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## 1.04 Advocacy and Support Policy

Practice Standard linked to: 1. Rights and Responsibilities / 1.4 Independence and Informed Choice

### Purpose

This policy aims to ensure that Muddy Puddles clients are assisted in accessing independent and alternative services to support them in planning, decision making and complaints resolution.

### Scope

This policy covers the provision of information necessary to ensure clients are aware of the types of advocacy and support services available, and know how and when to access them.

### References

National Disability Insurance Scheme Act 2013 (CWLTH)  
NDIS Rules and Guidelines  
NDIS Quality and Safeguards Commission (CWLTH)  
Disability Discrimination Act (CWLTH)  
Disability Services Act (CWLTH)  
Information Privacy Act (CWLTH)  
Disability Inclusion Act (NSW)  
United Nations Convention on the Rights of a Child  
United Nations Convention on the Rights of People with Disabilities  
Community Services (Complaints, Reviews & Monitoring) Act (NSW)

### Related policies

Rights and Responsibilities Policy  
Feedback and Complaints Policy

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## Procedures

Muddy Puddles must provide clients with the following:

- descriptions of the legislation and standards under which disability services are provided
- the Muddy Puddles Complaints and Feedback policy
- information on the types of advocacy and support services available, and when they may be useful
- contact details of organisations who can provide advocacy and support services
- reassurance that Muddy Puddles will assist them in accessing advocacy and support services.

This information must be included in the client Welcome Packs and on the Muddy Puddles web page, and be available at any time for clients who request assistance.

## Services and Support

The following table provides details of some support and advocacy services available to people who live on the NSW South Coast. It is not an exhaustive list, and is intended as a guide only.

National Disability Insurance Scheme (NDIS)	<ul style="list-style-type: none"> <li>• Information and referral</li> <li>• Support to access community services and activities</li> <li>• Individualised plans and supports</li> </ul>	1800 800 110 <a href="http://www.ndis.gov.au">www.ndis.gov.au</a>
NDIS Quality and Safeguards Commission	<ul style="list-style-type: none"> <li>• Independent agency established to improve the quality and safety of NDIS supports and services</li> <li>• Avenue for complaints against providers</li> </ul>	1800 035 544 <a href="http://www.ndiscommission.gov.au">www.ndiscommission.gov.au</a>
People with Disability Australia	Advocacy service for people with a disability	1800 422 015 <a href="http://www.pwda.org.au">www.pwda.org.au</a>
IDEAS	Referral service for information, support and advocacy	1800 029 904 Translating and Interpreting Service 131 450 <a href="http://www.ideas.org.au">www.ideas.org.au</a> E-mail: <a href="mailto:ideas@ideas.org.au">ideas@ideas.org.au</a>
Australian Centre for Disability Law	Free legal advice for people with all types of disabilities on matters concerning disability discrimination.	1800 800 708 9.30am and 12.30pm on Monday, Wednesday and Thursday <a href="http://www.disabilitylaw.org.au">www.disabilitylaw.org.au</a>

## Versions and approval

Version	Change	Approved by	Date Approved	Review Date
V2.0	New template; aligned with NDIS Practice Standards; updated info	Board	August 2019	August 2021
V1.1		Board Chair	June 2018	June 2019
V1.0		Board Chair	May 2017	May 2018

