

P002 – Client Advocacy and Support Policy

1. Purpose

The purpose of this Policy is to ensure the participants are provided with information or supported in the process of escalating issues by building capacity to advocate.

2. Scope

This Policy applies to all employees, sub-contractors and volunteers and all clients receiving services of District 360 Supports.

3. Policy Statement

District 360 Supports are committed to the principles of respecting and protecting the legal and human rights of individuals and their right to services.

District 360 Supports are also committed to providing clients with information of their rights and contacts to advocacy and support to assist them in escalating an issue and to support the participant and family to build capacity to advocate, by provision of information, advocacy and support.

4. Services available

1. **People with disabilities Western Australia (PWdWA)**

Advocating for the rights and empowering the voices of people with disability in Western Australia

City West Lotteries House
Unit 23, 2 Delhi Street
West Perth WA 6005

Phone: (08) 9420 7279
0488 798 615 TEXT ONLY
Country Callers: 1800 193 331
Email info@pwdwa.org

2. **Ethnic Disability Advocacy Centre (EDAC)**

Peak advocacy organisation in WA and aims to safeguard the rights of ethnic people with disabilities and their families.

320 Rokeby Road
Subiaco WA 6008

Phone: 08 9388 7455
Freecall: 1800 659 921
Email: admin@edac.org.au

5. Other relevant policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 Supports policies, including;

- Code of Conduct
- Positive Behaviour Support Policy

6. Legal and Regulatory Standards

This Policy was developed in accordance with:

- National Standards for Disability Services – 1 to 6

7. More information

Person-Centred Toolkit <http://helensandersonassociates.co.uk/person-centred-practice/person-centred-thinking-tools/>

If you have a query about this policy or need more information, please contact the management team at info@district360.com.au

8. Review details

This policy was adopted by District 360 Supports on 11th November 2019

Last updated: 24 March 2021 by Tanya Johnston

Next review date: 24 March 2022