

Policy guiding the use of this information: Participant Advocacy Policy

An advocate is someone who can support you to:

- make decisions for yourself
- make your voice heard
- stand up for your rights
- protect and promote your interests

An advocate can be a family member, friend or organisation.

People often use an advocate in a situation where they feel confused, overwhelmed, intimidated or under-confident. Sometimes people use advocates to speak on their behalf or support them to speak for themselves.

We encourage you to use an advocate when dealing with our organisation if you feel confused, overwhelmed, intimidated, under-confident or if you think an advocate would be useful. For example, you could use an advocate if you want to make a complaint or when you are assessed for services.

You can choose your own advocate or we can advocate or we can assist you (wherever possible) to find one. You can change your advocate, or stop using an advocate, at any time.

We will not share information with your advocate if we do not have your permission to do so. If you want us to share information with your advocate when you are not present you must give us written permission by completing a form. If you want to stop using your advocate or if you want to change your advocate please let us know so we can change the details on your Client Information Sheet.

Organisations who can assist you with advocacy or provide you with an advocate are:

- **Disability Advocacy (DA) NSW**
Telephone contact: 02 4927 0111 OR 1300 365 085
Provide individual advocacy services to people with a disability who have serious and urgent problems.
- **Indigenous Disability Advocacy Service (IDAS)**
Telephone Contact: 1300 114 327
Provide individual advocacy services to Indigenous people with disabilities, their families and carers who have serious and urgent problems.
- **Multicultural Disability Advocacy Association of NSW (MDAA)**
Telephone Contact: 4927 0111 or 1800 629 072
Provide individual advocacy services to people with disabilities, their families and carers from non-English speaking backgrounds.
- **Intellectual Disability Rights Service (IDRS)**
Telephone Contact: 1800 666 611
The IDRS provides telephone advice on a range of legal issues and representation in priority areas such as criminal law, care and protection and guardianship.