

Person-Centred Supports

Aboriginal and Torres Strait Islander People Policy and Procedure

1.0 Purpose

The purpose of this policy is to uphold the rights, dignity, and self-determination of Aboriginal and Torres Strait Islander people by providing culturally safe, inclusive, and respectful services. SilaCa Tasmania Pty Ltd is committed to recognising and valuing the importance of culture, connection to Country, family, language, spirituality, and kinship for Aboriginal and Torres Strait Islander participants.

Our goal is to create an environment where participants feel safe, heard, and respected, and where their cultural identity is acknowledged and supported throughout the delivery of services. We honour the Traditional Owners of the lands on which we operate, paying respect to Elders past and present. We are committed to walking alongside Aboriginal and Torres Strait Islander peoples and communities in partnership, recognising their ongoing strength and resilience.

2.0 Scope

The policy applies to all staff involved in the delivery of services to Aboriginal and Torres Strait Islander participants.

3.0 Policy

SilaCa Tasmania Pty Ltd is committed to providing culturally safe, trauma-informed, and person-centred supports that uphold the rights of Aboriginal and Torres Strait Islander participants to exercise choice, control, and connection to culture.

We recognise that Aboriginal and Torres Strait Islander participants may experience ongoing impacts of colonisation, discrimination, and systemic disadvantage. To ensure cultural safety and inclusive practice, staff will:

- Actively listen to participants' stories, values, and cultural preferences before initiating assessment or planning discussions.
- Respect participant guidance on culturally respectful behaviours, including verbal and non-verbal communication preferences.
- Understand and honour the participant's right to connect with community members, Elders, family, and kin in their support journey.
- Engage with participants in ways that uphold cultural identity, recognising that cultural expression and connection may change over time.

- Be mindful of personal biases and avoid assumptions about cultural needs or practices.
- Accept that cultural learning is an ongoing process and that “not knowing” is an opportunity to seek knowledge through respectful inquiry.
- Work in partnership with cultural advisors, Aboriginal and Torres Strait Islander staff, or local community members when appropriate.
- Support participant preferences for cultural or community-led support and acknowledge where families or kinship networks are preferred providers of support.

Where needed, support planning will be co-designed with the participant and their community, using culturally appropriate communication methods and incorporating feedback from trusted community representatives.

Staff will complete cultural awareness training as part of their induction and ongoing professional development. This includes training in cultural safety, communication, historical context, and how to deliver services that align with community protocols.

4.0 Procedure

SilaCa Tasmania Pty Ltd is committed to meeting the requirements of the NDIS Practice Standards, including ensuring participants' rights to dignity, respect, privacy, and informed choice, delivering person-centred supports that are culturally responsive and safe, ensuring culturally safe mechanisms for participants to raise concern, and ensuring staff are trained and competent in culturally appropriate practices.

This policy aligns with the NDIS Code of Conduct by ensuring that staff act with respect for individual rights to freedom of expression, self-determination, and decision-making.

Our inclusive approach will promote the cultural safety of Aboriginal and Torres Strait Islander people through engagement with the participant, their community and all relevant stakeholders. Our processes are designed to meet the needs and requirements of the participant.

A variety of procedures may be implemented, including:

- incorporating symbols and images that reflect the indigenous culture in our marketing material, on our website and in our environment
- acknowledging the stigma, discrimination and exclusion experienced by people who identify as Aboriginal and/or Torres Strait Islander and how this may intersect with discrimination faced by a disability
- displaying a Statement of Traditional Owners
- clarifying if participants identify as Aboriginal and Torres Strait Islander
- contacting and maintaining networks with local Aboriginal and Torres Strait Islander communities

- working with community networks for the benefit and support of the participant
- contacting the participant's family, extended family and community
- establishing communication processes for maintaining an individual's indigenous supports
- working with other services in a coordinated manner to enhance support for the participant
- planning actions that promote cultural safety and connectivity while respecting the cultural and spiritual identity of Aboriginal and Torres Strait Islander communities
- researching and supporting community events for the participants and then sharing this information with all staff
- accepting the participant's preference to be supported by family and community
- working collaboratively to build family and community confidence and capacity
- identifying how, when, and why to source and work with different types of interpreter services in a culturally appropriate way
- collaborating with local communities to provide services, referrals, consortia involvement and memorandums of understanding

To promote cultural safety, SilaCa Tasmania Pty Ltd will:

- Establish relationships with local Aboriginal and Torres Strait Islander Elders and cultural advisors to inform service delivery and ensure ongoing cultural safety.
- Offer participants the option to involve a cultural mentor or liaison in their planning and service delivery.
- Include cultural safety considerations in risk management planning and review incidents that involve breaches of cultural safety as part of incident management.
- Ensure participants have access to interpreters and cultural liaisons as needed.
- Facilitate ongoing partnerships and Memoranda of Understanding (MoUs) with Aboriginal Community Controlled Organisations (ACCOs) to support service delivery.

