">www.pwd.org.au</a>

### Planning resources

*Planning for Now, Tomorrow and the Future* (Revised 2011) (Pave the Way)

*From Dreams to Reality: Ideas and Strategies for Planning* (Pave the Way)

## References

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