

Advocacy

What is advocacy?

Advocacy is when another person is on your side to help you solve a problem, protect your rights, and promote your interests.

Advocates usually work with you on a short term basis (for a particular issue or problem) and will stop working with you once the issue is resolved.

An advocate will help you solve an issue you might have with Lifetime Care, or with a service provider. They are independent of all other people who might already be working with you, such as your family members, service providers or a case manager.

Advocates can't give legal advice, but may be able to tell you where you can get this kind of advice if you need it.

What does an advocate do?

An advocate can help you sort out a problem, or do other things such as:

- help write letters
- help make phone calls
- go to meetings with you or on your behalf

Having an advocate will not affect how we treat you. We will only know you have an advocate if you've given the advocate permission to speak on your behalf.

Advocacy is free. There is no limit on the number of times you can seek help from an advocate, but there has to be a particular issue or problem the advocate can help with. They are unable to help with day-to-day issues.

Why would I want an advocate?

An advocate gives you a different kind of help from a case manager or other people involved in your treatment, rehabilitation and care and may be able to assist you in areas outside of our services or our Scheme.

An advocate might help if you feel you can't talk to us or a service provider in the following types of situations:

- to change your contact at Lifetime Care (such as coordinator)
- to change service providers, such as your case manager or attendant care provider
- to change your living arrangements (for example, to move out of home)
- to lodge a dispute- an option when you don't agree with a decision we've made
- to make a complaint about icare or a service provider.

How do I find an advocate?

We can help you find an advocate or you can use the Disability Advocacy Finder developed by the National Disability Advocacy Program to find services which provide advocacy for people with disabilities [Disability Advocacy Finder](#) | [Ask Izzy](#)

OFFICIAL

Sometimes you may want to make a complaint about us, the services we fund or the way we do things. If you disagree with a decision we've made, you may want to dispute it. If you want the help of an advocate to navigate the complaint or dispute process, we have some specific impartial and external support and advocacy service providers who can help you free of charge. See our information sheet [P13: Support and Advocacy Service for Participants](#).

icare
GPO Box 4052, Sydney, NSW 2001
General Phone Enquiries: 1300 738 586
Email: care-requests@icare.nsw.gov.au
www.icare.nsw.gov.au