4.1 Advocacy information

A file review of all Aboriginal and Torres Strait Islander participants enhances our inclusive approach obligations. The review will determine if:

- service access and support strategies are relevant for Aboriginal and Torres Strait Islander people
- service involvement and links with the Aboriginal community and Aboriginal services are being provided as relevant
- cultural needs of the participants are documented in their support plans
- strategies and supports are implemented as per individual plans
- Aboriginal and Torres Strait Islander people should be given opportunities to voice their opinions and provide feedback on all aspects of their service. Staff should support the participant in voicing their opinions and knowledge in meetings. Participants must be allowed

to discuss ideas and provide input to management to improve our services to meet their requirements

- Feedback from Aboriginal and Torres Strait Islander participants, families, and communities will inform continuous improvement. SilaCa Tasmania Pty Ltd will review feedback and incidents related to cultural safety as part of our Continuous Improvement Plan. Identified issues will be actioned through staff training, policy updates, or changes to service delivery

Culturally Safe Complaints Handling:

- Participants have the right to raise concerns about cultural safety without fear of discrimination.
- Complaints regarding cultural safety breaches will be prioritised and handled in a culturally appropriate manner.
- Participants may nominate an Aboriginal advocate or community Elder to support them in the complaints process.
- Complaints about cultural safety will be documented and reviewed as part of our Continuous Improvement Plan.

4.2 Staff and volunteer training

SilaCa Tasmania Pty Ltd will train all staff and volunteers so that all front-line workers can capably implement Aboriginal or Torres Strait Islander cultural competence strategies. The training aims to increase access to the service by Aboriginal and Torres Strait Islander people.

Training may include:

- variability in Aboriginal and/or Torres Strait Islander cultures, beliefs, practices, languages, kinships and ways of living
- impact of European arrival, including inter-generational distrust of non-indigenous and government
- stigma, discrimination and exclusion that may be experienced and how this may intersect with discrimination faced from having a disability

SilaCa Tasmania Pty Ltd will ensure that all staff and volunteers receive ongoing training in cultural safety, led or co-facilitated by Aboriginal and Torres Strait Islander trainers and community members where possible. This will include opportunities for reflective practice, cultural supervision, and case discussions to ensure continual learning and culturally safe responses in practice.

5.0 Related documents

- Staff Training Record
- Staff Training Plan
- Training Attendance Register – In-house
- Annual Organisational Training Register and Review and Review
- Easy Read Documents

6.0 References

- Disability Discrimination Action 1992 (Commonwealth)
- Human Rights and Equal Opportunity Commission Act 1986 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Workforce Capability Framework
- NDIS Code of Conduct 2018
- National Agreement on Closing the Gap 2020
- United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)
- NDIS Quality and Safeguarding Framework

Person-Centred Supports Policy and Participant Service Charter of Rights

1.0 Purpose

The purpose of this policy is to guide the delivery of person-centred supports that promote dignity, respect, safety, and individual choice for all participants of SilaCa Tasmania Pty Ltd.

This policy ensures that each participant's personal values, goals, and needs are the foundation of their supports, and that services are delivered in a way that respects their culture, preferences, and identity. The focus is on maximising quality of life, enabling choice and control, and ensuring participants feel heard, valued, and supported at all times.

2.0 Scope

The policy applies to all staff involved in the delivery of supports at SilaCa Tasmania Pty Ltd.

3.0 Policy

SilaCa Tasmania Pty Ltd is committed to providing person-centred supports that uphold the rights, dignity, preferences, and cultural identity of every participant.

All supports and services will be delivered in accordance with the NDIS Practice Standards, NDIS Code of Conduct, NDIS Act 2013, and the United Nations Convention on the Rights of Persons with Disabilities. These frameworks inform our responsibility to respect, protect, and fulfil the rights of people with disability and ensure access to inclusive, high-quality, and culturally responsive supports.

We ensure participants are supported to exercise informed choice and control in all aspects of their lives and services. Participants are treated with compassion, respect, and honesty, and have the right to determine what supports work best for them.

Supports will be:

- Tailored to each participant's values, strengths, goals, and preferences
- Delivered in a way that respects cultural, linguistic, and spiritual diversity
- Inclusive of family, carers, and advocates where desired by the participant
- Informed by principles of safeguarding, trauma-aware care, and cultural safety
- Reviewed regularly to ensure supports continue to meet participants' needs

SilaCa Tasmania Pty Ltd will protect participants' rights to freedom of expression, self-determination, privacy, and safety. We will act immediately to prevent and respond to abuse, neglect, exploitation, or violence.

Our Participant Service Charter outlines:

- The rights and responsibilities of all participants
- How participants can expect to be treated
- What they can expect from our service
- Their right to provide feedback or make a complaint at any time

The Charter is provided in accessible formats, including Easy Read, and is explained during onboarding. It is included in the Participant Handbook under clear headings such as *Your Rights*, *Your Responsibilities*, and *How to Give Feedback*.

