



12. COMMUNITY SERVICES POLICIES

12.1 HOME AND COMMUNITY CARE

12.1.9 Advocacy

Background & Issues

An advocate is a person selected to act on behalf of a service user or their representative. The service provider has a responsibility to support the right of a service user to an advocate.

Each service user's (and/ or their representative's) choice of advocate is respected by the service provider and the service provider will, if required, assist the service user (and/ or their representative) to access an advocate.

Objectives

Practises and processes that support advocacy include;

- Providing service users with information about their right to an advocate of their choice.
- Providing assistance to service users to access and use an advocate.
- Staff/ volunteers understanding the role of advocates and are able to work with an advocate and;
- Consideration of special – needs groups.

Area of Application

The process for service users to access and use an advocate of their choice.

Policy Measures

- ❖ 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 act on their behalf. This may be a family member, friend or advocacy service.
- ❖ Nominated advocates will be accepted by the Shire of Manjimup HACC as representing the interests of the client.
- ❖ Advocates may be used during assessments, reviews, complaints or for any other communication between the client and the Shire of Manjimup HACC.
- ❖ Guidelines for use of advocates are included in the service users support plan and information pack.

Procedure for Appointing an Advocate

- ❖ Clients wishing to use an advocate should inform Shire of Manjimup HACC in writing of the name of the person they wish to negotiate on their behalf.
- ❖ The client has the right to change their advocate at any time and should inform the agency in writing of any change. A form for notification of appointing/ changing an advocate can be obtained from the HACC office.



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- ❖ All staff are required to ensure that clients are aware of their right to use an advocate, and should regularly remind clients of this option.

For a free, professional and confidential advocacy service contact;

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Administration
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The Administration of this Policy is by Community Services.