



CLIENT ADVOCACY PROCEDURE

Compliance with the Policy Directive and Procedure is **Mandatory**

Pages: 3

Procedure Title	Clinical Procedure Document
Purpose of the Procedure	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.
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 causes¹.</p>
Procedure	<p>Principle The Care Assess Client Advocacy Policy and Procedure provides a framework to support the rights of clients to have the use of an advocate.</p> <p>The processes and relationships by which these documents are realised must be adapted to all Care Assess programs.</p> <p>Procedure</p> <ul style="list-style-type: none"> • At point of first contact (prior to assessment), all clients must be verbally advised of their rights and responsibilities in relation to advocacy. • Clients are to be reminded of their right to use an

	<p>advocate on subsequent visits and contacts from Care Assess or any other agency's engaged by Care Assess to deliver services.</p> <ul style="list-style-type: none"> • Clients and/or the responsible person nominated are informed about the process for using advocacy and decide if they will allow relatives to be involved. • Staff must inform clients that they can nominate a representative to support them and their interests whilst receiving aged care services from Care Assess or any other agency's engaged by Care Assess to deliver services and in particular a nominee to support / represent them should there be a reason for concern about service delivery which leads to a complaint or dispute. • Printed material about Advocacy – Clients Rights and Responsibilities will be provided with all client agreements upon entry and exit of Care Assess services. • Clients with special needs will be accommodated with information provided to them in a method that will assist their particular needs (for example use of an interpreter or the national relay service for the hard of hearing and deaf). • Care Assess will maintain a register of service providers and agencies that provide advocacy services, for distribution to clients and those clients with special needs who request access to this. • Care Assess will document feedback as a quality assurance measure to ensure the service provided to the client meets their needs. • Staff will be provided with the Advocacy Policy and Procedure via the Care Assess Intranet. • For a free and confidential service, clients are encouraged to call Advocacy Tasmania Inc. on 1800 005 131. <p><i>Documentation of the client request to use an advocate occurs in the Care Assess Record – Client Notes.</i></p>
Scope	Category of Staff

	<p>Care Assess Directors.</p> <p>Care Assess CEO.</p> <p>Care Assess Clinical Management Staff.</p> <p>Clinical Coordinators 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	1 – Department of Health and Ageing – Commonwealth of Australia.
Related Policies	To be read in conjunction with the Care Assess Advocacy Policy

Date Implemented: 22.10.2012

Version: 2

Endorsed by:



Joe Towns – Director

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