SilaCa Tasmania Pty Ltd applies a person-first approach and works alongside participants, families, advocates, and other services to co-design and deliver appropriate and flexible supports.

We also align with the NDIS Workforce Capability Framework to ensure all staff consistently meet participant expectations. This includes:

Our Relationship – Setting up our relationship for success

Your Impact – Understanding your role and the impact you have

Support Me – Helping participants pursue what matters to them

Be Present – Being fully present and available during supports

Check-in – Collaborating with participants to review what is and isn't working

These principles apply to all staff. General and advanced support workers are expected to fulfil all five objectives, while ancillary staff are expected to meet the first three.

4.0 Charter of Rights

4.1 Participants' rights

Participants have many individual rights. We understand these rights and work towards informing, supporting and assisting participants to achieve their goals and exercise their rights. SilaCa Tasmania Pty Ltd adopts a policy of non-discrimination in providing our support services to individuals and the eligibility and entry to these services.

Participants have the right to:

- access supports that promote, uphold and respect their legal and human rights
- exercise informed choice and control
- freedom of expression, self-determination and decision-making
- access supports that respect culture, diversity, values and beliefs

- access a service that respects their dignity and right to privacy
- support access to make informed choices to maximise their independence
- have advocates, family, or chosen supporters involved in decision-making processes
- access supports free from violence, abuse, neglect, exploitation or discrimination
- receive supports that are overseen by strong operational management
- access services which are safeguarded by caring carers who work within a well-managed risk and incident management system
- receive information about complaints and incident management processes in accessible formats
- receive services from workers who are competent, qualified and have expertise in providing person-centred supports
- consent to the sharing of information between providers during transition periods
- select to opt-out of providing information, as required by NDIS

4.2 Participants' responsibilities

Participants are encouraged to engage with our services in a way that helps us deliver safe and effective supports. We ask that participants that they:

- respect the rights of our staff to ensure a workplace that is safe, healthy and free from harassment
- abide by the terms of their agreement with us
- understand that their needs may change and, correspondingly, services provided may need to change to meet their needs
- accept responsibility for their actions and choices, even though some decisions may involve risk
- inform us if they have any problems with our staff or the services received
- share appropriate information to develop, deliver and review their support plan
- care for their health and well-being (as much as they can)
- provide information that will help us better meet their needs
- provide us with a minimum of 24 hours notice if they will not be home for their service
- understand that our staff are only authorised to perform the agreed number of hours and tasks outlined in their service agreement
- contribute and participate in the safety assessments of their home
- control pets during service provision
- provide a smoke-free working environment
- pay the agreed amount for the services provided
- inform us in writing (where able) and provide appropriate notice before terminating our service
- advise our staff when asked if they wish to opt-out of a service

4.3 Participant's right to provide feedback

SilaCa Tasmania Pty Ltd values all feedback, positive and negative. We ask participants to speak up and not be silent; we want to know when a service has been exceptional or when individuals are unhappy with the service received or believe they have not been treated fairly.

Participants have the right to provide feedback or make complaints without fear of retribution or negative consequences. If required, participants can be supported by a chosen advocate, family member, or representative when providing feedback. Participants will also be informed of external advocacy and complaints bodies if they prefer to raise concerns externally.

The participants will be offered the opportunity to provide input into our organisation's management. The participant can voice their opinions by attending meetings with management or other relevant persons and writing guiding feedback and emails. All options are open as we wish to hear how to improve their service.

Feedback can be provided in the following ways:

- completing a Complaints and Feedback Form
- talking directly to a staff member
- attending management meetings as a representative
- asking to speak to a more senior manager or supervisor
- contacting the office via the phone
- sending an email
- contacting us anonymously or completing the Anonymous Complaints and Feedback Form.

	Details
Complaints Manager	Jessika Croft
Email	admin@silacatas.com
Phone	0472 784 053
Postal address	6 Mayfield Crescent, Bridgewater TAS 7030

We will acknowledge the complaint by responding within one working day. SilaCa Tasmania Pty Ltd will resolve complaints openly, honestly and quickly. (See our Complaints and Feedback Policy and Procedure for further details).

If not satisfied with the resolution of a complaint, we recommend individuals contact the NDIS Quality and Safeguards Commission on 1800 035 544 (free call from landlines) or TTY 133 677.

Alternatively, individuals can lodge a complaint via the NDIS Quality and Safeguards Commission website. To view, go to forms.business.gov.au/smartforms

4.4 NDIS Code of Conduct

Our team is committed to following the NDIS Code of Conduct, ensuring all participants receive safe, respectful, and high-quality supports. To enable us to support you effectively, we ask that you communicate openly and respectfully with staff, share relevant information, and let us know if anything is not working for you.

