

Advocacy Policy

Definition: In order for persons with a disability to fulfill all of their rights, it can be helpful to access advocacy services to speak on your behalf or to support your voice to be heard.

Advocacy is a service provided by an independent person/ service provider to ensure a person's rights are respected and upheld.

Mission Statement: *The mission of Specialist Behavioural Support Services (SBSS) is to support society's most vulnerable individuals to live in a way which promotes optimal levels of independence, freedom from unnecessary restrictions and as a meaningful part of their local and wider community.*

Context: The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. The NDIS Commission regulates service providers, such as SBSS, and handles complaints about the quality and safety of NDIS supports and services. The NDIS Commission has developed a set of practice standards for agencies that want to continue to provide services under NDIS. As part of those standards includes information about how to uphold a person with a disability's rights and responsibilities, this includes their access to advocacy.

Our Advocacy Commitment

SBSS is committed to ensure that any person receiving behavioural support from us is provided information and support to access advocacy. We will proactively examine the vulnerability of all of our clients and promote advocacy from the outset of our service delivery.

Policy Procedures

- upon commencing services, new participants are informed of the role of advocates, their right to use advocates and advocacy services, and how to contact and involve advocacy agencies.
- participants will be provided a list of different advocacy agencies within their introduction pack.

- participants are supported if they choose to self-advocate, change advocates, or withdraw their authority for an advocate
- if a participant needs an advocate and a family or carer cannot provide it, we will attempt to introduce an advocate chosen by the participant
- if a participant requests SBSS to be an advocate, their authority to act is recorded along with the issues important to the participant and their goals
- we will work with the advocate chosen by a participant and involve the advocate in all areas of the participant's service planning and decision making
- whenever a participant is assisted by an advocate, we will document this.

Supporting Forms

Form	Application
Advocacy Supports	<i>To be provided as part within the participant's introduction pack</i>