

# 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.

Cara does not employ advocates, but should you require one, we have listed some suggested services over the page. Independent advocacy services are free of charge and available to all NDIS participants. Each advocacy organisation differs, but essentially they can:

- Support you to have a voice in decisions that affect your life,
- Support your family if they need to speak on your behalf,
- Help you and your family to get access to services or improve services,
- Support you to practice self-advocacy, so you can become your own advocate,
- Support families and networks to advocate for their loved ones with disability, and
- Make sure you have covered the points you want to make.

Cara works in accordance with the NDIS Quality and Safeguards Commission's Effective Complaint Handling Guidelines for NDIS providers. We understand that raising a concern can be difficult, but our dedicated Client Safeguarding Team will listen to you and treat you with respect. Throughout their investigation, they will keep you updated, let you know what action they are taking and notify you when an outcome has been reached.

If you are not happy with how we manage your concern or complaint, you may wish to contact an external complaints body, such as the NDIS Quality and Safeguards Commission. The NDIS Quality and Safeguards Commission oversees registered NDIS providers, like Cara, to make sure that NDIS participants receive the safest and best services.

If you have questions about services you are currently receiving, or would like to receive in the future, the Cara Connect Team can support you throughout your NDIS journey with Cara.

## The Cara Connect Team



08 8347 4588



[contact@cara.org.au](mailto:contact@cara.org.au)

## The Safeguarding Team



08 8347 4588



[safeguarding@cara.org.au](mailto:safeguarding@cara.org.au)



Registered NDIS Provider



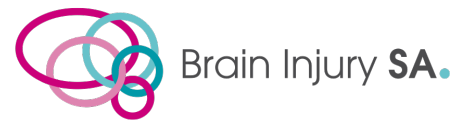
**National Relay Service**

TTY: 133 677  
Voice relay: 1300 555 727  
SMS relay: 0423 677 767  
[www.communications.gov.au](http://www.communications.gov.au)



**Advocacy for Disability  
Access and Inclusion Inc.**

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



**Brain Injury SA**  
(Limited capacity currently)

Phone: 08 8217 7600  
[www.braininjurysa.org.au](http://www.braininjurysa.org.au)



**Citizen Advocacy  
South Australia**  
(Limited capacity currently)

Phone: 08 410 6644  
[www.citizenadvocacysa.com.au](http://www.citizenadvocacysa.com.au)



**Disability Advocacy &  
Complaints Service of SA Inc.**

Phone: 08 7122 6030  
[www.dacssa.org.au](http://www.dacssa.org.au)



**Disability Rights  
Advocacy Service**

Phone: 08 8351 9500  
[www.dras.com.au](http://www.dras.com.au)



**Uniting Communities**

Phone: 08 8202 5960  
[www.unitingcommunities.org](http://www.unitingcommunities.org)



**Independent Advocacy  
SA Inc.**

Phone: 08 8232 6200  
[www.independentadvocacysa.org.au](http://www.independentadvocacysa.org.au)



**NDIS Translation  
Service**

[www.ndis.gov.au](http://www.ndis.gov.au)