Our team will provide support or quality services to participants, their families, and advocates. To enable us to do this, we request that all participants:

- provide complete and accurate information about themselves and their situation
- explain any changes in their health
- inform their staff if they cannot keep an appointment or commitment
- complete consent forms so that we can work with an advocate (if applicable)
- act respectfully and safely towards other people using the service and towards our front-line worker
- provide feedback about the service and advise how services could be improved
- report back to us if you are unhappy with our services or if there is any matter of concern

4.5 Our commitment to participants

SilaCa Tasmania Pty Ltd takes a strengths-based, person-centred, holistic approach to care and support, where the participant or their advocate is primary to the decision-making process. Our team will ensure that services are managed respectfully and that we consult participants. When dealing with our stakeholders, we will:

- treat people with respect
- treat individuals courteously, fairly and without discrimination
- inform participants of their rights and responsibilities through our orientation process, Easy Read documents and handbooks
- protect personal information
- involve participants in any decisions regarding the services they access
- assist participants in connecting with other services, if needed
- inform how to provide feedback on our services
- ensure participant safety and undertake practices that prevent injury
- assist participants in accessing and using our services
- comply with signed service agreements

- inform participants of their rights and responsibilities
- arrange for an interpreter or other language services, if required
- respect individual views, opinions, personal circumstances and cultural diversity
- provide advice and options regarding other supports and services that may be available
- ensure staff have the appropriate skills and competencies to meet participants' needs
- treat everybody with dignity, fairness and respect, without discrimination or victimisation
- advise how complaints can be made and provide information on how we will respond to that complaint
- provide support and care that recognises and acknowledges individual preferences, choices, interests and capability
- support the right for participants to receive quality care in an appropriate environment, which promotes participation
- give participants a voice in all aspects of their services
- listen and respond to the participant as per the NDIS Workforce Capability Framework
- provide services that meet, or exceed, relevant industry standards such as the NDIS practice standards and quality indicators, NDIS rules, and their charter of rights

We will ensure all staff follow our safeguarding policies, including responding to concerns of abuse, neglect, or exploitation. We will engage participants in decisions about risk and safety, balancing their right to take informed risks with our duty of care. We will provide services that respect cultural identity, lived experiences, and individual needs, including trauma-informed and person-led approaches.

5.0 Related documents

- Participant Handbook
- Complaints and Feedback Form
- Anonymous Complaints and Feedback Form
- Complaints and Feedback Policy and Procedure
- Information Management Policy and Procedure
- Consent Policy and Procedure
- Reportable Incident, Accident and Emergency Policy and Procedure
- Privacy and Dignity Policy and Procedure
- Aboriginal and Torres Strait Islander People Policy and Procedure
- Individual Values and Beliefs Policy and Procedure

6.0 References

- NDIS Code of Conduct Rules 2018
- NDIS Workforce Capability Framework
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS Practice Standards and Quality Indicators 2021
- United Nations Convention on the Rights of Persons with Disabilities

- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS Quality and Safeguarding Framework
- National Standards for Disability Services (NSDS)
- National Disability Insurance Scheme Act 2013

Preferred Method of Communication Policy and Procedure

1.0 Purpose

The purpose of this policy is to ensure that each participant receives clear, respectful, and accessible communication that aligns with their individual needs, preferences, and communication styles.

This policy affirms SilaCa Tasmania Pty Ltd's commitment to person-centred support, recognising that effective communication is essential to upholding the rights, dignity, and autonomy of participants. Communication preferences may vary based on language, culture, cognitive ability, disability, or trauma history, and these preferences will be respected in all interactions.

This policy aims to guide staff in identifying, recording, and using each participant's preferred communication method to ensure participants understand and are understood, enabling them to make informed decisions and exercise choice and control.

2.0 Scope

The policy applies to all staff involved in communication with participants at SilaCa Tasmania Pty Ltd.

Definitions

Term	Definition
Interpreter	A person who interprets and translates speech orally or in sign language. An interpreter translates the spoken words based on whatever grammatical knowledge of the language they interpret, and their interpretation is based on their expertise in the subject.
Translator	A translator is a professional person who translates one language into another language. A translator must be equipped with excellent linguistic skills. They must have a sound knowledge of <u>grammar</u> and express the thoughts presented in the language to a participant.
Mode of communication	This term is an expressive medium or channel of communicative intent expression - natural speech, facial expression and gesture. Exceptional communication modes include the use of graphic symbols or synthetic speech.
Easy Read documents	Easy Read documents simplify information so it is easy to understand by the participant. It uses simple text and pictures to explain text and has lots of white space.
Communication Aids	Tools that assist individuals in expressing themselves, such as picture boards, communication cards, voice-output devices, and digital apps.

3.0 Policy

SilaCa Tasmania Pty Ltd is committed to delivering supports in a way that respects and responds to the communication needs of every participant. All communication must be clear, accessible, and aligned with the participant's identified preferences.

