# Speaking Up with an Advocate at a Place Like Home

Easy Read – Advocacy Policy

*"I have a right to use an advocate to help me speak up, make decisions, raise concerns and protect my rights"- Client voice.*

## About this Document 📝

- This document explains how we support you to speak up and use an advocate.
- It is a short, Easy Read version of our Advocacy Policy.
- You can ask a support person, family member or advocate to read it with you.

## Your rights ⚖️

- You have the right to safe and good-quality supports.
- You have a right to speak up about what you want and need.
- You have the right to be involved in decisions that affect you.
- You have the right to feel safe, respected and listened to.
- You have the right to tell us what is working and what is not working.
- You have the right to make a complaint.
- You have the right to have your information kept private and safe.
- You have the right to have a support person or advocate with you.
- You have the right to have an advocate with you at meetings about planning, reviews, complaints, incidents and other service matters.
- You have the right to ask for an interpreter or Auslan if English is not your first language.

## What is an advocate? 🗣️

An advocate is a person or organisation that helps you:

- Understand information.
- Speak up.
- Make decisions.
- Raise concerns.
- Protect your rights.

An independent advocate is not Days Like This and is not another provider supporting you.

You can also self-advocate. This means speaking up for yourself.

## How we will support you 🤝

We will:

- Tell you that you can use an advocate at intake, planning, review, complaint, incident, or any other time a need is identified.
- Give you information about advocacy services in a way you can understand.
- Help you contact an advocacy service if you want us to.
- Work respectfully and cooperatively with your advocate.
- Not stop you, discourage you, or treat you badly for using an advocate or raising a concern.

## When advocacy can help ❗

You might want an advocate when:

- You are making or reviewing your plans.
- You want help to understand information or choices.
- You want to make a complaint.
- There has been an incident or safeguarding concern.
- You want support to speak up about your rights, choices or preferences.

## Sharing information and consent 🔐

We will only share information with your advocate if:

- You say yes, or
- your nominee, guardian or another authorised person says yes where this applies, or
- The law says we must.
- We will explain what information is being shared and why.
- We will write down your consent.
- You can change your mind about consent.

## Working with your advocate 👥

We will:

- Listen to you first.
- Respect your will, preferences and choices.
- Work with your advocate in a respectful and timely way.
- Write down important advocate details in your record.

# What we ask from you and your family 🤝

We ask you (and your family/guardian) to:

- Tell us about if something goes wrong.
- Tell us if you feel unsafe, upset or worried.
- Share important information that helps us keep you safe,
- Tell us about changes to your situation.
- Please bring letters and reports from professionals to your staff so we can update how we support you.

## If you are worried or unhappy 😟

- You can tell:
    - A support worker.
    - A House Manager / Team Leader.
    - The Operations Director.
    - Tim or Lochie
- You can make a complaint. You can get help from an advocate.
- Complaints can help us fix problems and make our service better.
- You can also complain to the NDIS Quality and Safeguards Commission if you want.

## Need help to understand this document? 💬

- You can ask us to:
    - Read this page with you.
    - Use pictures, Easy Read, or your communication system.
    - Involve your family, guardian or advocate.

We want you to feel safe, heard and in control of your supports

### Version Control

**Version:** 1.0 (June 2026)

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**Owner:** Operations Director

**Approved by:** Co-Founders

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**Applies to:** All Place Like Home services and programs