



# Advocacy



## The role of an advocate

The role of an advocate is to '**stand beside** or **behind**' a consumer and to support them in decision making and ensuring that their rights are respected.

An advocate **does not** take over or make decisions on a person's behalf. An advocate can be involved and be with a consumer at any time, including through the assessment or reassessment process or if the consumer wishes to make a complaint about the service.

## Who can be an advocate?

An advocate can be anyone the client nominates. It could be:

- A primary carer
- A family member
- A friend or neighbour
- Another service provider
- Staff - except if there is conflict of interest
- A person employed as an advocate with a specialised advocacy service
- Employees of government departments such as the Department of Fair Trading
- Employees of Statutory bodies, such as the Office of the Public Guardian.

## How to contact an advocate

Aged Rights Advocacy Service  
Ph 82325377

Ombudsmen of SA  
82268699

Office of the Public Advocate  
Ph 8368 5600

Guardianship Board  
Ph 8368 5600

Equal Opportunity Commission  
Ph 8207 1977