In accordance with the NDIS Practice Standards, NDIS Code of Conduct, and the United Nations Convention on the Rights of Persons with Disabilities, all communication must uphold the rights of participants to be informed, included, and understood. Communication practices will be inclusive, culturally appropriate, and trauma-informed, supporting independence and self-determination.

At the point of intake, each participant's preferred method of communication will be discussed, recorded, and reflected in their Participant Support Plan. Staff must refer to this information and ensure their communication approach matches the participant's preferences.

Examples of communication methods may include:

- Verbal explanation and discussion
- Written documentation
- Easy Read materials
- Visual demonstration or modelling
- Communication boards or AAC (Augmentative and Alternative Communication)
- Oral interpreters for spoken language
- Written translators for translated documents

Participants can request to change their preferred communication method at any time. Where a participant has a communication partner, advocate, or support person, they will be involved where appropriate and with the participant's consent.

Staff are expected to ask clarifying questions if unsure, seek advice from the Manager, and adjust their communication style to ensure understanding. Communication must always be respectful, free of jargon, and delivered in a way that supports the participant's right to understand, participate, and express their views.

4.0 Procedure

At the initial contact meeting, staff will consult with the participant and their family or advocate to determine the most preferred mode of communication.

4.1 Initial Meeting

The Manager will undertake the following steps:

1. Determine the best means of communication via discussion or assessment.
2. Record this mode of communication in the support plan.
3. Inform all staff who work with the participant.
4. Match staff with these skills or train and support staff to communicate.
5. Prepare the relevant form of information for provision to the participant
6. Arrange for an interpreter or translator (if required).

The Manager will also identify any cultural, linguistic, cognitive, or sensory considerations that may impact communication and ensure appropriate support, including culturally appropriate interpreters or communication aids.

4.2 Provision of Information

Staff are to use the information gained in the initial meeting to provide information to the participant in their mode of communication, where information must be discussed with the participant. Methods that will be used may include:

- providing information in written Form without any adjustments
- providing information in written form using Easy Read Documents
- explaining the information orally to those with issues with reading or comprehending written documents
- demonstrating information (if able to do so)
- accessing an interpreter via Translating and Interpreting Services, Department of Home Affairs.

4.3 Communicate effectively

Staff must review information to determine how best to communicate with the participant. All communications must be:

- clear, inclusive and respectful
- adapted to suit the participant's age, culture and cognitive ability.

Staff must monitor their verbal and non-verbal communication styles as they will differ from the participant and find ways to communicate effectively. The participant and staff member must be persistent and patient to work out the best communication means.

Staff must ensure that communication is trauma-informed and sensitive to past experiences of abuse, neglect, or discrimination. Staff should be aware of non-verbal cues and adjust their communication to ensure participants feel safe, heard, and respected.

Communication techniques that should be used include:

- using plain English
- speaking clearly
- checking for understanding
- using body language
- keyword signing

To enhance independence, staff may need to use tools and adaptive techniques such as:

- alphabet or word boards
- communication charts or cards

4.4 Documentation

Staff must document:

- The participant's consent for any interpreter or communication support involved.
- How participant confidentiality and privacy are maintained during communication.
- Any changes to communication preferences over time, reviewed regularly.

Record the following in the participant's file and support plan:

- best means of communication
- type of information method used to inform the participant
- verbal explanation – by whom, when, and how
- list of information supplied
- how the participant agrees that they had been informed (verbal, signature, guardian or advocate)

5.0 Related documents

- Participant Intake Form
- Support Plan
- Easy Read - Planning With You
- Participant Handbook
- Easy Read Documents
- Consent Policy and Procedure
- Information Management Policy and Procedure
- Reportable Incident, Accident and Emergency Policy and Procedure
- Privacy and Dignity Policy and Procedure
- Aboriginal and Torres Strait Islander People Policy and Procedure
- Individual Values and Beliefs Policy and Procedure

6.0 References

- NDIS Code of Conduct Rules 2018
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Workforce Capability Framework
- NDIS Act 2013 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- Work Health and Safety Act 2011 (Commonwealth)
- United Nations Convention on the Rights of Persons with Disabilities
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- National Disability Insurance Scheme Act 2013
- National Disability Advocacy Program (NDAP)
- NDIS Quality and Safeguarding Framework
- Disability Advocacy Finder

Person-Centred Supports Linkage Policy and Procedure

1.0 Purpose

The purpose of this policy is to ensure that people with disabilities are supported to exercise choice and control, and to participate in and contribute to social, cultural, and economic life on an equal basis with others.

This policy aims to strengthen inclusive practices by supporting participants to connect with community-based activities, government services, and other opportunities that align with their personal goals and aspirations. Each person is recognised as a valued member of society with the right to access, inclusion, and full participation in all aspects of community life.

