



Advocacy

Epilepsy Queensland supports the use of an advocate and is committed to supporting you in your decision to have someone assisting and/or representing you.

An advocate can be a relative, carer, friend, someone from Epilepsy Queensland, or from an advocacy service.

How can an advocate help?

There are a number of ways that an advocate may assist you, for example:

- Finding out information for you
- Helping you to tell us (or other services) your ideas, what you need, and what you want
- Supporting you to make sure your rights are respected
- Supporting you to work through a problem or concern you have about any service including Epilepsy Queensland

- Making a comment, suggestion or complaint about services

How does it work?

Advocates can work in different ways. They may speak on your behalf over the phone or accompany you to an appointment or meeting with a service. Tell the advocate how you would like them to help you. You can ask an advocate to represent you at any time.

Where can I find an advocate?

Epilepsy Queensland is happy to provide an advocacy service for you, or to help you find an advocate within your support network or from an external advocacy service. To help you find an advocacy service, we have included a list of services with their contact details on the reverse of this fact sheet.



LIST OF ADVOCACY SERVICES WITH CONTACT DETAILS

Aboriginal and Torres Strait Islander Women's Legal and Advocacy Service	(07) 3392 3177 Email: reception@atsiwlas.com.au www.atsiwlas.org.au	Daytime telephone information, advice and referrals. Monday to Friday legal advice available by drop in or appointment.
Advocacy and Support Centre Toowoomba Ipswich Warrick	(07) 4616 9700 (Warwick) Email: reception@tascinc.org.au www.tascinc.org.au Phone: (07) 46 169 700 (07) 3812 7000	General legal advice and assistance, by appointment each day and Monday evening. Telephone advice by appointment. Rural Women's Outreach Legal Service.
Amparo Advocacy Inc	9 Chipendall St MILTON QLD 4064 (07) 3369 2500 www.amparo.org.au Interpreter Service 131450	Amparo Advocacy is a non-profit community organisation which provides individual and systemic advocacy, on behalf of people from a non-English speaking background who have a disability.
Anti-Discrimination Commission Queensland (ADCQ)	Email: info@adcq.qld.gov.au 1300 130 670 www.adcq.qld.gov.au	For disability discrimination. Operates a state wide telephone, information and enquiry service toll free.
Australian Human Rights Commission	GPO Box 5218 SYDNEY NSW 2001 Complaints line: 1300 656 419 General enquiries & publications: 1300 369 711 www.humanrights.gov.au	Discrimination issues relating to disability, race, gender, age, social justice, human rights etc.
Bayside Community Legal Centre (Capalaba)	(07) 3206 2724 baysidelegal@optusnet.com.au	Referral and advice by volunteer solicitors.

Cairns Community Legal Centre	Phone: (07) 4031 7688 1800 062 608 admin@cclc.org.au www.cclc.org.au	General legal service offering free legal advice, information and referrals to members of the community who are socially or financially disadvantaged and who live or work in Far North Qld. Provides a Disability Discrimination Legal Service.
Capricorn Citizen Advocacy Inc.	PO Box 1175 ROCKHAMPTON QLD 4700 Ph: (07) 4922 0299 cca@rocknet.net.au citizen@irock.com.au	Provides advocacy for people with disabilities.
Carers Queensland	15 Abbott St CAMP HILL QLD 4152 Ph: (07) 3900 8100 1800 242 636 Email: advocacy@carersqld.asn.au www.carersqld.asn.au	To make complaints about health services. Individual and systems advocacy for carers.
Caxton Legal Centre	Ph: (07) 3214 6333 Email: caxton@caxton.org.au www.caxton.org.au Monday, Tuesday, Thursday evening.	Free legal advice, assistance and referrals for clients with low incomes or who face other access to justice issues. Appointment only.
Central Queensland Community Legal Centre (Rockhampton, Yeppoon and Emerald)	Ph: (07) 4922 1200 admin@cqclc.org.au www.cqclc.org.au	Services the Central Queensland region to Longreach. Free generalist legal advice, community legal education work and has a victims' advocate.
Commission for Children and Young People	Ph: (07) 32116700 1800 688 275 Email: wmaster@ccypcg.qld.gov.au www.ccypcg.qld.gov.au/index.html info@ccypcg.qld.gov.au	Investigates complaints about services to children and young people known to the Department of Communities.
Crime and Misconduct Commission (CMC)	(07) 3360 6060 1800 061 611 mailbox@cmc.qld.gov.au www.cmc.qld.gov.au	Complaints Services staff handle complaints of misconduct from members of the public or from official sources.

