



# JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

<b>St 1a</b>	<b>PROVIDING CLIENT ADVOCACY AND SUPPORT</b>
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<b>Applies to:</b>
<b>Specific responsibility:</b>

<b>Version: 1</b>
<b>Date approved: 5 Aug 2014</b>

<b>Policy context:</b> This policy relates to	
Standards or other external requirements	NDIS Practice Standards
Legislation or other requirements	Disability Services Act
Contractual obligations	National Disability Insurance Agency

## POLICY STATEMENT

Jumbunna is committed to the principles of respecting and protecting the legal and human rights of individuals and their right to services.

To this end Jumbunna supports the right of clients to use an advocate of their choice to negotiate on their behalf. This may be in relation to assessment, reviews, complaints or any other communication between the client and this organisation. The organisation will work co-operatively with any advocate nominated by a client and treat them with respect.

Jumbunna is also committed to providing clients with advocacy and support when it is requested.

## PROCEDURES

### Supporting advocacy

The General Manager will be responsible for ensuring:

- all staff receive training in the use of advocates
- ensure services/programs maintain printed material on relevant advocacy and advocacy services; (Casino Family Support, Interrelate Services and the Casino Neighbourhood Centre).
- maintain local advocacy resource/contact lists

### Providing clients with information

General Manager will ensure clients and potential advocates are informed via appropriate formats (including verbally and in writing) about their right to use an advocate and the role of an advocate when the client is:

- Assessed and re-assessed for services
- Oriented to the service or program
- Refused service

Or if:

- They want to make a complaint about the service
- A staff member believes an advocate may be beneficial to the client

General Manager is required to ensure that clients are aware of their rights to use an advocate in relation to the service, including having their advocate present for all assessments, meetings and communication between themselves and the organisation.

If the client is unsure whether they may want to nominate a person as an advocate, they are to be provided with information (in an appropriate format) on various specialist advocacy organisations that may be able to assist them. If they would like to contact any of these organisations the General Manager or Delegate will be able to assist them to make contact.

It is the responsibility of Intake Staff at the time of first contact with the client to discuss any communication issues or requirements.

If a client has an advocate, it is General Manager or Delegate responsibility to discuss and document any specific communication issues or protocols to be used between the service and the client's advocate. The name and contact details of the advocate are to be included in the client's file.

Staff will not disclose any information about the client to an advocate, when the client is not present, unless the client has provided their permission to do so.

### **Working with advocates (when a client has nominated an advocate)**

Where a client has identified or nominated an advocate the General Manager or Delegate must:

- Record the advocates' details in the client's file.
- Ensure the client is aware of their advocacy rights including the right to have an advocate present for all assessments, meetings and communication between themselves and the organisation
- Ensure the advocate knows they have been nominated as an advocate and agrees to this
- Ensure any identified advocate is present at assessments and meetings
- Communicate and work co-operatively with the advocate
- Communicate comprehensively with a client's advocate and involve them in the care and service planning
- Ensure that the client knows they have the right to change their advocate at any time. Any changes should be documented with written confirmation from the client.

If an authorised representative is acting on behalf of a client, the organisation will require proof of representative authority.

Authorised representatives include:

- Guardians
- Attorneys under enduring powers of attorney
- Agents under the Medical Treatment Act 1988
- Administrators under the Guardianship and Administration Act 1986
- A person otherwise empowered by the consumers to act or make decisions in their best interests.

Proof of representative authority will be sighted and a copy of that document placed in the clients file. Proof of authority includes Guardianship or Administration Order or Enduring/ Medical Power of Attorney.

## Providing advocacy and support

Where a client does not have an identified or nominated advocate and they request assistance from the organisation the request will be considered by General Manager. The type of individual advocacy and support that can be provided will be dependent on the organisation's capability and resources.

### DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

Policy Name:	Providing Client Advocacy & Support	Policy Number:	
Date Approved:	24 August 2023	Approved By:	Board of Management
Date Issued:	31 August 2023	Review Date:	30 June 2025
Version 1.5	This version of the policy was approved 24 August 2023 and replaces the version approved 28 July 2022.		