2.0 Scope

The policy applies to all staff involved in supporting people with disabilities to access community-based activities, government services, and opportunities that align with their personal goals.

3.0 Policy

SilaCa Tasmania Pty Ltd is committed to ensuring that participants are supported to connect meaningfully with their community and to participate in activities that promote inclusion, independence, and wellbeing.

All supports will be delivered in line with the NDIS Practice Standards, NDIS Quality and Safeguarding Framework, and the Information, Linkages and Capacity Building (ILC) Policy Framework, and will reflect the principles of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

SilaCa Tasmania Pty Ltd recognises the importance of person-centred, culturally safe, and trauma-informed support. Staff will actively seek opportunities to assist participants in achieving their personal goals through meaningful social participation and community connection.

In support of this, SilaCa Tasmania Pty Ltd will:

- Provide participants with accessible information about mainstream services, local resources, and community activities relevant to their goals and interests
- Promote inclusion by developing relationships with community organisations, clubs, and groups to facilitate local engagement opportunities
- Support participants and families to access recreational, peer support, and mentoring opportunities to promote personal growth and resilience
- Assist family members and carers in accessing services and supports that offer respite and strengthen community connections

- Build the capacity of key workers, including linking them to carer support networks and development programs, to ensure sustainable and effective support delivery
- Promote equity and inclusion by working in partnership with culturally and linguistically diverse (CALD) communities and Aboriginal and Torres Strait Islander organisations

All staff will be trained in facilitating linkages and supporting participants to exercise choice and control when accessing or disengaging from services or activities. Participant involvement in planning will be ongoing and driven by the individual's voice, goals, and feedback.

4.0 Procedure

SilaCa Tasmania Pty Ltd will follow this policy to allow participants to maintain their ability to participate in and contribute to society. Front-line workers are required to ensure that participants are:

- connected within their community
- informed about relevant activities to allow the participant to make decisions and choices
- provided with the necessary skills to participate confidently and contribute to the community and protect their rights
- assisted to use and benefit from mainstream services
- assisted in participating in, and benefiting from, community activities
- supported to contribute to leading, shaping and influencing their community

To ensure person-centred, safe, and inclusive supports, SilaCa Tasmania Pty Ltd will:

- Engage with participants, families, and advocates to identify their interests, goals, and preferred community and mainstream activities.
- Provide accessible, plain language, and Easy Read information about available options.
- Facilitate participant-led decision-making, respecting their right to accept or decline linkage opportunities.
- Collaborate with culturally appropriate organisations to ensure participants' cultural and linguistic needs are met.
- Use a trauma-informed approach, acknowledging past experiences that may affect participation and building trust over time.
- Review and document participant goals, linkage outcomes, and feedback in their Support Plan.
- Monitor and address barriers to participation, including discrimination, access issues, and lack of culturally safe options, and advocate on behalf of participants if needed.

Staff will regularly review the participant's engagement in community and mainstream activities to:

- Ensure the opportunities continue to align with the participant's goals and preferences.
- Address any barriers or issues encountered, including potential risks, and adjust strategies accordingly.

- Document participant feedback and outcomes in the Support Plan.
- Facilitate reviews in collaboration with participants and their chosen supporters, respecting their right to withdraw or change activities.

5.0 Related documents

- Agency Referral Form
- Participant Information Consent Form
- Support Plan
- Advocacy Support Policy and Procedure
- Aboriginal and Torres Strait Islander People Policy and Procedure
- Individual Values and Beliefs Policy and Procedure
- Consent Policy and Procedure
- Information Management Policy and Procedure

6.0 References

- NDIS - Framework for Information Linkages and Capacity Building
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Code of Conduct Rules 2018
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- National Disability Insurance Scheme Act 2013
- NDIS Quality and Safeguarding Framework
- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)
- National Standards for Disability Services (NSDS)

Advocacy Support Policy and Procedure – Tasmania

1.0 Purpose

The purpose of this policy is to ensure that all participants are informed of, and supported in, their right to use an advocate or representative of their choice at any stage of service delivery. Advocacy enables participants to have their views heard, make informed decisions, and protect their human rights when interacting with SilaCa Tasmania Pty Ltd.

This policy promotes fair and transparent practices that respect participant voice and ensure that advocacy is welcomed and supported across all areas of service engagement, including entry, planning, implementation, review, and exit.

2.0 Scope

The policy applies to all staff involved in supporting participants to exercise their right to engage an advocate or representative at any stage of service delivery.

3.0 Definition

Advocacy is the active support for a cause or position, and, in this context, it is an expression of support for a person who may find it difficult to speak for him or herself. It may include achieving social justice, improving a person's well-being, preventing abusive, harmful and discriminatory treatment, or stopping unjust and unfair treatment from meeting their fundamental needs and interests.

Under the NDIS Practice Standards, all participants have the right to access independent advocacy and to be supported to make informed decisions about their lives and services.

