

Participant Advocacy Policy

The Little Sanctuary Support Services PTY LTD

The Little Sanctuary Support Services Pty Ltd (“the Organisation”) is committed to providing a safe, respectful, and inclusive environment for all participants, families, carers, staff, and volunteers.

The purpose of this policy is to affirm Little Sanctuary Support Services' commitment to upholding the rights of all participants by ensuring they have access to independent advocacy services. This policy aligns with the National Disability Insurance Scheme (NDIS) Practice Standards, Queensland legislation, and the principles of supported decision-making.

This policy is directly linked to our Code of Conduct and reflects our values of respect, integrity, empowerment, and empathy.

1. Scope and applicability

This policy applies to all participants of The Little Sanctuary Support Services, including those from diverse cultural and linguistic backgrounds, children, and individuals requiring support in decision-making.

2. Principles

Right to Advocacy: All participants have the right to access independent advocacy services to support their decision-making processes.

Supported Decision-Making: Participants will be supported to make decisions about their lives, with assistance provided as needed, respecting their autonomy and preferences.

Cultural Sensitivity: Services will be delivered in a culturally appropriate manner, acknowledging and respecting the diverse backgrounds of participants.

Accessibility: Information about advocacy services will be provided in accessible formats to ensure all participants can understand and utilize these services.

Confidentiality and Privacy: All personal information will be handled in accordance with privacy laws and will be shared only with consent or as required by law.

3. Advocacy Support Procedures

Information Provision

- Participants will be informed about their right to advocacy and the availability of independent advocacy services during the initial engagement and at regular intervals thereafter.
- Information will be provided in accessible formats, including Easy Read, Auslan, and other languages as required.

Accessing Advocacy Services

- Participants will be assisted in contacting independent advocacy organizations, such as Queensland Advocacy for Inclusion (QAI), Disability Advocacy Pathways, and others relevant to their needs.
- Support will be provided to facilitate communication between participants and advocacy services, ensuring their preferences are respected.

Supported Decision-Making

- Where appropriate, participants will be supported to make decisions about their advocacy needs, including the selection of advocates and the scope of advocacy support.
- Support will be provided in a manner that respects the participant's autonomy and preferences.

Record Keeping

- Documentation of advocacy support provided will be maintained in the participant's confidential file, ensuring compliance with privacy regulations.

4. Roles and Responsibilities

Staff Members: Ensure participants are informed about their right to advocacy and assist in accessing advocacy services as needed.

Management: Oversee the implementation of this policy and ensure staff are trained in supporting participants to access advocacy services.

Participants: Engage with advocacy services as desired and provide feedback on the support received.

5. Related Documents and Legislation

NDIS Practice Standards

Queensland Disability Advocacy Program Guidelines

Supported Decision-Making Policy (NDIS)

Disability Services Act 2006 (QLD)

Human Rights Act 2019 (QLD)

6. Policy Status and Review

This policy will be reviewed annually to ensure its effectiveness and compliance with current legislation and best practices. Feedback from participants and advocacy organizations will be considered in the review process.

This policy will be:

- Displayed on our website
- Provided to all staff, participants, families, and carers via our website.
- Incorporated into staff induction and ongoing training.

I have read this Participant Advocacy Policy and agree to abide by it and its terms.

Name:

Signature:

Date:

Reviewed: 7th September 2025

Next review date: 7th September 2026

Responsible officer: Elizabeth Spash

(TLS Director)