

# Advocacy Policy and Procedure



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## Section 1

### About this book.

This book is written by Identitywa

When you see the word, **we** it means Identitywa.



This book is written so it is easy to read. The first time we use hard words we write them in **blue**. Then we explain what the word in **blue** means.



- A **Policy** and **Procedure** tell you the way we do things.
- A policy is a set of rules.
- A procedure tells us how to follow the rules.
- Policies and procedures help us know what to do.
- They make sure everyone does things the same way.

## Section 2

### Who needs this policy and procedure?



- This policy is for everyone.
- It helps you to get the support you need.
- You can ask for help when you need it.
- You can share your thoughts and ideas.



- This policy helps you to know about your support.
- It shows how to get the help you need.
- It tells you what kind of support there is for you.
- You can find out what help is available for you.

## Section 3

### What is Advocacy?



- **Advocacy** is when someone helps you to speak up for yourself.
- Advocacy makes you understand what others say.



- It helps you make choices.
- Advocacy ensures that people's rights are protected, and that their needs and wishes are heard.



- Advocacy provides you with information, so you can make decisions in your life.

## Section 4

### Who is an advocate?



- **An advocate** is someone who helps you.
- They support you to understand when things are confusing.
- They can help you when you have to make a big decision.
- They make sure you understand what is happening.



- An Advocate can be a support person you know well.
- An Advocate can be a family member
- An Advocate can be a friend you know well
- An advocate can be someone who is employed to support people in making decisions

## Section 5

### How can an advocate support you.



Support

- They listen to what you have to say.
- They support you when you need help.
- They tell you about services you can use.
- They make sure people listen to you.



- They will make sure decisions are right for you.
- They will speak up for you when you ask them to.
- They will help you speak up for yourself, this is called **self-advocacy**.

## Section 5 Continued,



- They will help you make a complaint when you are not happy with a decision
- They will help when you are not happy with how you are treated.

## An advocate cannot:



- Take over your life.
- Make you feel like you need them for everything.
- Decide things for you.
- You have the right to make your own choices.

## Section 6

### Types of Advocacy



There are **different types** of support for advocacy.

- Family advocacy
- Legal advocacy.

#### What is **Family Advocacy**.



- This means your family member will support you.
- They will speak up on your behalf.
- They can help you to get the right support.
- They can help you make choices.

#### What is **Legal Advocacy**.

- A legal advocate is someone employed and whose job is to help you understand the law.



## Section 6 Continued,



- They teach you about your rights.
- They guide you through to ensure things are fair and safe.
- They make sure your voice is heard.
- They work to protect your interests.

## Section 7

### How to choose an advocacy.



- You can choose an advocate who does not work at Identitywa.
- We call this **independent advocate**.



- You can ask your family to be your advocate.
- You can ask your friend to be your advocate.
- You can ask your carer to be your advocate.
- You can choose an advocate from an agency.

## Section 8

### This is your human rights.



- Human rights are things everyone should have.
- They let us be who we are.
- They let us do the things we want to do.
- They let us have things we need.



- Human rights ensure that you are treated with dignity and respect.
- They protect people from abuse.
- They support people to access the services that they need.

## Section 9

### Policy statement



- **A policy statement** is a written note.
- It tells you what we have to do.
- It shows our plans and aims.



- Your needs are important to us
- We want you to make your own decisions.
- We can support you to get an advocate.



- We will be aware of important things in your life like:
  - if you were born in another country.
  - what language you speak.
  - important celebrations.
  - how you remember special people in your life.
  - this is called **culture**.

## Section 9 Continued,



- We will always respect the people who support you.
- We will listen to them when they tell us about your needs.
- We will treat you fairly
- We will treat your advocate fairly.
- We will help you to get what you need.



- If you have more questions, you can contact Identitywa Disability Support Services on 9474 3303 and ask to speak to our Feedback and complaints Officer.
- You can email on:  
[quality.feedback@identitywa.com.au](mailto:quality.feedback@identitywa.com.au).