

1.26 Advocacy Policy & Procedure

1. Policy Statement Purpose and Method

Value Care embraces the principle that users of services (i.e. Clients) have the right to raise concerns regarding services without fear of retribution and is committed to ensuring that all service users are encouraged to use an advocate and have access to an advocate of their choice who can play a critical role in ensuring the rights and interests of the service user are respected and realized.

The service user's right to decide to self-advocate or change their advocate is consistent with this policy.

The purpose of this policy is to set out the circumstances and processes under which Advocacy may be initiated.

This policy supports the role of advocates and acknowledges the importance of advocates, Consumer's rights, the commitment of Community Support Incorporated to maintain links with formal advocacy services and staff training with regard to advocacy services. It also recognizes that specific groups, for example, people from culturally and linguistically diverse backgrounds and people with disabilities may need assistance to understand and to participate in the advocacy process by using an advocate of their choice.

Disability advocacy agencies provide a critical role in ensuring the rights and interests of people with a disability are respected and realized.

Value Care believes that:

- Any user of its services has a right to seek the support of an advocacy agency to help deal with a disagreement with the organization;
- It has a responsibility to work together in a co-operative manner with workers from such agencies, and
- It has the responsibility to make sure that users of its services are aware of advocacy agencies and how to contact them.

All Value Care staff are required to integrate into their regular activities, practices that are consistent with the Advocacy Policy. To this end, links with formal advocacy services will be maintained and staff orientation and training will recognize the cultural needs of service users and include information about:

- The role of an advocate;
- Assisting a client to engage an advocate;
- How to work with clients who choose to use an advocate;
- How and where to document the client's choice of advocate,
- The process for the use of interpreters when required, and

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- Information regarding formal advocacy service agencies.

2. List of Advocacy Service Agencies

Disability Advocacy Finder

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

3. To whom does this policy apply?

This policy applies to Value Care community nursing and care staff.

4. Distribution of policy

The policy forms part of the Organisational Governance and Standards manual. Staff will be made aware of the updates to the policy via the staff newsletter, and the policy will be made available in the hard copy and electronic copy of the Organisational Governance and Standards manual.

5. Expected outcome/s

All clients receiving service from Value Care will have access and support to Advocacy and the use of an Advocate.

Document Information and Revision History {DIRH}

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