

Illawarra Citizen Advocacy

A Guide for Proteges

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Pictures are not yet available for this electronic version.**

ILLAWARRA CITIZEN ADVOCACY INC.

POLICY DOCUMENTS: A GUIDE FOR PROTEGES

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Wollongong NSW 2500**

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**Assistant Coordinator: Karen Thomas**

**Administration Assistant: Michelle Murrell**

## ILLAWARRA CITIZEN ADVOCACY

### **POLICY AND PROCEDURE DEVELOPMENT A GUIDE FOR PROTEGES**

This policy document is for people with intellectual disability who are supported by a citizen advocate. Citizen Advocacy uses a variety of terms to describe people we get to know.

A Protege is a person with an intellectual disability (and possibly other disabilities) in a Citizen Advocacy relationship.

A Citizen Advocate is the person we ask to get to know you and to support your needs and interests.

Illawarra Citizen Advocacy has written information about what happens in our program and your **rights** as a member of the program.

Our program has a committee which is called the **policy and procedure subcommittee**. The committee is responsible for checking on our **policies and procedures** and making changes if you are not happy with them.

The **policy and procedures subcommittee** will meet and review all Policy and Procedures documents at least once a year. All proteges and their advocates in the program will be invited to come and have a say in the review. The review will be held each year in the month before the Annual General Meeting of the program.

Also once a year, you will be invited to be part of our **service standards assessment**. We will contact you to let you know when the **service assessment** will be held, and we welcome your input and right to have a say about how the service is running.

People who use our program can have a copy of our **policy and procedures**.

## ILLAWARRA CITIZEN ADVOCACY

### **MEETING INDIVIDUAL NEEDS POLICY: A GUIDE FOR PROTEGES**

When we try to find an advocate for you, it is important for us to know what your needs are. Your needs are very important and we will find someone who will make sure that your needs are cared for.

- Any information about you will be kept **private**. The information you give us will help us to find the **best** person to act as an advocate for you.
- We will talk with you and make a **plan** that will help us to find the **best** advocate for you.
- We will find an advocate who will meet **your** needs and who is the best person to help **you**.
- We will make sure that your advocate **understands** and respects your needs.
- If you have a problem at any time, your advocate is there to help you.

## ILLAWARRA CITIZEN ADVOCACY

### **DECISION MAKING & CHOICES POLICY: A GUIDE FOR PROTEGES**

#### CHOICES

- **You** can decide if you would like an advocate.
- **You** can choose who you would like to be your advocate.
- If you are happy with your advocate, **you** can choose to continue the relationship.
- If you are not happy with your advocate, **you** can choose to end the relationship.
- Both you and your advocate will make decisions about your relationship.
- You and your advocate will be included in any decisions affecting Illawarra Citizen Advocacy.
- If you want to, you can join the board of management and become involved in a lot of the decisions made about Illawarra Citizen Advocacy.
- Your advocate can also be involved with the board of management.

## **DECISIONS**

- We will encourage you and your advocate to each make your **own** decisions.
- Your advocate will **not** make decisions for you without speaking to you and can **not** act against your wishes.
- If your advocate does make a decision on your behalf, they will be encouraged to do so from **your** point of view.
- In special cases, your advocate may have to make a decision for you. If that happens, your advocate will receive help and support from staff to make sure the best decision for **you** is made.
- **Your rights** will be respected. We will help your advocate to respect and support your decisions and choices.

## ILLAWARRA CITIZEN ADVOCACY

### **PRIVACY POLICY: A GUIDE FOR PROTEGES**

#### YOUR PRIVACY:

- All people have the right to **privacy**. This means that no-one has to discuss their personal business if they do not want to.
- We respect **your** privacy. This means that you do **not** have to discuss your personal matters with us if you do not want to.
- Your advocate will also respect your privacy. If there is a personal matter you do **not** wish to discuss with your advocate, that is O.K. If you have a problem, you can **choose** who you wish to discuss that problem with. It is **your** choice.
- It is important that we **trust** each other. Your trust is important to us. We want you to trust us and it is important that you trust your advocate. Because we **all** value your trust, we respect your rights:

Your right to make **choices**.

Your right to make **decisions**.

Your right to **privacy**.



## PROTECTING YOUR PRIVACY

Because we respect your privacy:

- we will make sure **personal** details about you and your relationship with your advocate are kept private. This means that your **privacy** will be **protected**.
- we will explain to you **what** information about you is kept by us.
- we will explain to you **why** we need information about you and your advocate.
- we will make sure information about you remains **private**. We will not give information about you to anyone else without your permission.
- we will **not** take your file outside the office.
- we will **not** open or keep any of your mail which may be sent to our office.
- we will **not** open or keep any of your advocate's mail which may be sent to our office.
- we will make sure your file and any information about you is kept in a **locked** cupboard or filing cabinet.
- Your **file** contains information such as your name, address, phone number, your needs, wishes, interests and why you need an Advocate. Your file also has details of your Advocate's contact with the staff of the program.

## ILLAWARRA CITIZEN ADVOCACY

### **COMPLAINTS POLICY: A GUIDE FOR PROTEGES**

Illawarra Citizen Advocacy **and** your advocate will **always**:

**Listen to you.**

**Help you.**

**Believe what you say.**

**Be polite to you.**

Please tell us if you have a **problem** or if you are unhappy with something.

- Talk to us if you have a problem: we will **help** you.
- If you have a problem with your **advocate**, you should tell us and we will help you.
- If you have a problem with **us**, you should tell your advocate and your advocate will help you.

## WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

If you have a problem, you should:

- \*Ask for help, either from your advocate, friend or another person
- \* Talk to the co-ordinator if your problem still has not been solved.
- \* Contact the Chairperson of the program if your problem has still not been solved. Ask at the Illawarra Citizen Advocacy office for the Chairperson's telephone number.

