

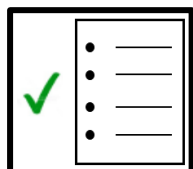
## Advocacy Policy and Procedure

These are rules about  
how you can get more support.

When you see the word **we** in this book

 **Identitywa**

- it means Identitywa.



Easy English

May 2020

?



# 1. What this policy and procedure is about



A **Policy and Procedure** tells you the way we do things.

It is like rules.

We will write policy and procedure.



**Advocacy** means support to get what you need.

Like

- someone to help you speak up
- someone to make sure you know what people say to you
- someone to help you make decisions.



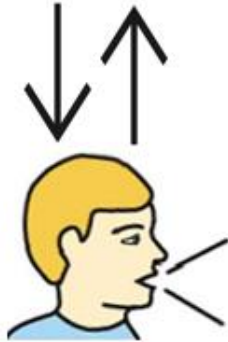
This policy tells us

- the ways we make sure you can get the support you need
- what sorts of support you can get.



## 2. Who needs this policy and procedure

↑ Identitywa



This Policy is for us and for you.

It means

- you can get the help you need
- you can ask for help to have your say.

This is your **Human Right**.



Human Rights are things we are all allowed

- to be
- to do
- to have.



This means you can expect people to treat you fairly.



Others can ask for this help too.

Like



- your parents

- your guardian



- your carers

like your support worker.

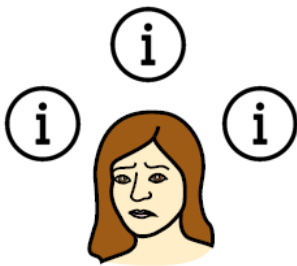


### 3. What is an advocate?



An advocate is a person who will support you.

Like when



- you are told a lot of things at once
- you have to make a hard decision.

An advocate can help you in many ways.

Like



- listen to you
- support you
- tell you about services and agencies.

This means you know what choices  
you can have.

An advocate can



- help you to do your best
- help you to be involved in things



- make sure your rights are met
- make sure decisions are right for you.

An advocate can also



- speak up for you when you ask them to



- help you to speak up for your self. This is called **self-advocacy**.



An advocate can **not**

- take over your life
- take over your problems
- make you feel like you need them to do everything for you
- make you accept decisions made by other people
- make a decision for you.



They **will** help you to make decisions your self.

Like they can

- help you to know what the other person is saying
- help you to know what choices you have.



 Identitywa

An advocate can help you with any of our services.

They can help you make a complaint.

Like when

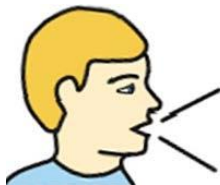


- you are not happy with a decision
- you are not happy with how you are treated.

There are different kinds of support.

Like

- **Family advocacy**
- **Legal advocacy**



You can ask us more about them.



You can choose an advocate who



- does not work at Identitywa.

We call this an **independent advocate**.

You can ask someone you know to be your advocate.

Like



- Your family
- Your friend



- Your carer

**or**



You can choose an advocate from an **agency**.

An agency is a service where lots of advocates work.

## 4. Policy statement



Your needs are important to us.

We want to help you to



- make decisions
- make choices.



We make sure you can get an advocate to help you if you need it.



We make sure your important people can get an advocate too.

We do this for all the people we support.

We will be aware of important things for you.

Like



- if you were born in another country
- what language you use
- what are important celebrations for you
- how you remember important people in your life.

This is called your **culture**.



We will always respect  
the people who support you.

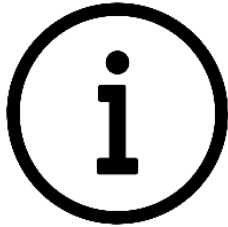
This means we will



- listen to them when they  
tell us about your needs
- help you get what you need



- treat you fairly
- treat your advocate fairly.



## 5. More Information

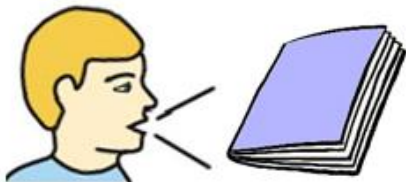


Call 9474 3303



You can

- ask questions about our policies



- tell us you if you would like to help us make our policies better.



The Accessible Information Service at VisAbility wrote the Easy English.

May 2020.

This book helps you know what the Identitywa Advocacy Policy and Procedure says.

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