

## Feedback

We value and encourage your feedback. If you have any suggestions regarding the continuous improvement of our services you can:

Write to: The CEO

Centacare NENW

PO Box 923, ARMIDALE NSW 2350

Ph: 02 6738 7200

Email: [armidale@centacarenenw.com](mailto:armidale@centacarenenw.com)

## Advocacy Agencies

[Citizen Advocacy Inc.—Newell](#)

63 Maitland Street

Narrabri

Phone No. 6792 3195

[Disability Advocacy NSW](#)

Suite 2, 1<sup>st</sup> Floor

422-426 Peel Street

Tamworth

Phone No. 1300 365 085

[Disability Advocacy NSW](#)

Cinders Lane

Armidale

Phone No. 6776 6201

[Legal Aid NSW](#)

424 – 426 Peel Street

Tamworth

Phone No. 6766 6322

## Our Locations

### Armidale - Head Office

150 Rusden Street, Armidale NSW 2350

Ph: (02) 6738 7200 Fax: (02) 6771 5747

E: [armidale@centacarenenw.com.au](mailto:armidale@centacarenenw.com.au)

### Tamworth

201 Marius Street, Tamworth NSW 2340

Ph: (02) 6762 9200 Fax: (02) 6762 6165

E: [tamworth@centacarenenw.com.au](mailto:tamworth@centacarenenw.com.au)

### Narrabri

1/116 Barwan Street, Narrabri NSW 2390

Ph: (02) 6792 9300 Fax: (02) 6792 3531

E: [narrabri@centacarenenw.com.au](mailto:narrabri@centacarenenw.com.au)

### Moree

48 Auburn Street, Moree NSW 2400

Ph: (02) 6750 8500 Fax: (02) 6751 1725

E: [moree@centacarenenw.com.au](mailto:moree@centacarenenw.com.au)

### Walgett

84 Wee Waa Street, Walgett NSW 2832

Ph: (02) 6817 9001

E: [walgett@centacarenenw.com.au](mailto:walgett@centacarenenw.com.au)

### Inverell

21 Oliver Street, Inverell NSW 2360

Ph: (02) 6721 6400 Fax: (02) 6722 1634

E: [inverell@centacarenenw.com.au](mailto:inverell@centacarenenw.com.au)

### Glen Innes

200A Bourke Street, Glen Innes NSW 2370

Ph: (02) 6739 7700

E: [armidale@centacarenenw.com.au](mailto:armidale@centacarenenw.com.au)

### Gunnedah

31 Henry St, Gunnedah NSW 2380

Ph: 0429 056 247

E: [tamworth@centacarenenw.com.au](mailto:tamworth@centacarenenw.com.au)

Centacare NENW acknowledges the traditional custodians of this land and pays respect to the elders past and present.



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# Advocacy Information

- It's Your Choice



# Advocacy

The Centacare NENW Advocacy Operational Procedure helps provide people, access to effective advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling community participation.

The role of advocacy in representing the interests of people is acknowledged and respected, recognizing that advocacy supports people by:

- ◆ Promoting their independence and social and economic participation;
- ◆ Promoting choice and control in the pursuit of their goals and the planning and delivery of their supports; and
- ◆ Maximizing independent lifestyles of people and their full inclusion in the mainstream community.

(NDIS Practice Standards and Quality Indicators 2020)



# Aims and objectives

The objectives of Centacare NENW Advocacy support process is that:

People have access to effective advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling community participation.

# Definition and Models of Advocacy

- ◆ Individual advocacy—seeks to uphold the rights and interest of people on a one-to-one basis by addressing instances of violence, exploitation, discrimination, abuse and neglect.
- ◆ Systemic advocacy—seeks to influence or secure positive long-term changes that remove barriers and address discriminatory practices to ensure the collective rights and interest of people are upheld.
- ◆ Citizen advocacy—seeks to support people by matching them with volunteers. Some of the matches made may last for life.
- ◆ Family advocacy—works with parents and family members to enable them to act as advocates with an on behalf of a family member. Family advocates work parents and family members on either a short-term or an issue-specific basis. Family advocates work within the fundamental principle that the rights and interests of the person are upheld at all times.
- ◆ Self-advocacy—supports people to advocate on their own behalf, to the extent possible, or on a one-to-one or group basis.
- ◆ Legal advocacy—seeks to uphold the rights and interest of people on a one-to-one basis by addressing legal aspects of instances of discrimination, abuse and neglect.



# It's Your Choice

Centacare NENW supports the rights of the participant to use an advocate of their choice and will assist the participant to access an Advocate using the language, mode of communication (written or oral) and terms that the participant is most likely to understand.

As an integral part of the registration process with Centacare NENW, each new program participant has the Advocacy role and process explained to them and every staff member shall be trained in the Organisation Advocacy procedure.

Advocacy support may be requested by any stakeholder, at anytime, of any staff member, relating to any situation; and support will be provided according to the stakeholder's wishes, in a timely and appropriate manner.

