

**Leichhardt Marrickville Community Transport Group  
Section 3 Service Delivery  
Policy 3.10A - Providing Client Advocacy & Support**

**Standard  
CCCS 2,  
3 DSP 1,  
2, 3, 5, 6,  
9, 10**

<b>Applies to: LMCTG Staff</b>
<b>Specific responsibility: Executive Officer</b>

<b>Version: 1</b>
<b>Date approved: 29/01/15</b>
<b>Next review date: 29/01/16</b>

<b>Policy context:</b> This policy relates to	
Standards or other external requirements	NSW Disability Service Standards
Legislation or other requirements	Age Discrimination Act 2004 (Commonwealth)
Contractual obligations	Transport for NSW

### **POLICY STATEMENT**

Leichhardt Marrickville Community Transport Group (LMCTG) is committed to the principles of respecting and protecting the legal and human rights of individuals and their right to services.

To this end LMCTG supports the right of clients to use an advocate of their choice to negotiate on their behalf. This may be in relation to assessment, reviews, complaints or any other communication between the client and this organisation. The organisation will work co-operatively with any advocate nominated by a client and treat them with respect.

LMCTG is also committed to providing clients with advocacy and support when it is requested.

### **PROCEDURES**

#### **Supporting advocacy**

The Service Coordinator will be responsible for ensuring:

- all staff receive training in the use of advocates
- ensure services/programs maintain printed material on relevant advocacy and advocacy services The Aged Rights Service (TARS)
- maintain local advocacy resource/contact lists

#### **Providing clients with information**

Service Coordinator will ensure clients and potential advocates are informed via appropriate formats (including verbally and in writing) about their right to use an advocate and the role of an advocate when the client is:

- Assessed and re-assessed for services
- Oriented to the service or program
- Refused service

Or if:

- They want to make a complaint about the service

**Leichhardt Marrickville Community Transport Group**  
**Section 3 Service Delivery**  
**Policy 3.10A - Providing Client Advocacy & Support**

**Standard**

**CCCS 2,  
3 DSP 1,  
2, 3, 5, 6,  
9, 10**

- A staff member believes an advocate may be beneficial to the client

Service Coordinator & Transport Schedulers are required to ensure that clients are aware of their rights to use an advocate in relation to the service, including having their advocate present for all assessments, meetings and communication between themselves and the organisation.

If the client is unsure whether they may want to nominate a person as an advocate, they are to be provided with information (in an appropriate format) on various specialist advocacy organisations that may be able to assist them. If they would like to contact any of these organisations the Service Coordinator & Transport Schedulers will be able to assist them to make contact.

It is the responsibility of Service Coordinator & Transport Schedulers at the time of first contact with the client to discuss any communication issues or requirements.

If a client has an advocate it is Service Coordinator & Transport Schedulers responsibility to discuss and document any specific communication issues or protocols to be used between the service and the client's advocate. The name and contact details of the advocate are to be included in the client's Service Agreement document.

Staff will not disclose any information about the client to an advocate, when the client is not present, unless the client has provided their permission to do so.

**Working with advocates (when a client has nominated an advocate)**

Where a client has identified or nominated an advocate the Service Coordinator & Transport Schedulers must:

- Record the advocates details in the client's Service Agreement document
- Ensure the client is aware of their advocacy rights including the right to have an advocate present for all assessments, meetings and communication between themselves and the organisation
- Ensure the advocate knows they have been nominated as an advocate and agrees to this
- Ensure any identified advocate is present at assessments and meetings
- Communicate and work co-operatively with the advocate
- Communicate comprehensively with a client's advocate and involve them in the care and service planning
- Ensure that the client knows they have the right to change their advocate at any time. Any changes should be documented with written confirmation from the client using the Service Agreement document.

If an authorised representative is acting on behalf of a client, the organisation will require proof of representative authority.

Authorised representatives include:

- Guardians
- Attorneys under enduring powers of attorney
- Agents under the Medical Treatment Act 1988

**Leichhardt Marrickville Community Transport Group  
Section 3 Service Delivery  
Policy 3.10A - Providing Client Advocacy & Support**

**Standard  
CCCS 2,  
3 DSP 1,  
2, 3, 5, 6,  
9, 10**

- Administrators under the Guardianship and Administration Act 1986
- A person otherwise empowered by the consumers to act or make decisions in their best interests.

Proof of representative authority will be sighted and a copy of that document placed in the clients file. Proof of authority includes Guardianship or Administration order or Enduring/ Medical Power of Attorney.

**Providing advocacy and support**

Where a client does not have an identified or nominated advocate and they request assistance from the organisation the request will be considered by Service Coordinator and Executive Officer. The type of individual advocacy and support that can be provided will be dependent on the organisation's capability and resources.

**DOCUMENTATION**

Documents related to this policy	
Related policies	Advocacy Policy
Forms, record keeping or other organisational documents	Service Agreement document Customer Plan

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	Executive Officer	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1			
2			
3			

**INDEXING**

Search topic/s:	
Function/s:	