

## Advocacy Information Sheet (Plain English)

### **Need someone to help you?**

Stride wants to give you the best service possible. If you think we're doing a good job or have ideas on how we can improve, let us know.

If you're unhappy or have a concern, you can tell us without fear of losing your right to use our services.

If you don't feel comfortable talking directly to us, you can ask a Support Person or an Advocate to assist. They can help you make a complaint or speak to us on your behalf.

### **What is an Advocate?**

An Advocate is someone who stands up for your rights and makes sure you are treated fairly. They can be a trained professional, a family member, a friend, or someone else you trust.

### **How can an Advocate help?**

- Ask for better services for you
- Help you understand services and systems
- Be with you at important meetings
- Help you make a complaint
- Speak to government or service providers on your behalf

### **What are my rights?**

You have the right to:

- Provide feedback, whether it's a compliment or a complaint
- Use an Advocate or Support Person to help you
- Be treated with fairness and respect

If you need help, talk to your Support Worker or email us at [feedback@stride.com.au](mailto:feedback@stride.com.au)

## Advocacy services you can contact

### Mental Health Carers ARAFMI Australia

Support for carers of people with mental illness.

[www.arafmiaustralia.asn.au](http://www.arafmiaustralia.asn.au)

### Mental Illness Fellowship of Australia (MIFA)

Advocacy for people living with mental illness and their families.

[www.mifa.org.au](http://www.mifa.org.au)

### NDIS Quality and Safeguards Commission

Helps NDIS participants make complaints and ensures services meet safety and quality standards.

[www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints)

### Disability Advocacy Network Australia (DANA)

Advocacy for people with disabilities across Australia.

[www.dana.org.au](http://www.dana.org.au)

### Legal Aid NSW (Mental Health Advice)

Provides free legal advice for people with mental health issues in New South Wales.

(02) 9745 4277 or [www.legalaid.nsw.gov.au/what-we-do/civil-law/mental-health-advice](http://www.legalaid.nsw.gov.au/what-we-do/civil-law/mental-health-advice)

### Legal Aid VIC (Independent Mental Health Advocacy)

Helps people receiving compulsory mental health treatment in Victoria.

1300 792 387 or [www.legalaid.vic.gov.au/about-us/what-we-do/independent-mental-health-advocacy](http://www.legalaid.vic.gov.au/about-us/what-we-do/independent-mental-health-advocacy)

### Office of the Health Ombudsman (QLD)

Handles complaints about health services in Queensland, including mental health services.

[www.oho.qld.gov.au](http://www.oho.qld.gov.au)

### Ombudsman Tasmania

Handles complaints about public services, including health and disability services in Tasmania.

[www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)

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