There are **other** people you can talk to if you have a problem or if you are unhappy. It is **O.K.** to talk to someone who is **not** part of our program. You can **choose** who you want to ask for help. It is **your** decision.

HERE ARE SOME PEOPLE WHO CAN HELP YOU:

**NAME and TELEPHONE NUMBER**

Intellectual Disability Rights Service, (02) 93180144

Anti-Discrimination Board, (02) 93185400

Disability Complaints Service, (02) 93196549

WE WILL HELP YOU:

- We will make sure your problem is solved.
- We will **respect** you and **believe** what you say. If you come to us with a problem, we will **listen** to you and **help** you.
- You can bring another person with you.
- If we can't solve your problem, we will find someone who can help you.
- You will always be able to make **choices** and **decisions** about how your problems are solved.
- If you come to us with a problem, your **privacy** will be **protected**. This means that we will only talk to someone about it with your **permission**.
- All complaints made to us will be reported to the Board of Management. This is to make sure your problem is taken **seriously** and that you are treated **fairly**.
- All records of complaint are **private** and will be kept in a locked filing cabinet.

## ILLAWARRA CITIZEN ADVOCACY

### **OUR OFFICE: A GUIDE FOR PROTEGES**

#### WHERE IS ILLAWARRA CITIZEN ADVOCACY?

- Our office is at Suite 8 Centretown Plaza Complex 128-134 Crown Street, Wollongong. Our office is not far from Wollongong train station and is also near a bus stop.

**ILLAWARRA CITIZEN ADVOCACY  
SUITE 8 CENTRETOWN PLAZA COMPLEX  
128-134 CROWN STREET WOLLONGONG NSW 2500  
TEL: (02) 4229 4999**

## HOW DO YOU CONTACT ILLAWARRA CITIZEN ADVOCACY?

- You can come to the office at any time from 9:00 a.m. to 5:00 p.m. Monday to Friday. Our telephone numbers are 4229 4999 and 4229 4064 and our fax number is 4228 0406. If you need to see a staff member and you cannot come into the office, we can meet you at your home. We can also meet you somewhere else if you like.

## WHEN IS THE ILLAWARRA CITIZEN ADVOCACY OFFICE OPEN?

- We are open from 9:00 a.m. until 5:00 p.m. Monday to Friday. In an emergency, you can call Julie after business hours on 0408 411103. Staff and Board members are also available to meet with you after business hours.

## THE STAFF:

- You are **welcome** at our office at any time. We can give you **information** that may interest you and can **help** you with any problem you may have.

- Julie, Karen and Michelle will all be happy to help you at any time:

Julie Clarke is our Co-ordinator

Karen Thomas is our Assistant Co-ordinator

Michelle Murrell is our Administration Assistant

- If you want to see Julie or Karen, it's a good idea to make an appointment before coming in. If it is not possible to make an appointment first, that's O.K. Julie or Karen will see you as soon as they can.

- If you cannot get to the office, you can always use the telephone. If there is no-one in the office when you call, you will be able to leave a message and Julie, Karen or Michelle will call you back as soon as possible.

4229 4064  
4229 4999

## THE BOARD OF MANAGEMENT

- Illawarra Citizen Advocacy is run by a group of people called the Board of Management. They make decisions about the Citizen Advocacy Program. You are welcome to join the Board of Management and so is your advocate. If you are interested in being part of the Board of Management, talk to the Chairperson or another Board member. You can get their contact number from the Citizen Advocacy Office. You can help make decisions for the program.
- The Board meet every month. Some members of the Board are also involved in other activities within the Illawarra Citizen Advocacy program. And some Board members are also advocates.

### **The people on the Board of Management are**

|                  |                  |
|------------------|------------------|
| Brian Martin     | Chairperson      |
| Pauline Hefko    | Vice Chairperson |
| Cheryl Nicholson | Treasurer        |
| Jan Kent         | Secretary        |
| Robert Parsons   | Member           |
| Michael Keys     | Member           |
| Lyn Gleeson      | Member           |
| Joanne North     | Member           |



## THE OFFICE

There are different rooms in our office which are used for different reasons.

**The Reception Area.** This is where Michelle works. There are chairs in this area so that you can sit comfortably while waiting to see someone.

**No. 1 Office.** This is where Julie works. There is a desk and there two chairs in the office.

**No. 2 Office.** This is where Karen works. There is a desk in the office.

The filing cabinets situated at the back of the office contain information about different parts of the Citizen Advocacy program. Some of this information includes details about proteges and advocates. There are also details about Board of the Management in these cabinets.

Information is kept here so that it is **safe** and **private**. People can only take information from these cabinets with **permission**. If the information is about **you**, then we will need **your permission** before we can give it to someone else.

The Lounge Area - There is a television and video machine in this room. These are used to show films to people who would like more information about our program. You are welcome to come in and watch these films. They will tell you all about Citizen Advocacy and the people involved in the program.

The Board Room - This is where the Board of Management meet every month. There is also a library of books, journals and videos available for you and your advocate.

The Kitchen - There is a refrigerator and a hot water urn here, so that you can have a drink when you come to the office.

## **THE GOVERNMENT: FUNDING**

- The Federal Government assists Illawarra Citizen Advocacy by giving it money (funding) to help Illawarra Citizen Advocacy meet your needs.
- The Department of Family and Community Services is the Commonwealth department which is responsible for this funding.
- Because Illawarra Citizen Advocacy receives money from the Government, we have a responsibility to look after your needs and make sure that the Government's money is not wasted.
- There are rules that Illawarra Citizen Advocacy must follow so that the Government continue to give us the money we need to operate our program. These rules make sure that Illawarra Citizen Advocacy continues to provide a program which will meet your individual needs.