

Advocacy			Policy & Procedure
Document name	Advocacy	CEO approved	
Category	People We Support		
Version	1	Approval date	August 2025
Implementation date	31 August 2025	Review date	August 2028

Purpose

To provide guidance to Identitywa Disability Services Limited (Identitywa) workers in supporting participants and/or their support network to access an advocate from local advocacy services.

Who is this policy & procedure for?

This Policy and Procedure applies to all Identitywa workers working with and supporting participants and their support network.

Policy statement

Identitywa is committed to ensure participants and their support network are able to access advocacy services to represent their best interests. Participants are supported in their decision-making capacity, to guarantee choice and control over their own lives.

Identitywa is committed to act in the best interest of the participant and/or their family/support network and actively engage with an appointed advocate.

Feedback is welcomed by Identitywa as an opportunity for continuous improvement.

Procedure

Identitywa provides information about and referrals to advocacy services for people with disability and their support network as required. A list of advocacy services can be found on the Identitywa website and/or provided by the Service Manager.

Workers who are approached by the participant and/or support network seeking advice regarding advocacy services, should always refer to the Identitywa website or the relevant Service Manager for support.

The Service Manager is responsible for referral of the participant or support network to available resources and support services.

Identitywa services

If a participant and/or their support network are not satisfied with services provided at Identitywa, Identitywa is committed to engaging and finding a solution to the situation and/or conflict.

If the participant is unable or not willing to represent themselves, an appointed advocate might represent the interest of the participant. The advocate can also be a family member, friend, or guardian.

Identitywa always engage with an appointed advocate to ensure the best outcome for the participant.

Meeting with participant and appointed advocate

Meetings held with the participant and their advocate to discuss their best interests and/or a conflict situation, are noted down. The notes of the meeting are available to the participant and their advocate. The meeting is conducted with the best interest for the participant in mind and follows a fair and transparent process.

Note: Any allegation of neglect, abuse or discrimination is investigated and reported to the NDIS and appropriate law enforcement authorities.

Third party conflict

Identitywa will support participants and their families to access advocacy services if required, by referring to the list of services available.

If necessary, Identitywa may be able to contact the advocacy services on behalf of a participant to request an advocate for the participant or support network if the conflict is related to another service provider.

Identitywa ensures that a conflict of interest is not breached during the process.

There are different types of advocacy support available.

This includes:

- **Citizen advocacy:** matches people with intellectual disability and volunteers.
- **Family advocacy:** helps parents and family members advocate on behalf of the person with disability for a particular issue.
- **Individual advocacy:** upholds the rights of individual people with disability by working on discrimination, abuse, and neglect.
- **Legal advocacy:** upholds the rights and interests of individual people with disability by addressing the legal aspects of discrimination, abuse, and neglect.
- **Self-advocacy:** supports people with disability to advocate for themselves, or as a group.
- **Systemic advocacy:** seeks to remove barriers and address discrimination to ensure the rights of people with disability.

There are agencies funded under the National Disability Advocacy Program, which can be found on the [Department of Social Services website National Disability Advocacy Program](#).

Information regarding advocates, including the contact details for external advocates, is made available to participants when they join Identitywa and when a situation arises, for which they may need an advocate. Information is tailored to the needs of the participant.

Definitions

Advocate

An advocate is a person who speaks on behalf of, or supports another person to ensure their rights are upheld and that decisions that affect them are in their best interests. An advocate can be either informally or formally appointed. An advocate can help with any aspect of the service Identitywa provides, including help with complaints or disputes.

Participant

A person supported by Identitywa, such as a client, resident, or other recipient of services.

Support Network

Family, friends, carers, and other people who have a supportive relationship with a participant.

Worker

A person who carries out work in any capacity for a person conducting a business, including work as:

- An employee
- A contractor or sub-contractor/sole trader
- An employee of a contractor or sub-contractor or sole trader
- A student, trainee, apprentice, volunteer, or host.

Accessibility

If you are a participant, or part of the participant's support network, speak a language other than English and you need an interpreter, you can contact the Translating and Interpreting Service (TIS) for free translation services. Dial 131 450 and ask your interpreter to call (08) 9474 3303 for you.

If you're deaf or find it hard to hear or speak to hearing people on the phone, call the National Relay Services (NRS) TTY 133 677.

The Legal and Regulatory Requirements we have to follow

[National Disability Insurance Scheme \(NDIS\) Act 2013](#)

[NDIS Code of Conduct](#)

[NDIS \(Complaints Management and Resolution\) Rules 2018](#)

[NDIS \(Incident Management and Reportable Incidents\) Rules 2018](#)

[NDIS \(Provider Registration and Practice Standards\) Rules 2018](#)

[Privacy Act 1988](#)

Other related documents

Advocacy Policy - Easy Read

Advocacy Services List

Complaints and Feedback Policy and Procedure

Complaints and Feedback - Easy Read

Duty of Care Policy

Feedback and Complaints Easy Read (& Poster)

Inclusion and Diversity Policy

Maintaining a Culture of Safety Policy

Protection of Participants Policy and Procedure

Privacy Policy & Procedure

Rights Policy (& Easy Read)

Safeguarding Children and Young People Policy / Procedure

Other useful links:

[Getting help from an Advocate - Easy Read – Developmental Disability WA \(DDWA\)](#)

How do we know we are getting it right?

Participants have access to this policy and are provided with assistance where required, to understand and apply it.

This document is reviewed within the framework of Identitywa's quality assurance and continuous improvement process, in consultation with key stakeholders. Process performance and effectiveness are measured against Identitywa's standards, objectives, and practices as part of a scheduled review of this and other related documents based on the level of risk to participants and the organisation.

All Identitywa policies and procedures are measured against the NDIS Practice Standards and other applicable standards, such as the National Catholic Safeguarding Standards.

Do you need to know more?

If you have any questions regarding policies, procedures, and reviews or if you would like to be involved in our policy development program, please contact the Quality and Compliance Team: Contact - Telephone: (08) 9474 3303.

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