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## P002 – Client Advocacy and Support Policy

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### 1. Purpose

The purpose of this Policy is to ensure the participants are provided with information or supported in the process of escalating issues by building capacity to advocate.

### 2. Scope

This Policy applies to all employees, sub-contractors and volunteers and all clients receiving services of District 360.

### 3. Policy Statement

District 360 are committed to the principles of respecting and protecting the legal and human rights of individuals and their right to services.

District 360 are also committed to providing clients with information of their rights and contacts to advocacy and support to assist them in escalating an issue and to support the participant and family to build capacity to advocate, by provision of information, advocacy and support.

### 4. Services available

#### 1. **People with disabilities Western Australia (PWdWA)**

Advocating for the rights and empowering the voices of people with disability in Western Australia

City West Lotteries House  
Unit 23, 2 Delhi Street  
West Perth WA 6005

Phone: (08) 9420 7200  
Email: [admin@cwlh.org.au](mailto:admin@cwlh.org.au)

#### 2. **Ethnic Disability Advocacy Centre (EDAC)**

Peak advocacy organisation in WA and aims to safeguard the rights of ethnic people with disabilities and their families.

320 Rokeby Road  
Subiaco WA 6008

Phone: 08 9388 7455  
Freecall: 1800 659 921  
Email: [admin@edac.org.au](mailto:admin@edac.org.au)

## 5. Other relevant policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies, including;

- Code of Conduct
- Positive Behaviour Support Policy

### Relevant legislation.

- The National Disability Insurance Scheme Act 2013 (NDIS Act)
- NDIS Practice Standards
- WA Disability Services Act 1993
- VIC Disability Amendment Act 2017

## 6. Legal and Regulatory Standards

This Policy was developed in accordance with:

- NDIS Practice Standards

## 7. More information

Person-Centred Toolkit <http://helensandersonassociates.co.uk/person-centred-practice/person-centred-thinking-tools/>

If you have a query about this policy or need more information, please contact the management team at [info@district360.com.au](mailto:info@district360.com.au)

## 8. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Coco Johnston
Approval Date	14 April 2021
Last updated Date	21 April 2023
Next Review Date*	21 April 2024
Last amended	<ul style="list-style-type: none"><li>- Updated company trading name from District 360 supports to District 360.</li><li>- Updated details for City West Lotteries House.</li><li>- Changed company logo.</li></ul>

*\* Unless otherwise indicated, this procedure will still apply beyond the review date.*

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