

**Manning Valley & Area Community Transport Group Inc.**  
**Section 3 Service Delivery**  
**Document 3.10-1-1-v2 Guidelines for Advocates**

On occasions it becomes necessary for our Service to contact and discuss the care of our Consumers. A Consumer of our Service has nominated you as their advocate. This means that should the service need to discuss issues regarding Consumer care we will contact you. Taking up the role of Advocate is by mutual agreement between our Consumer and yourself. The following information gives an explanation of this role and if you require any further information or clarification please contact the Service.

**Being an ‘Advocate’**

If a Consumer has asked you to be their advocate, this means they would like you to act on their behalf in their dealings with the service. You may be a family member or friend of the Consumer or a member of an advocacy service.

Being an advocate may mean your attendance or involvement will be required during assessments and reviews of the Consumer’s situation and services received, or if the Consumer wishes to communicate or negotiate anything with the service or lodge a complaint about the service.

We ask our Consumers to complete a Notification of Appointment/Change of Advocate when they wish to appoint or change their advocate. Consumers are free to change their advocate whenever they wish; however, we request a new Notification form be completed each time so that Team Members are aware of any changes.

As an advocate of a Consumer, we ask you to be aware of the following and ensure that:

- The Consumer has given their written authority for you to act as their advocate;
- The service is aware that you are acting as the Consumer’s advocate;
- You always act in the best interests of the Consumer;
- The Consumer is aware of any issues and developments in relation to the services they receive and which you, as their advocate, may be involved in;
- The Consumer is kept informed of any developments;
- You are familiar with the contents of the Consumer Handbook;
- You encourage the Consumer to provide feedback to you about the services they are receiving;
- Advise the service about any changes in Consumer circumstances and any concerns about changing Consumer needs; and
- Be prepared to relinquish the role of advocate should the Consumer wish you to do so.

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