

# PES Advocacy Policy

Advocacy is the process of standing alongside an individual who is disadvantaged, and speaking out on their behalf in a way that represents the best interests of that person.

PES encourages and respects the rights of any participant to use an advocate of their choice. The participant has the right to change their advocate at any time. We also recognise that effective advocacy needs to be independent and separated from direct service delivery.

PES invites advocates participation in all areas relating to the services of the person they are supporting. This includes but is not limited to:

- appointments
- assessments;
- reviews;
- complaints and disputes;
- informed decision making;
- planning; and
- general meetings or for any other communication between the participant and staff.

## **Procedures**

The Career Coach is to establish links with advocacy groups and inform the client of the availability of such assistance. Where prior consent has been obtained, PES will supply the advocate with current and timely information in relation to the service provision being provided to the person they are representing, recognising that to be effective the advocate needs to be kept informed.

PES acknowledges and respects the role of people who act as independent advocates for participants and will undertake to ensure that participants have unimpeded access to their advocate.

PES will ensure that information about advocacy and how to arrange the

involvement of an advocate will be given to the participant at the initial meeting. This information will be repeated to the participant at regular appointments during the period of service delivery.

PES will accept, at any time during service delivery, the appointment of an advocate to represent the participant. The participant or their appointed representative can inform either any Employee or the Career Coach of their need for an advocate.