



NDIS Policies & Procedures Manual

Advocacy Policy

A: Definition

1. An advocate is a person who, with the authority of the participant, represents the participant's interests.

B: Position Statement

1. Participants may use an advocate of their choice to negotiate on their behalf. This may be a family friend or an advocacy service. Advocates will be accepted by Capable Services as representing the interests of the participant. Advocates may be used during assessments, reviews, complaints or for any other communication between the participant and the company.

C: Legislation and Standards

1. NDIS Act 2013
2. NDIS Rules 2018
3. Disability Services Act 2006
4. Information Privacy Act 2009
5. The Disability Services Standards (Eligible Service Standards) (FaHCSIA) Determination 2010 applies to all eligible services except in relation to advocacy services

D: Operational Procedures

1. Capable Services will inform each participant of the advocacy services which are available in the local area. If no advocacy service or advocate is available, Capable Services will, if requested, assist participants in their attempts to find an advocate who:
 - i. will listen to and follow the participant's instructions;
 - ii. will fairly and impartially articulate the participant's wishes;
 - iii. is independent;
 - iv. will assist the participant to be better informed, to achieve desired change and to meet the participant's needs;
 - v. will increase the participant's confidence, independence, power and achievement of desired outcomes.
2. Where it has not been possible to recruit an independent advocate, the company will offer to act as an advocate for the participant in interactions with other services.
3. Advocacy is seen as being a component of the case management process.



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4. Staff will make sure participants are aware of their right to use an advocate and will regularly remind participants of this option. This information is available in the Participant's Agreement and will be explained at formal assessments and reviews and through informal discussion and from time to time, in the participants' newsletter. The company's staff will receive training in the use of advocates.

E: Procedure for Appointing an Advocate

1. Participants wishing to use an advocate should inform the company, if possible, in writing, of the name of the person they wish to negotiate on their behalf. The participant has the right to change their advocate at any time and should inform the company of any change.

F: Advocacy Services

1. Advocacy services are free, confidential and independent. An advocate can –
 - a. give you information about your rights and responsibilities
 - b. listen to your concerns
 - c. help you resolve problems or complaints with your aged care service provider
 - d. speak with your service provider if you wish
 - e. refer you to other agencies when needed.
2. Queensland Advocacy Incorporated Level 2, South Central, 43 Peel Street, South Brisbane QLD 4101 (entry from Merivale St) Phone: (07) 3844 4200 or 1300 130 582 Fax: (07) 3844 4220 Email: qai@qai.org.au Website: www.qai.org.au
3. NDIS Quality and Safeguards Commission P O Box 210 Penrith NSW 2750 Phone: 1800 035 544 www.ndiscommission.gov.au search for complaint contact form on the website given