Advocacy

A disability support advocate is an independent person who can offer information, advice and support in relation to your funding and services under the National Disability Insurance Scheme (NDIS). They can help you make decisions, assert your rights, and raise any concerns or complaints with your service provider.

What can an independent advocate do?

An independent advocate does not work for Cara. They can help you understand your rights, make decisions and speak up about concerns.

- Support you to have a say in decisions about your life
- Support you to understand your options and rights
- Help you ask questions about your services or home
- Help you make a complaint or get independent advice
- Support families and people you choose to involve

You have the right to speak up

Everyone receiving Cara services can raise concerns about their support, safety, privacy, home or living arrangements. You will not be treated unfairly for making a complaint.

We acknowledge complaints within 2 business days if we can contact you. We aim to resolve them within 15 business days. Sometimes we need longer.

You can contact the NDIS Commission directly on 1800 035 544, or the SA Health and Community Services Complaints Commissioner on 08 8226 8666.

Cara - general enquiries

08 8243 5000

contact@cara.org.au

Make a complaint

08 8243 5000

cara.org.au/feedback

Registered NDIS Provider

National Relay Service

TTY 133 677
Voice relay 1300 555 727
SMS 0423 677 767
www.accesshub.gov.au

Advocacy for Disability Access and Inclusion Inc.

Phone: 08 8340 4450
Country callers: 1800 856 464
(toll free)
www.advocacyfordisability.org.au

Brain Injury SA.

Ask about availability

Phone: 08 8217 7600
www.braininjurysa.org.au

Citizen Advocacy

Check current availability

Phone: 08 410 6644
www.citizenadvocacysa.com.au

Disability Advocacy & Complaints Service of SA Inc.

Phone: 08 7122 6030
www.dacssa.org.au

Disability Rights Advocacy Service

Phone: 08 8351 9500
www.dras.com.au

Uniting Communities

Phone: 08 8202 5960
www.unitingcommunities.org

Independent Advocacy SA Inc.

Phone: 08 8232 6200
www.independentadvocacysa.org.au

NDIS information

www.ndis.gov.au