



**St. Merkorious
Charity**

ST. MERKORIOUS CHARITY

ADVOCACY

POLICY & PROCEDURE

ADVOCACY

Policy Statement

St. Merkorious Charity Association Inc (hereafter, SMC) will encourage Service recipients to utilise an advocate of their choice to ensure that they receive the best possible service. All Service recipients may choose to involve an advocate to represent his/her interests at any time. Staff needs to understand the role of advocacy and respond effectively to the involvement of advocates on behalf of the Service recipients.

1. All staff will be provided with training about the role of the advocate in representing Service recipients' needs.
2. Staff will assist Service recipients to access all forms of advocacy, including formal and informal.
3. Staff will support and encourage Service recipients to choose, utilise and change their own advocates.
4. Staff are to respect the role of people who act as independent advocates for Service recipients.
5. Staff are to record contact details of advocates in Service recipient files.
6. The following external agencies can be accessed for assistance in providing an advocate:

Advocacy Services:

Family Advocacy

Free call: 1800 620 588

Intellectual Disability Rights Service

Phone: 9318 0144

ADVOCACY Purpose

Advocacy is the act of speaking on the behalf of or in support of another person, place or thing. SMC works often with vulnerable clients who may have additional needs.

SMC is committed to ensuring all Service recipients receive the best possible service that suits their rights and needs. This includes respecting the needs of individuals who require additional support in understanding, speaking and communication, such as for people with disability, illness, of elderly status, or of any other status that requires support.

SMC will encourage Service recipients to utilise an advocate of their choice to ensure that they receive the best possible service in respect to their rights and needs. All Service recipients may choose to involve an advocate to represent their interests at any time to SMC.

Staff need to understand the role of advocacy and respond effectively to the involvement of advocates on behalf of the Service recipients.

Procedure

1. All staff will be provided with training about the role of the advocate in representing Service recipients' needs.
2. Staff will assist Service recipients to access all forms of advocacy when deemed necessary, including formal and informal.
3. Staff will support and encourage Service recipients to choose, utilise and change their own advocates when deemed necessary.
4. Staff are to respect the role of people who act as independent advocates for Service recipients.
5. Staff are to record contact details of advocates in Service recipient files, and ensure they are kept up to date.
6. The following external agencies can be accessed for assistance in providing an advocate:

Advocacy Services:

Family Advocacy

Free call: 1800 620 588

Intellectual Disability Rights Service

Phone: 9265 6300

Hotline: 1300 665 908

National Aged Care Advocacy Program

Phone: 1800 700 600

Documents

1. Authority to Act as an Advocate Form
2. Guidelines for Advocates

Related Policies

Tags

WHS, Health Orders, Health, COVID-19