



This document outlines the Advocacy Support Policy & Procedure of the Can:Do Group.

The Can:Do Group recognises the importance and the rights of clients and their families to use an advocate of their choice to participate or act on their behalf.

The Can:Do Group will ensure that both current and potential clients are aware of their rights to use an advocate in relation to the service, including having their advocate present for all assessments, meetings and communication between themselves and the organisation.

Can:Do Group and its employees will work co-operatively with any advocate nominated by a client and treat them with respect.

If the client does not have an advocate, the Can:Do Group will inform the client of their right to have an advocate to speak on the clients behalf and provide written information on how to engage with an advocacy service.

When the client does engage with an advocate, the Can:Do Group will provide the client with a *Authority to Act* form, which the client will be asked to fill in and sign. This will be kept by the Can:Do Group within the clients file.

If you are unsure whether you may want to nominate a person as an advocate, we can provide you with information on various specialist advocacy organisations that may be able to assist. We can also assist you to make contact with them.

We will not disclose any information about you to an advocate when you are not present, unless you have provided permission to do so.

If you have nominated an advocate we will;

- Ensure you are aware of your advocacy rights including the right to have an advocate present for all assessments, meetings and communication.
- Ensure the advocate knows they have been nominated as an advocate and agrees to this
- Ensure any identified advocate is present at assessments and meetings if requested by you
- Communicate and work co-operatively with the advocate
- Communicate comprehensively with your advocate and involve them in the care and service planning
- Ensure you know you have the right to change to change your advocate at any time.

Authorised representatives can include:

- Guardians
- Attorneys under enduring powers of attorney
- Agents under the Medical Treatment Act 1988
- Administrators under the Guardianship and Administration Act 1986
- A person otherwise empowered by the client to act or make decisions in their best interests.

Can:Do Group can only work with an authorised representative for a client once a *Authority to Act* form has been signed by the client and submitted to the Can:Do Group.

Due to concerns about conflicts of interest, Can:Do Group employees cannot be engaged as an advocate for a client.

Advocacy Support

You can search for an advocate at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Advocacy Information



Alternatively, you may wish to contact one of the following;

Advocacy Groups

Australian Centre for Disability Law
www.disabilitylaw.org.au

Autism Asperger's Advocacy Australia
www.a4.org.au

The Autistic Self Advocacy network of Australia and New Zealand
www.asan-au.org

Blind Citizens Australia
www.bca.org.au

Brain Injury Australia
www.braininjuryaustralia.org.au

Children and Young People with Disability Australia
www.cyda.org.au

Deaf Australia
www.deaaustralia.org.au

Deafness Forum of Australia
www.deafnessforum.org.au

Disability Advocacy network Australia (DANA) www.da.org.au

Disability Advocacy and Complaints Service of South Australia
<https://www.dacssa.org.au>

First Peoples Disability Network (FPDN)
www.fpdn.org.au

Human Rights Council of Australia
www.hrca.org.au

Inclusion Australia (National Council on Intellectual Disability-NCID)
www.inclusionaustralia.org.au

Intellectual Disability Rights Service (IDRS)
www.idrs.org.au

Mental Health Australia
www.mhAustralia.org

National Disability Services
www.nds.org.au

National Ethnic Disability Alliance (NEDA) www.neda.org.au

People With Disability Australia
www.pwd.org.au

Physical Disability Australia (PDA)
www.pda.org.au

Short Statured People of Australia
www.sspa.org.au

Women with Disabilities Australia (WWDA) www.wwda.org.au

Other support

You may find the following contact information useful;

NDIS Quality and Safeguards Commission P:1800 035 544
www.ndiscommission.gov.au

National Relay Service
TTY 1800 555 630
Voice 1800 555 660
TTY/Voice calls 133 677
Speak & Listen: 1300 555 727