Propel Care
Support Services and Therapy

ADVOCACY POLICY

At Propel Care, we are committed to supporting every participant's right to speak up, be heard, and have choice and control in their lives. Our Advocacy Policy ensures all participants can access support to express their views, make informed decisions, and have their rights upheld.

What Advocacy Means to Us

Advocacy is about empowering individuals to:

- Express their needs, wishes and concerns
- Make their own choices
- Be treated with dignity and respect
- Be protected from abuse, neglect, and exploitation

We recognise that some participants may choose to be supported by a trusted person or an independent advocate. Propel Care supports and respects this choice.

Participant Rights and Supports

- Participants can nominate a support person or advocate using our Advocacy or Support Person Request Form.
- Participants can access independent advocacy services at any time.
- Our team will provide information on advocacy options in a way that is accessible and easy to understand.
- In the event of a conflict of interest, we help participants connect with external advocates.

How We Support Advocacy

- We listen and respond to participant concerns with respect and without judgement.
- We provide clear, open communication tailored to the participant's preferred style.
- We include advocates in service planning and delivery where requested.
- We ensure participant rights are upheld throughout our service delivery.

Need Help or More Information?

If you need help accessing an advocate or would like to nominate a support person, please contact our team who will send you the necessary paperwork. We can also help you get in touch with independent advocacy organisations see this list

Email: hello@propelcare.com.au | Phone: (07) 4724 3684