

Manning Valley & Area Community Transport Group Inc.
Section 3 Service Delivery
Policy 3.10-v2 Advocacy

Policy Statement

MVACTG Inc. supports and encourages the Consumers right to nominate an advocate of their choice to represent their interests at any time.

Definitions

Advocate: Is a person who has the authority of the Consumer and who represents their interests. An advocate can be a family member, a friend or an agency appointed by or for the Consumer.

Policy Protocols

- Where ever possible the Consumer should be encouraged to be their own advocate.
- Consumers are supported to make their own decisions including the decision to nominate an advocate or change their choice of advocate at any time.
- MVACTG Inc. will support the Consumers to connect with an advocacy service; and will maintain an advocacy resource/contact list.
- MVACTG Inc. will refer Consumers to appropriate advocacy services, or recommend appropriate citizen advocates, when requested by our Consumers.
- MVACTG Inc. identifies if a Consumer has a formal guardian.
- MVACTG Inc. will show respect and work cooperatively with any advocate chosen by the Consumer to ensure the Consumer's best interests are heard and addressed.
- MVACTG Inc. will communicate comprehensively with a Consumer's chosen advocate and provide information to them about services but only with the express wishes and permission of the Consumer.
- Advocates are invited to participate in assessment, care planning and reviews.
- MVACTG Inc. will advocate for Consumers with other agencies or with family members, to support the Consumer's expressed choices and where abuse exists.
- As part of the review process Consumers are reminded about their right to choose an advocate to participate in their affairs with the Service.
- Team Members are educated about advocacy and Consumers right to utilise an advocate of their choice.
- Consumers with dementia are encouraged to have an advocate present at assessment and reviews.

Related Procedures

- [PRO 3.02-1](#) Consumer Information Provision
- [PRO 3.02-2](#) Consumer Rights and Responsibilities
- [PRO 3.05-3](#) Re-assessment and Care Plan Review
- [PRO 3.07-1](#) Consumer Compliments, Complaints and Suggestions

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- [PRO 3.10-1](#) Advocacy

Relevant Standard

Home Care Standards

2. Appropriate Access & Service Delivery
3. Consumers Rights & Responsibilities

Disability Service Standards

1. Rights
2. Participation & Inclusion
3. Individual Outcomes
5. Service Access

Policy History

No: 3.10-v2	Advocacy		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
30/6/18	8/3/16	See improvement request	Team members	Meeting	17/3/16