

ADVOCATE INFORMATION



Would you like an advocate when working with us?

An **advocate** is a person who will listen to you, help you to make decisions about what should happen in your life and help you to make those decisions work by speaking on your behalf. An advocate makes sure that people who provide support to you, respect your rights and will speak out for you if your needs are not being met.

You can ask anyone you know well and trust to be your advocate. A member of your family or a friend you can trust. Or a person from a formal advocacy service.

If you want someone to act on or speak on your behalf, Emily's Hope will help you find an advocate by providing a Directory of Advocacy Services.

Emily's Hope will:

- with your permission, provide your advocate with all the information they need to ensure that we and any other service providers are acting in your best interest.
- work closely with your advocate and involve that person in the planning of services that will be provided for you.
- ensure its staff members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from us.

We will also ensure that your Advocate is invited to any participant plan meetings, reviews or other relevant contact with Emily's Hope as part of us providing support coordination and services.

Emily's Hope also encourage to you bring your advocate to your initial meeting if you wish, to assist with your voice to be heard during the assessment and planning processes. This may assist us to provide you with a person-centred participant plan. Your advocate is welcome to any meeting or to speak on your behalf. If you change your advocate, we ask you to please inform us, so we can update your information and ensure that we speak to the correct person.

When can you use your advocate?

- any time you wish to communicate with Emily's Hope.
- at initial consultation.
- during interviews and reviews.
- during support coordination or service delivery.
- when you have a complaint.
- when you wish to give feedback.

Your advocate with your permission, will be provided with all the information they need to ensure that we and any other service providers are acting in your best interest, including working closely with your advocate and involve that person in the planning of services that will be provided for you.

Emily's Hope will always give the advocate the opportunity to discuss problems or concerns they may have. If your advocate still has concerns that cannot be resolved by us, your advocate will be informed of the complaint process and of agencies that have a responsibility to make sure that Emily's Hope do our job properly.