Below is a list of six types of advocacies:

Type of Advocacy	Description
1. Individual advocacy	The advocacy aims to prevent or address instances of discrimination or abuse using a one-on-one approach.
2. Systemic advocacy	They are working to influence or secure long-term changes to ensure the collective rights and interests of people with disabilities.
3. Family advocacy	A family member advocates to provide a voice on behalf of another family member.
4. Citizen advocacy	Matches people with disabilities to volunteers.

Type of Advocacy	Description
5. Legal advocacy	Upholds the rights and interests of people with disabilities by addressing the legal aspects of discrimination, abuse and neglect.
6. Self-advocacy	Supports people with disabilities to advocate for themselves or as a group.

4.0 Policy

SilaCa Tasmania Pty Ltd is committed to upholding every participant's right to access and involve an advocate or representative of their choice. Advocacy plays a vital role in protecting participant autonomy, ensuring informed consent, and promoting safe and equitable service delivery.

In line with the NDIS Practice Standards, NDIS Code of Conduct, and the NDIS (Complaints Management and Resolution) Rules 2018, SilaCa Tasmania Pty Ltd will ensure that advocacy options are offered, explained, and respected across all stages of service provision.

SilaCa Tasmania Pty Ltd will:

- Inform participants of their right to use an advocate at the beginning and throughout their engagement with the organisation
- Provide accessible information about advocacy services, including Easy Read formats, translated materials, and verbal explanation when required
Refer participants to culturally appropriate, independent advocacy services when requested or when a need for advocacy is identified
- Promote participant capacity for self-advocacy and decision-making through respectful and inclusive support practices
- Include advocates in assessment, planning, delivery, and review processes, with the participant's consent
- Recognise and uphold directions provided by an authorised advocate, within the limits of lawful and ethical service provision
- Support the use of substitute decision-makers when participants are unable to advocate for themselves and formal arrangements exist

Where a participant asks a staff member to act as their advocate, the following steps must be taken to ensure transparency and the management of any conflict of interest:

- The staff member must complete a Conflict of Interest Declaration and Authority to Act as an Advocate Form
- The conflict must be documented in the Conflict of Interest Register

- Management will review the arrangement and provide oversight to ensure ethical boundaries are maintained and the participant's rights are safeguarded

Staff must engage respectfully with all advocates and representatives, treating them with the same consideration and professionalism as they do the participant. All advocacy arrangements will be recorded in the participant's file and reviewed as part of regular service planning and review processes.

4.1 Advocacy principles

- SilaCa Tasmania Pty Ltd will ensure that all staff receive training in using advocates.
- SilaCa Tasmania Pty Ltd will maintain printed material on advocacy and advocacy services.
- SilaCa Tasmania Pty Ltd will maintain local advocacy resource/contact lists.
- SilaCa Tasmania Pty Ltd will act positively with any worker appointed as a participant's advocate.
- SilaCa Tasmania Pty Ltd will work cooperatively with any nominated advocate chosen by the participant and show the same respect to the advocate as is shown to the participant.
- SilaCa Tasmania Pty Ltd will utilise a governance system to enable SilaCa Tasmania Pty Ltd to identify where a participant needs advocacy.

Participants will be informed of their right to advocacy during intake and onboarding and at regular review points.

Where a participant nominates a staff member to act as an advocate, a Conflict of Interest Declaration and documented strategies will be required, and this conflict will be actively monitored.

5.0 Procedure

Participants will be provided with information about advocacy in an accessible format that meets their needs, including using Easy Read documents. Advocacy rights will be discussed:

- During intake and assessment
- During planning and review of services
- When any significant decisions are being made about services

Where advocacy concerns are raised, participants will be informed of their right to make a formal complaint, and advocacy support can be provided to assist with this process.

5.1 Initial assessment (participant without an advocate)

- Discuss the participant's right to appoint and have an advocate present to speak on their behalf.
- Provide the participant with advocacy information.

- Explain to the participant their rights regarding advocacy as per the SilaCa Tasmania Pty Ltd's Service Agreement and Charter of Rights and the NDIS Practice Standards and Quality Indicators 2021.
- Advise the participant that if they wish to utilise advocacy services, SilaCa Tasmania Pty Ltd can assist them in contacting any of these services.
- Provide the Authority to Act as an Advocate Form to the participant if they decide to utilise the services of an advocate. The completed and signed Form is stored in the participant's file.
- Provide the Third-Party Information Release Consent Form to the participant. The completed and signed Form is stored in the participant's file.
- Discuss and document any specific communication issues or protocols between the service and the advocate (email, phone, or other methods).
- Inform the participant that they can add and withdraw approval for an advocate to act on their behalf.

