

**Q112A**

## **RIVERLAND ADVOCACY POLICY**

### **Advocacy Services**

Advocacy involves representing and working with a person or group of people who may need support and encouragement to exercise and ensure that their rights are upheld.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service informs the customer at first contact about their right to independent advocacy and their right to assistance in accessing that independent advocacy, if required.

All Customers/Clients and Lifestyle Attendants have the right to involve an advocate of their choice to assist with raising and resolving a complaint. Advocates may be a family member, a friend or some personnel provided from a professional advocacy service.

Should a situation arise where you feel that an advocate may be needed, employees are to first refer the customer to the Service Delivery Team who will advise and assist the customer, wherever possible, to access the appropriate service. If the customer is unsure whether they may want to nominate a person as an advocate, they can be directed to a specialist advocacy organisation listed for South Australia on the following website: <https://www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/national-disability-advocacy-program/models-of-disability-advocacy/national-disability-advocacy-agencies-funded-by-the-commonwealth-by-state-or-territory/disability-advocacy-agencies>

### **Rights Information and Advocacy Centre**

Phone 03 5222 5499 Email [referrals@riac.org.au](mailto:referrals@riac.org.au)

Deakin Business Centre, Cnr Lemon Avenue &, Eighth St, Mildura,  
VIC 3500

### **Riverland Advocacy Service**

Advocate for people with Disability

BERRI, SA 5343

PO Box 868, BERRI SA 5342

Phone 08 8582 2422 Fax 8582 2411

Email [mbiram@dras.com.au](mailto:mbiram@dras.com.au)