



Title	Advocacy Policy			Control Number	BH-PO-CC-026-01
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Process Owner	Compassionate Care WA - Clinical Process and Compliance			Number of Pages	7

VERSION HISTORY				
Versi on	Approved by	Revision Date	Description of Change	Author
1	Danial Thorp	Jan-24-2026	Create a policy to define restrictive practices.	LZP3
2	Danial Thorp	Jun-09-2026	Policy review	LZP3

ADDITIONAL NOTES:

1. POLICY STATEMENT:

- When offering its assistance and services, CCWA is dedicated to making sure that everyone, including those with disabilities, has the following rights:
 - Regard for their dignity and worth as human beings.
 - Freedom of speech, the right to self-determination, and the ability to make choices.
 - Fulfill their potential in terms of intellectual, social, emotional, and physical growth.
 - Complete and equal involvement in society, taking into account each person's unique requirements and cultural preferences.
 - Autonomy, which includes the freedom to express their sexuality and be intimate.
 - Knowledge and assistance to comprehend and make use of their human and legal rights.
 - Maintain confidentiality of their personal data within legislative obligations.
 - Voice concerns and receive assistance in filing formal complaints.
- Encourage active choice and control in relation to services and supports, we work in conjunction and consultation with individuals with disabilities (as well as the client's family, caregivers, and selected community, as appropriate).
- We are dedicated to using a person-centered approach in the delivery of supports and services, putting the client's right to self-determination at the center of decision-making processes.
- We will proactively and compassionately assist our clients in enhancing their ability to take charge of their lives, make wise decisions, and reach their full potential in terms of their independence.
- At each stage of the support provision process, including assessment, planning, provision, review, and exit, each client has enough time to think through and evaluate their options and, if necessary, seek guidance.
- Every client is entitled to the assistance of an advocate (including an independent advocate) of their choice, and they are also always entitled to the advocate's presence while we are providing services and support to them.
- We use trained employees and have procedures and systems in place to assist staff in encouraging and ensuring that clients have active choice and control over the assistance and services that CCWA offers them.

2. SCOPE

- This policy is applicable to all staff, including directors, contract workers, temporary agency workers, and volunteers.

- It is the whole duty of all contractors, volunteers, and employees, whether they are permanent, temporary or casual, to make sure that everyone is aware of the commitments made in this policy.

3. NDIS QUALITY INDICATORS:

We aim to demonstrate quality indicators through the application of this policy and the relevant systems, procedures, workflows, and other strategies referred to in this policy and the related documentation for compliance with the NDIS standards.

4. DEFINITION OF TERMS:

- Key Management Personnel means Catherine Suva, Paul Lloyd Hersey, and other key management personnel involved in CCWA from time to time.
- The Legislation Register is the register of legislation, regulations, rules, and guidelines maintained by CCWA.
- “Policy Register” means the register of policies of CCWA.
- Principal means Catherine Suva.
- Related documentation has the meaning given to that term in Section 1.1.
- A worker means a permanent, fixed-term, or casual member of staff, a contractor, or volunteer employed or otherwise engaged and includes the principal.

5. PROCEDURES:

- Making advocacy accessible and respecting the client's right to privacy by making sure that any records and information about their choices, control, and independence are only used in support of their request for services and supports and are otherwise kept private (and only disclosed in line with applicable legislation and related documentation).
- The following processes, which are meant to make clear the fundamental ideas of the policy and define the roles and responsibilities of the principal, board, important management figures, and other employees, support the policy. The protocols are applicable to every aspect of support provision and operate in a dynamic manner together.
 - Share knowledge to help the client maximize their independence with the services offered, take charge of their situation, and make decisions
 - Use language, a communication style, and terminology that the client is most likely to comprehend.
 - Assist clients to lead and direct their services and supports that will achieve their personal aspirations, make decisions and maximize their independence.
 - Encourage clients to make informed decisions through the Supported Independent Decision-Making process.

- Upholding individual autonomy, which includes the freedom of intimacy and sexual expression
- Assist clients; if we suspect sexual abuse or harassment, then notify the principal. Recognize that certain clients might have gone through trauma in the past because of their gender identity, sexual orientation, or other factors.
- Giving customers enough time to think over, assess, and, if necessary, seek advice at every stage of the provision of support, including assessment, planning, provision, review, and exit, except for emergencies:

6. FORMS:

- 6.1. Client Handbook:
- 6.2. Client Intake Form

7. REFERENCES:

9. APPENDICES: