

Advocacy

Interchange Outer East (IOE) supports a participant's/family's right to use an advocate when dealing with the agency.

An advocate is a person who supports a participant/family to protect and promote their rights and interests.

Participants and families may wish to access an advocate during:

- Eligibility, access and equity discussions and processes
- The complaints process, if they wish to make a complaint
- Processes in regards to negotiations about the terms and conditions of service

Staff members of IOE will not become an advocate for a person regarding any dealings with Interchange Outer East or any formal dealings with other agencies.

Staff members will advocate for participants/families where it is a part of their job role and necessary to make sure services meet a family's needs.

IOE will need permission from a participant or family where personal information is to be provided to an advocate.

Participants/families are informed about the use of advocates when they start using IOE services.

If you want to use an advocate, IOE will provide information about advocacy services available.