



CHARLESTOWN CARING GROUP

17. Advocacy

Reviewed 2nd April 2017

Charlestown Caring Group Inc. respects each Client’s (and/or their representative’s) choice of advocate and, if required, assists the Client (and/or their representative) to access an advocate.

Information is maintained on available advocacy agencies at the office and in the Client Handbook

Clients are advised of their right to an advocate and of advocacy agencies through the Client Handbook

Information is explained at assessment and reviews

Information is also provided as part of the complaints process

Assistance to access an advocate is available

Staff and volunteers understand the role of advocates and how to access advocates for Clients as required

Advocacy processes are regularly audited and improvements identified on an ongoing basis

FORMS AND RECORDS

Client Handbook	Shared Drive
Authority to Act as an Advocate	Client records

All Policies and Procedures with Section 17 have been approved by General Manager and Management Committee.

Signed
General Manager

Signed
Executive Member on behalf

17.1 Use of Advocates

Clients have a right to use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service.

Advocates are accepted by Charlestown Caring Group Inc. as representing the interests of the Client.

Information on the use of an advocate is included in the Client Handbook and is explained at entry to the service, assessments and reviews. We recognise that Clients may choose a family member, friend or other person to advocate on their behalf and we respect their choice

Staff ensure Clients are aware of their right to use an advocate, and remind them of this option whenever appropriate including if a complaint is lodged.

17.2 What is an Advocate?

An advocate is a person who, with the authority of the Client, represents the Client's interests.

Advocates may be used during assessments, reviews, and complaints or for any other communication between the Client and Charlestown Caring Group Inc.

17.3 Appointing an Advocate

Clients wishing to appoint an advocate inform Charlestown Caring Group Inc. in writing of the name of the person they wish for their advocate using the Authority to Act as an Advocate form.

Clients can change their advocate at any time and inform Charlestown Caring Group Inc. in writing using an Authority to Act as an Advocate form. If a Client has difficulty in completing the form due to language or literacy, Charlestown Caring Group Inc. staff will assist them or refer them to an advocacy agency to assist. Charlestown Caring Group Inc. assists and supports people with special needs to access an advocate of their choice by providing whatever support is required.

Completed authority forms are kept in the Client's file.

17.4 Guidelines for Advocates

Guidelines for advocates are detailed in the Authority to Act as an Advocate form; this is given to the Client and explained to them if they wish to appoint an advocate.

17.5 Advocacy and Complaints Investigation Contacts

Information on services that may advocate on behalf of Clients (depending on the issue) or provide advocacy support to Clients are maintained at the office and available to all stakeholders. They include:

Department of Health

DoHfeedback@doh.gov.au

Aged Care Complaints Scheme
(Commonwealth Home Support
Programme services)

GPO Box 9848

In your Capital City

8.30 am-5.00 pm weekdays,

10.00 am-5.00 pm AEST

weekends and public holidays.

*After hours calls will be returned
as quickly as possible.*

Phone: 1800 550 552

Email:

<http://agedcarecomplaints.govspace.gov.au/>

17.6 Monitoring the Advocacy Process

Advocacy processes and systems are regularly audited as part of the Charlestown Caring Group Inc. audit program and staff, Clients and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be utilised