



SchemeWise Advocacy Policy

This policy is our rules that make sure you get the support you need.

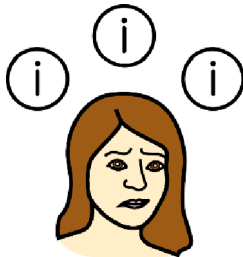


You may need an advocate

We believe you should always

- be able to have your say
- be involved in making decisions

Some times you may need help with this.



Like when

- you are told a lot of things at once
- you have to make a hard decision.



An advocate is a person who can help you

- say what you need
- make decisions
- make choices.



We will help you get an advocate.

It is your right to use an advocate when you need one.



A right is some thing every one should be able to

- get
- have
- do.

An advocate can support you to



- know about our services
- work out what services are best for you
- plan your services
- make a complaint.

A complaint is when you



- are not happy with something
- and
- you tell someone about it.

About your advocate



You can choose your advocate.

Like



- someone in your family
- your friend

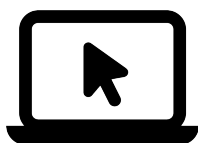


- some one from a disability advocacy service.

An advocacy service is a service where lots of advocates work.



Disability Advocacy Network Australia can help get an advocate



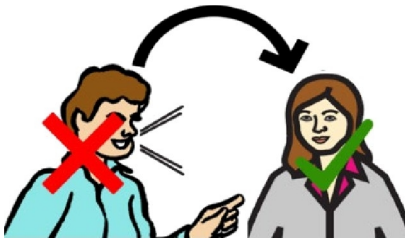
Online www.dana.org.au



We can help you contact an advocacy service.

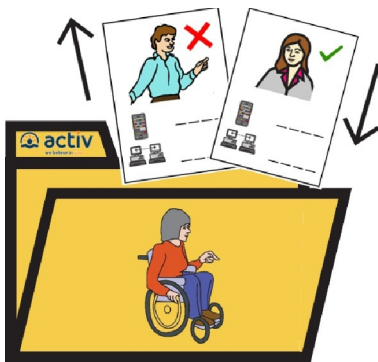
- use dana website to find an advocate close to you
- get a local advocate started.

Sometimes it may not be a good advocate.



It is your right to change your advocate too.

Advocates work to help you only.



We will always keep correct notes

in your personal file.

Like

- the name of your advocate
- the contact details of your advocate.

We will note about

any special ways you communicate.

Like you need

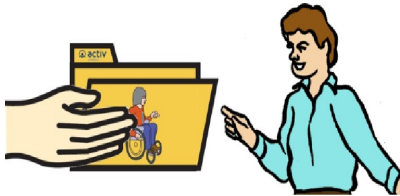
- Easy English
- an interpreter
- a communication device.





We need to check and know you say yes

before we tell about you to your advocate.



This is called **Consent**.

Consent means you agree to something or not.

This means we



- respect your needs
- keep your needs private.



We will always respect your chosen advocate.

This means we will



- work together with you and your advocate
- make sure your advocate is at meetings
- listen about your needs
- make sure we understand your needs.

An advocate can be a friend or someone else too.



If you choose them and let us know
we can listen to them
to know what's best for you.

There are other people who may make
decisions about you instead.



Like

- guardians and other people
chosen by a Court.
- An NDIS plan nominee you have chosen.



We will listen to these people too.
And we will ask your view.

About this book

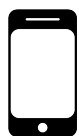
We follow rules from

- many laws
- Australian standards
- our own policies.



So we do the right thing.

Contact Us



Phone 1300 785 567



Email help@schemewise.com.au



Internet schemewise.com.au/feedback



If we do something wrong you can complain to

- us, first of all.



Your advocate or guardian or plan nominee can help you complain.

If you are still not happy you can complaint to

NDIS



- Phone 1800 800 110
- Internet ndis.gov.au



NDIS Quality
and Safeguards
Commission

NDIS Commission

- Phone 1800 035 544
- Internet ndiscommission.gov.au