



Advocacy Policy

What is this policy?

This policy is about how Bloom Healthcare helps people with disability get support to understand and speak up for their rights.

This is called advocacy.

<https://bloom-healthcare.com.au/advocacy-policy/>

What is advocacy?

Advocacy means:

- Helping someone to understand their rights
- Helping them to speak up
- Speaking for them if they need support
- Making sure their voice is heard in decisions that affect them

Why is this important?

The law says people with disability must be treated fairly and have support to speak up.

Bloom follows the NDIS Act 2013 and works with independent advocates when needed.

People can ask for an advocate when they:

- Have a complaint
- Need help with a problem
- Don't feel safe or heard

Who is this policy for?

This policy is for:

- All Bloom Healthcare workers
- All contractors and team members
- Anyone who supports people with disability as part of their job

What is the goal?

Bloom Healthcare wants to:

- Support the rights of people with disability
- Help people make choices and understand options
- Make sure people can take part in their communities
- Give information and support when needed
- Make sure staff know their responsibilities

What must Bloom staff do?

All staff and contractors must:

- Listen to people with disability
- Give clear information about their rights
- Support them to make their own decisions
- Help them find an independent advocate if needed
- Respect their choices
- Speak up for them if they ask

Do staff get training?

Yes.

Bloom trains all workers and contractors to:

- Understand advocacy
- Know their legal responsibilities
- Learn how to help people make choices and speak up
- Work in a respectful and inclusive way

What happens if this policy is not followed?

If Bloom staff do not support people's rights, the following can happen:

For the person:

They may feel ignored or unsafe

They may miss out on services

They may not feel confident to make decisions

They could be left out or feel lonely

For Bloom Healthcare:

- It could break the law
- It could lose trust with clients and families
- It could lose good staff
- It could face legal or financial problems

How does Bloom prevent these problems?

Bloom Healthcare:

- Trains staff regularly
- Talks openly about rights and inclusion
- Reviews this policy every year
- Makes it easy to report problems
- Makes sure people with disability know they can ask for advocacy

How is this policy checked?

Bloom checks how well this policy works by:

- Counting how many people use advocacy
- Checking complaints and reports
- Asking staff if they feel supported
- Looking at the results every 3 months

When is this policy reviewed?

Bloom reviews this policy once every year.

If the law changes or something important happens, we update it sooner.

Need advocacy now?

The National Disability Advocacy Program (NDAP) helps people with disability who are having a hard time speaking up or getting support.

NDAP can:

- Help you understand your rights
- Support you in tough situations
- Speak for you if you need it

You can learn more here:

www.dss.gov.au/disability-advocacy/national-disability-advocacy-program

If you want help from Bloom or an advocate, please ask.

We are here to support you.