5.2 Initial assessment (participant with advocate/representative)

Before initial assessment

- Ensure during initial contact with the participant that they are informed of their right to an advocate and record the advocate's details if they have one.
- Determine the best means of communication (refer to Preferred Method of Communication Policy).
- Advise the participant of the need to complete the Authority to Act as an Advocate Form and provide the appropriate Form to the participant.
- Contact the nominated advocate to ensure they are aware they are nominated and confirm that they agree to advocate.
- Place the completed Authority to Act as an Advocate Form in the participant's file.
- Ensure the potential participant is aware of their advocacy rights, including the right to have an advocate present for all assessments, meetings and communication between themselves and SilaCa Tasmania Pty Ltd.
- Schedule the participant's initial assessment at a time and date to allow the advocate to be present.
- Arrange for an identified advocate to be present at the assessment.

At initial assessment

- Request the completion of the Authority to Act as an Advocate Form if it has not yet been provided. Explain to the participant that the Form must be completed for SilaCa Tasmania Pty Ltd to formally recognise the nominated person as the participant's advocate.
- Gather information about the advocate, such as contact details and methodology.

- Explain that the participant has the right to change their advocate. In writing, the participant should document changes using the Authority to Act as an Advocate Form (Easy Read form available).

5.3 Working with advocates

Where conflicts arise between a participant's wishes and their advocate's views, staff will prioritize the participant's expressed preferences wherever possible, in line with safeguarding and duty of care obligations.

Staff will also support participants to build capacity for self-advocacy and independent decision-making, where appropriate, through training, accessible information, and ongoing encouragement.

- Identify the existence of an advocate in the participant's file.
- Discuss and document any specific communication issues or protocols between the service and the advocate.
- Communicate with a participant's advocate and involve them in goal setting, planning service responses, and referrals for additional or alternative services.
- Provide the advocate with ongoing information regarding the health and well-being of the participant, as agreed.
- Ensure that all on-call workers are aware of the participant's advocate.

5.4 Continuing work with advocates

- During reassessments, visits, or meetings, provide participants with written and verbal information that reminds them of their right to have (or change) an advocate.
- Remind participants of their right to have (or change) an advocate during each annual review of services or written communication.
- Communicate effectively and work cooperatively with the advocate.
- Refer participants assessed as 'not able to manage their service' (and who have no other advocate) to the Office of the Public Guardian (Tasmania), as appropriate.

Note: A web link accessing disability advocacy services is available. As a postcode, town or suburb is required to be entered to access services, SilaCa Tasmania Pty Ltd will guide and assist participants. Go to [Disability Advocacy Finder](#) on the Department of Social Services website.

6.0 Related documents

- Conflict of Interest Declaration
- Conflict of Interest Register
- Staff Training Record
- Staff Training Plan
- Training Attendance Register – In-house
- Annual Organisational Training Register and Review
- Authority to Act as an Advocate Form
- Third-Party Information Release Consent Form
- Complaints and Feedback Policy and Procedure
- Reportable Incident, Accident and Emergency Policy and Procedure
- Participant Safeguarding Policy

7.0 References

- Disability Services Act 2011 (TAS)
- Personal Information Protection Act 2004 (TAS)
- Human Rights and Equal Opportunity Commission Act 1986 (Commonwealth)
- Disability Services Act 1986 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- Australia's Disability Strategy 2021–2031
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Code of Conduct (2018)
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS Quality and Safeguarding Framework

8.0 Advocacy information

Organisations	Websites
Australian Centre for Disability Law	disabilitylaw.org.au
Autism Asperger's Advocacy Australia (A4)	a4.org.au
The Autistic Self Advocacy Network of Australia and New Zealand	asan-aunz.org/
Blind Citizens Australia	bca.org.au
Brain Injury Australia	braininjuryaustralia.org.au
Children and Young People with Disability Australia	cyda.org.au
Deaf Australia	deafaustralia.org.au
Deafness Forum of Australia	deafnessforum.org.au
Disability Advocacy Network Australia (DANA)	da.org.au
First Peoples Disability Network (FPDN)	fpdn.org.au
Human Rights Council of Australia	hrca.org.au
Inclusion Australia (National Council on Intellectual Disability - NCID)	inclusionaustralia.org.au
Intellectual Disability Rights Service (IDRS)	idrs.org.au
Mental Health Australia	mhAustralia.org
National Disability Services	nds.org.au
National Ethnic Disability Alliance (NEDA)	neda.org.au
People With Disability Australia	pwd.org.au
Physical Disability Australia (PDA)	pda.org.au
Short Statured People of Australia	sspa.org.au
Women with Disabilities Australia (WWDA)	wwda.org.au

8.1 Tasmanian advocacy providers

Advocacy providers	Websites
Advocacy Tasmania Inc.	advocacytasmania.org.au
Blind Citizens Tasmania	bca.org.au
Citizen Advocacy	citizenadvocacy
Disability Voices Tasmania	disabilityvoicestas.org.au
Speak Out Association of Tasmania	speakoutadvocacy.org
The Association for Children with Disability (TAS) Inc.	acdtas.com.au