



This document outlines the procedure client advocacy and support of the Can:Do Group.

The Can:Do Group supports the right of clients and their families to use an advocate of their choice to negotiate on their behalf.

The Can:Do Group will ensure that 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.

We will work co-operatively with any advocate nominated by a client and treat them with respect.

We are also committed to providing clients with advocacy and support when it is requested, and is appropriate to do so.

Our staff will ensure clients and potential advocates are informed about their right to use an advocate and the role of an advocate when the client is:

- Assessed and re-assessed for services
- Oriented to the service or program
- Refused service

Or if:

- They want to make a complaint about the service
- A staff member believes an advocate may be beneficial to the client

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, and we can to 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 their advocate at any time.

Authorised representatives 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.

If an authorised representative is acting on behalf of a client, the Can:Do Group will require proof of representative authority.

If you do not have an identified or nominated advocate and request assistance, the type of individual advocacy and support that can be provided will be dependent on the our capability and resources.

To find out more about advocacy, you can go to <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/about>

Where to go for advocacy support

You can search for an advocate at

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Working with advocates



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

Advocacy Groups

Advocacy for Disability Access and Inclusion Inc.

P: 08 8340 4450

Country callers: 1800 856 464 (toll free)

www.advocacyfordisability.org.au

Citizen Advocacy South Australia

P: 08 8410 6644

www.citizenadvocacysa.com.au

Department of Human Services

P: 08 8413 9002

<https://dhs.sa.gov.au/contact/feedback>

Disability Advocacy & Complaints Service of SA Inc.

P: 08 7122 6030

www.dacssa.org.au

Disability Rights Advocacy Service

P: 08 8351 9500

www.dras.com.au

Health & Community Services Complaints Commissioner (HCSCC)

P: 08 8226 8666

Country callers: 1800 232 007 (toll free)

www.hcsc.sa.gov.au

Independent Advocacy SA Inc.

P: 08 8232 6200

www.independentadvocacysa.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