

1.1 ADVOCACY (EASY READ) POLICY AND PROCEDURE

Advocacy means support that get you what you need and can include:

- Someone to help you to speak up
- Someone to make sure you understand what people say to you
- Someone to help you make decisions



An advocate can be a person that you trust such as:

- Your parents
- Your guardian
- Your carer
- A close friend



We will help you to organise an advocate for you who does not work for us.

This is called an **independent advocate**.

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



An agency is a service where lots of independent advocates work.

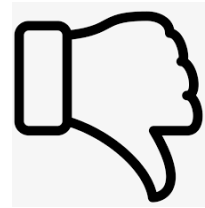
An advocate can:

- Listen to you
- Support you
- Explain choices
- Help you make decisions
- Help you to get the support you want
- Speak up for you
- Encourage you to speak up for yourself
- Help you to make a complaint



An advocate cannot:

- Make you accept decisions that you do not like
- Make you accept decisions made by other people



We will help you to organise an advocate when you need one. We will always make sure to ask you if you would like an advocate.



You can contact us by phone between 9AM – 5PM Monday to Friday by calling 0418 163 945.



You can contact us by email at any time by sending an email to patrick.wilsmore@experiencesocialgrowth.com



If you have a complaint, you can speak to your support worker, or you can phone us or email us.



You can always contact the NDIS at any time by calling 1800 035 544 or sending an email to contactcentre@ndiscommission.gov.au



If you have trouble hearing or speaking, you can contact the National Relay Service on 1300 555 727 or use the SMS Relay Number by texting 0423 677 767.