Ethnic Communities Council of Qld (ECCQ)	(07) 3844 9166 advocacy@eccq.com.au	Multicultural systems advocacy.
Gold Coast Advocacy Group Inc.	PO Box 2560 SOUTHPORT BC QLD 4215 (07) 5564 0355 gca@gca.org.au	Advocates for vulnerable people with a disability who live in the Gold Coast region.
Gold Coast Community Legal Advice Centre	Tel: n/a Fax: (07) 5595 2217 Lahardin@staff.bond.edu.au www.gccic.org.au	Operates from Varsity Lakes Community Centre, Mattocks Road, Varsity Lakes each Tuesday evening from 6.30pm – 9pm.
Goondiwindi Community Legal Service	Ph: (07) 4670 0700 Email: info@caregoondiwindi.org.au http://caregoondiwindi.org.au	Volunteer legal advice by appointment. WJN Video link-up by appointment. Face-to-face legal advice once a month from Rural Women's Outreach solicitor.
Health Quality & Complaints Commission	Ph: (07) 3120 5999 1800 077 308 www.hqcc.qld.gov.au	To make complaints about health services.
Highway Legal Service – Citizens Advice Bureau – Gold Coast	Ph: (07) 5532 9611 Email: citizens@advicebureau.org.au www.advicebureau.org.au	Advice, information and referral. Legal advice and financial counseling by appointment only. Casework.
Independent Advocacy Townsville	PO Box 3067 HERMIT PARK QLD 4812 (07) 4725 2505 1800 887 688 Email: admin@iat.org.au http://independentadvocacy.org.au	Provides advocacy support for people with disability in the locality of Townsville, Thuringowa and surrounding rural communities.
Indigenous Family Violence Legal Outreach Unit	PO Box 200J Townsville Q4810 Ph: (07) 4724 3666 Email: tempadmin@qifvls.com.au	Provides free legal advice, representation and casework for indigenous families affected by family violence or sexual assault within the communities of Palm Island, Charters Towers, Hughenden and Richmond.

Logan Legal Advice Centre	Kingston Rd Logan City Ph: (07) 3826 1599	Wednesday evening advice and referral by volunteer solicitors. Appointments required. Hours of service for legal advice 6pm-8pm.
Mackay Advocacy	PO Box 174 MACKAY QLD 4740 Ph: (07) 4957 8710 Mob: 0408 718 579 (Manager) admin@mackayadvocacy.com.au www.mackayadvocacy.com.au	A fully government funded community based advocacy organisation providing information and support to all people with a disability to help them obtain their rights. Can refer people to other suitable services in the community when necessary.
Mackay Regional Community Legal Centre Inc	(07) 4953 1211 admin@mrclc.com.au	MRCLC provides information, advice and referral. A social worker is also available during the evening clinics.
National Disability Abuse and Neglect Hotline	1800 880 052 www.disabilityhotline.net.au	National Disability Abuse and Neglect Hotline is an Australia-wide telephone hotline for reporting abuse and neglect of people with disabilities using government funded services. Allegations are referred to the appropriate authority for investigation.
North Queensland Women's Legal Service	(07) 4772 5400 tsvadmin@nqwls.com.au www.nqwls.com.au	Phone advice. Face to face advice by appointment only. Limited court representation. Outreach services. Service area ranges south to Sarina, west to the NT border and north including the Cape, the Gulf and the islands.
North Queensland Women's Legal Service - Cairns	(07) 4772 5400 www.nqwls.com.au	Phone advice. Face to face advice by appointment only. Limited court representation. Outreach services.

North West Advocacy Mount Isa	Ph: (07) 4749 0022 1800 800 787 www.legalaid.qld.gov.au	For people with a disability
Nundah Community Legal Service	Ph: (07) 3260 6820 Email: admin1@nundahcc.org.au legaladmin@cc.org.au	Drop-in legal advice, information and referral service for most areas of the law.
Office of Health Practitioner Registration Boards – Psychologists Board of QLD	Ph: (07) 3234 1164	Services and Resources provided by the organisation include: <ul style="list-style-type: none"> • health assessment and monitoring services • information on lodging a complaint • publications • right to information • news and media releases • links to health related websites
Office of the Adult Guardian	363 George St, Brisbane QLD 4003 Ph: (07) 3234 0870 1300 653 187 Adult.guardian@justice.qld.gov.au www.justice.qld.gov.au	Adult guardian's role is to protect the rights and interests of adults who have impaired capacity.
People with Disability Australia Incorporated	PO Box 666 STAWBERRY HILLS NSW 2012 Ph: (02) 9370 3100 pwd@pwd.org.au www.pwd.org.au	People with Disability Australia Incorporated is a national peak disability rights and advocacy organization. Its primary membership is made up of people with disability and organizations primarily constituted by people with disability.
Pine Rivers Community Legal Service	Ph: (07) 3881 3500 prnc@prnc.org.au www.prnc.org.au	Free confidential evening legal advice and information centre. Also offers referrals. Assistance with form filling with qualified solicitor by appointment.

