

Policy Summary

Participant Advocacy



Assist Community Services is committed to pursuing the rights and principles of equality, independence, choice and inclusion that underpin a person-centred philosophy. To achieve this Assist Community Services understand that participants and their families may need the assistance of an advocate to voice their needs and concerns.

What does this mean for participants?

- Assist Community Services acknowledges that any participant of our services, or their family/carer has the right to seek the support of an advocate or advocacy agency to help with all aspects of service delivery provided by Assist Community Services or from other service providers
- Assist Community Services recognises and supports that participants have the right to choose to involve an advocate to act on their behalf and promote, protect and ensure their full and equal enjoyment of all human rights enabling participation and inclusion.
- Assist Community Services ensures that the participant is aware of their right to use an advocate and are regularly reminded of this opportunity. This information will be explained as part of the planning review process or as needed.
- An advocate may be a family member, a friend, another professional or a formal advocacy service.
- Assist Community Services will ensure that advocates are identified and included within the individual record of each participant.
- When a person requires advocacy support we will refer them to a specialist organisation that will provide more comprehensive advocacy support (see the list in our Advocacy policy).

More detailed information on our Participant Advocacy Policy is available in our Policy and Procedures Manual.

