



Policy C09 Advocacy

Scope Home Access is committed to ensuring that clients who may not have the capacity to undertake or understand elements of our service provision, are able to gain appropriate support from persons or other more formal services who can act as an advocate for the client to ensure the client's best interests are being maintained.

1.0 NAME OF POLICY

Advocacy

1.1 OBJECTIVE OF THIS POLICY

- To provide, in plain English, a definition of the term Advocacy
- To outline our commitment to providing clients information on how to access an appropriate advocate
- To outline our commitment to working with client advocates to achieve the best outcomes for the client

1.2 POLICY

Clients will be advised that they may ask or nominate a relative, friend or other person to advocate on their behalf at any or all stages of service delivery – intake, assessment, service provision, monitoring and re-assessment and exit.

Information on Advocacy forms part of service delivery through either information sent out to a client or publicised on our website.

Clients who wish to use an advocate are provided with information and support to nominate an advocate or to access appropriate advocacy services.

Only advocates nominated by the client can speak for or make decisions on behalf of the client.

1.3 What is an Advocate?

- An advocate is a person who, with the authority of the client, represents the client's interests.
- Clients may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service.
- Scope Home Access acknowledges advocates as representing the interests of the client/carer.
- Advocates may be used during assessments, reviews, and complaints or for any other communication between the client and Scope Home Access.

2. Appointing an Advocate

Clients have a right to use an advocate of their choice to communicate on their behalf with Scope Home Access. This may be a family member, carer, friend or advocacy service



- Clients, who wish to use an advocate, must inform Scope Home Access in writing of the name of the person they wish to negotiate on their behalf.
- If the client advises Scope Home Access verbally, they will be sent and asked to complete a Scope Home Access Authority to Act as an Advocate Form in order to nominate their Advocate.
- The client has the right to change their advocate at any time and must inform Scope Home Access in writing of any change.

RELATED POLICY:

- B04 Access & Equity Policy
- B05 Human Rights and Valued Status
- C01 Client Intake, Entry & Exit
- C03 Delivery of Services

RELATED PROCEDURES:

Procedure CS05 Client Liaison

RELEVANT LEGISLATION AND/OR GOVERNMENT POLICY:

- HACC National Guidelines
- HACC National Standards
- NSW HMMS Home Modification Guidelines
- NSW HMMS Home Maintenance Guidelines
- Human Rights and Equal Opportunity Commissions Act (Commonwealth) 1986

POLICY APPROVAL BY BOARD OF DIRECTORS

ANJA NIVANA		23/06/2015
Print Name/Title	Signature	Date