Qld Advocacy Inc (QAI) – part of the Aust Network of disability advocacy services	Level 2 South Central 43 Peel Street South Brisbane Ph: (07) 3844 4200 1300 130 582 www.qai.org.au	Queensland Advocacy Incorporated (QAI) is an independent, community-based systems advocacy and legal advocacy organisation for people with disability in Queensland.
QLD Aged and Disability Advocacy (QADA)	121 Copperfield St GEEBUNG QLD 4034 Ph: (07) 3637 6000 1800 818 338 Email: info@qada.org.au www.qada.org.au	QADA is a not-for-profit community-based Statewide advocacy service funded to provide information, education, support and representation to enable people to understand and exercise their rights and their responsibilities. It is a free service.
Qld Parents for People with Disability Inc.	PO Box 470 Paddington QLD 4064 Ph: (07) 3368 3055 1800 805 184 Email: qppd@qppd.org.au www.qppd.org.au	Advocacy covers issues including family support and respite, education, quality lifestyles for adults and guardianship.
Queensland Nursing Council	GPO Box 2938 Brisbane Q4000 Ph: (07) 3223 5110 1300 139 993	Receives and investigates complaints from consumers, employers, the profession and others about the professional conduct, competence or health of a nurse or midwife.
Queensland Ombudsman	Ph: (07) 3005 7000 1800 068 908 Email: ombudsman@ombudsman.qld.gov.au www.ombudsman.qld.gov.au	The Queensland Ombudsman's Office is an independent complaints investigation agency.
Queenslanders with Disability Network (QDN)	Suite 11, 7 O'Connell Terrace Bowen Hills QLD 4006 Ph: (07) 3252 8566 Email: qdn@qdn.org.au www.qdn.org.au	QDN provides a mechanism for people with disability to have a say in the issues that affect their lives.

Rights in Action – FNQ	Cairns Yarrabah area 4870 Ph: (07) 4031 7377 Email: info@rightsinaction.org www.rightsinaction.org	Non-profit community based organisation. Provides advocacy to people with disability
Roma Community Legal Service	Ph: (07) 4622 4547 Email: madonnap@tpg.com.au	Free legal advice, assistance and referral in matters of civil, family and criminal law. Free court representation and court support. Mediation.
South West Brisbane Community Legal Centre Inc	Ph: (07) 3372 7677 Email: admin@swbcls.org.au	Free legal advice, assistance and referrals. Small fee for various documents such as wills Family Court forms etc. Interpreters arranged. Some casework. A solicitor provides legal advice and referrals regarding employment law.
Speaking Up for You (SUFY)	12 Browning St WEST END QLD 4101 Ph: (07) 3255 1244 www.sufy.org.au	Personal advocacy for people with disability. No charge.
Stanthorpe Community Legal Service	Ph: (07) 4681 3777 Email: cgsadmin@halenet.com.au	Free information service provided by local solicitors one morning a fortnight. By appointment only.
Suncoast Community Legal Service	Ph: (07) 5443 7827 Email: admin@suncoastcommunitylegal.org	Free Sunshine Coast legal advice and referral by volunteer solicitors.
Sunshine Coast Citizen Advocacy	3/4 Pine Grove Road WOOMBYE QLD 4559 Ph: (07) 5442 2524 Mob: 0418 714 695 Email: sunshinecoast@citizenadvocacy.com	Sunshine Coast Citizen Advocacy is a voluntary group of individuals who offer guidance, advice, protection and friendship to vulnerable people with disability.
Taylor Street Community Legal Centre	(07) 4194 2663 tscls@bigpond.net.au	Provides non-discriminatory legal advice by pro bono solicitors and contributes to community legal education.

The Public Advocate	GPO Box 149 BRISBANE QLD 4001 Ph: (07) 3224 7424 Email: public.advocacte@justice.qld.gov.au www.justice.qld.gov.au/justice-services/guardianship/public-advocate	The role of the Public Advocate is systemic advocacy which promotes and protects the rights and interests of adults with impaired decision-making capacity. The Public Advocate does not deal with individual cases.
Townsville Community Legal Service	Ph: (07) 4721 5511 Email: tcls@tcls.org.au tcls@tcls.org.au	General and welfare rights, insolvency and financial counselling services.
Welfare Rights Centre Inc (Qld)	Ph: (07) 3847 5532 Email: wrcqld@wrcqld.org.au www.wrcqld.org.au	Discrimination Legal Advocacy Service which provides advice and representation on disability discrimination matters.
Women's Legal Service (QLD)	Ph: (07) 3392 0670 Email: admin@wlsq.org.au	Statewide services run by women for women. Information, advice and referrals available. Domestic violence counselling and short-term support available by appointment.
Youth Advocacy Centre	Ph: (07) 3356 1002 Email: admin@yac.net.au www.yac.net.au	Community legal and welfare service for young people 10 to 16 years and their families living in and around Brisbane.