

ADVOCACY

PURPOSE:

To support and promote the development of advocacy initiatives in this service.

- Nomination of advocate
- Definition of an advocate
- Procedure for appointing an advocate

SCOPE:

It is the policy of Breakaway Toowoomba Inc. to ensure that clients have access to an advocate of their choice to represent their interests at any time. It is recognised and accepted that a strong independent advocate can defend or promote the interests of a disadvantaged party; is concerned with the genuine major needs and welfare of the party; and strives to achieve the desired outcomes.

POLICY:

1. Breakaway Toowoomba will offer each client the opportunity to nominate an advocate of their choice.

This includes clients with special needs:

- People of Non-English speaking background
- People of Aboriginal and Torres Strait Islander decent
- Rurally isolated
- People with dementia
- Financially disadvantaged people

This may be a systems advocate, a legal advocate, or an informal advocate, eg a friend or family member.

2. Staff will accept the involvement of an advocate of the client's choice whenever this is the wish of the client.
3. Staff will provide a list of advocacy services to clients who request information on the availability of such assistance
4. On request from a client, referral to an appropriate advocacy service, or recommendation of a citizen advocate will be made.

Reviewed: 8th May 2009

Ratified by the Management Committee: 18th June 2009

Review Date: May 2010

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Approved: 

5. Information considered to be important to the client will be provided by staff to the advocate, at the express wish and with the permission of the client.

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.

Advocates will be accepted by Breakaway Toowoomba Inc as representing the interests of the client.

Advocates may be used during assessments, reviews, and complaints or for any other communication between the client and Breakaway Toowoomba Inc

PROCEDURE:

1. Clients who wish to use an advocate should inform Breakaway Toowoomba Inc 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.

Approved (Executive Officer) David Bell Date 18.06.09

Approved (Chairperson) Paul E Devine Date 18.06.09