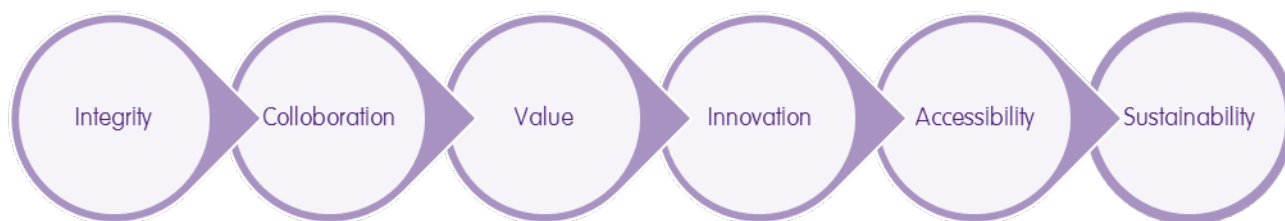


HCA Customer Advocacy Statement



Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability are the values that underpin all of our services and relationships.

Policy Statement

What is an advocate?

An advocate is a person who can provide information to you, or who will work with you to resolve an issue related to your rights. They may support you to either speak on your behalf or assist you in self-advocating depending on what best suits you.

What is self-advocacy?

Self-advocacy is being able to speak up for yourself and the things that are important to you. It means that you speak up for your rights and you are able to make choices and decisions that affect your life.

Self-advocacy is about:

- Speaking on one's own behalf
- Understanding your rights
- Making real life choices
- Learning new skills

What can an advocate do?

- Help you access information that you need
- Go with you to meetings, interviews or assessments
- Represent you to have a voice

How many types of advocates are there?

- There are two types of advocates
 - People who are specially trained as advocates and trained in advocate services
 - Informal advocates such as family, friends and/or mentors

Types of disability advocacy commonly referred to are:

- Self-advocacy is undertaken by someone with a disability who speaks up and represents themselves. Support and training for self-advocacy is available through community-based groups.
- Individual advocacy is a one-on-one approach, undertaken by a professional advocate, relative, friend or volunteer, to prevent or address instances of unfair treatment or abuse.
- Group advocacy involves advocating for a group of people with a disability, such as a group of people living in shared accommodation.

- Citizen advocacy is where community volunteers advocate for a person with a disability, such as an intellectual disability, over the long-term, supported by a Citizen Advocacy organization.
- Systemic advocacy involves working for long-term social changes to ensure the collective rights and interests of people with a disability are served through legislation, policies and practices.
- Legal advocacy may provide legal representation in the justice system, pursue positive changes to legislation and assist people with a disability to understand their legal rights.

Who to contact:

There are many disability advocacy and self-advocacy organisations.

HCA will also help, support and advise you if needing any type of Advocacy representation.

email: admin@daru.org.au

website: <http://www.daru.org.au/>

References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Disability Services Standard 1 – Rights