



CLIENT ADVOCACY POLICY

Pages: 3

Policy Type	Clinical Policy Document
Purpose of the Policy	<p>Care Assessment Consultants Pty Ltd (“Care Assess”) recognises the importance of upholding and maintaining a client’s rights to an advocate or representative of their choosing. Care Assess recognises that all clients, and potential clients, have the right to choose to involve an advocate or other representative of their choosing to participate or act on behalf of his or her interests at any time.</p> <p>Care Assess is committed to specialising in assessment and coordination of home and community aged care and brokerage of service provision for people living in the community.</p> <p>This policy outlines the steps used by Care Assess to ensure that client’s and/or carers are aware of their rights in terms of Advocacy.</p>
Definitions	<p>Advocacy: Promoting and/or supporting a cause, such as consumer/carer rights to services, information, basic human rights; used in a broad sense it refers to a wide range of activities engaged in by consumers and carers in promoting and supporting their causes.</p> <ul style="list-style-type: none"> • advocate: a. (noun, as in, 'John is my advocate'): a person who actively supports another person's cause. b. (verb, as in, 'I advocate that consumers and carers should be involved in evaluating the program'): to provide active support to another person's cause. • self advocacy: what an individual does to represent his/her own needs/rights. • peer advocacy: the activity undertaken by more than one person to represent the needs/rights of his/her peers (that is, consumers addressing the needs/rights of other consumers). • systems advocacy: those activities directed specifically towards the systems, structures and forms that are instrumental in the conditions that create injustices and inequities 1.

Policy

The National Aged Care Advocacy Program (NACAP) is a national program funded by the Australian Government under the *Aged Care Act 1997*. The NACAP aims to promote the rights of people receiving Australian Government funded aged care services 2..

Care Assess will inform and encourage all clients including those clients with special needs to utilise an advocate of their choice when required to ensure that clients receive contemporary information about their right to advocacy as per the *Aged Care Act 1997*.

Care Assess will offer each client / carer the opportunity to nominate an advocate when requested

- Care Assess will provide each client/ carer with Advocacy information and offer to explain its contents, including information about available Advocacy services.
- Care Assess will uphold the law in relation to promotion and / or request for an advocate.
- Care Assess will maintain developed links with advocacy groups in its area and informs client/ carers of the availability of such assistance.

Under the NACAP, the Department of Health and Ageing funds aged care advocacy services in each State and Territory. These services are community-based organisations which are there to give clients advice about their rights, and help them to exercise their rights. Aged care advocacy services also work with the aged care industry to encourage policies and practices which protect consumers 3.

Advocacy services are free, confidential and independent.

Deaf clients contact us by telephoning the National Relay Service via 13 3677 (TTY/TDD/Voice) or 1300 555 727 (SSR

Scope	<p>Category of Staff</p> <p>Category of Staff</p> <p>Care Assess Directors.</p> <p>Care Assess CEO.</p> <p>Care Assess Clinical Management Staff.</p> <p>Clinical Co-ordinators who act as mentors to all clinicians within Care Assess.</p> <p>Registered Nurses and Enrolled Nurses under the direction of a Registered Nurse.</p> <p>Program Coordinators responsible for specific programs administered by Care Assess.</p> <p>Care Assess Agents and Contractors (includes sub contractors and temporary contractors).</p>
References	<ol style="list-style-type: none"> 1- Department of Health and Ageing – Commonwealth of Australia. 2- Department of Health and Ageing – Commonwealth of Australia. 3- Department of Health and Ageing – Commonwealth of Australia.
Related Policies	<ol style="list-style-type: none"> 1- Confidentiality Policy 2- Privacy Policy 3- Consent Policy 4- Complaints and Feedback Policy

Date Implemented: 22.10.2012

Version: 2

Endorsed by:



Joe Towns – Director

Review dates: 22.10.2013