



# Children's Therapy Centre

Policy Reference  
OPOL-042

## Providing Client Advocacy and Support Policy and Procedure

Version number	1	
Review frequency	Every 3 years	
Approved by	CEO	
Date approved	30 Oct 2019	
Next review date	30 Oct 2022	
Applies to	Staff (CEO, employees, volunteers, contractors and consultants)	
Specific responsibility	CEO	CFO and COOs

Review history		
Version	Date approved	Date of review
1	30 Oct 2019	30 Oct 2022
2		
3		
4		
5		

Policy context: This policy relates to	
Standards or other external requirements	NDIS Quality and Safeguarding Framework
Legislation	
Contractual obligations	<ul style="list-style-type: none"> <li>Department of Education and Training</li> <li>NDIS Service Provider and Plan Manager</li> </ul>
Related policies	<ul style="list-style-type: none"> <li>NDIS Code of Conduct</li> <li>Professional Code of Ethics and Conduct</li> </ul>
Related forms, templates and other organisational documents	

## Policy

- Children's Therapy Centre is committed to the principles of respecting and protecting the legal and human rights of individuals and their right to services.

- To this end Children's Therapy Centre supports the right of clients to use an advocate of their
- Print Warning:** Printed 'Uncontrolled' copies of this document or part thereof should not be relied upon as a current reference document. **Always** refer to a 'Controlled' copy of the document on the Intranet for the latest version



# Children's Therapy Centre

---

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.

- Children's Therapy Centre is also committed to providing clients with advocacy and support when it is requested under the terms of their Service Agreement.

## Procedure

### Supporting advocacy

**The CEO 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;
- maintain local advocacy resource/contact lists.

### Providing clients with information

- The COO 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, a staff member believes an advocate may be beneficial to the client.
- The CEO is 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 therapist will be able to assist them to make contact.



# Children's Therapy Centre

---

- It is the responsibility of the intake staff member at the time of first contact with the client to discuss any communication issues or requirements.
- If a client has an advocate it is intake staff member's 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 personal record.
- 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 intake staff member must:**
  - record the advocates details in the client's personal record;
  - 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.
- **If an authorised representative is acting on behalf of a client, the organisation will require proof of representative authority:**

Authorised representatives include:

**Print Warning:** Printed 'Uncontrolled' copies of this document or part thereof should not be relied upon as a current reference document. **Always** refer to a 'Controlled' copy of the document on the Intranet for the latest version



## Children's Therapy Centre

---

- Guardians
  - Attorneys under enduring powers of attorney
  - Agents under the Medical Treatment Act 1988
  - 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 the CEO.
- The type of individual advocacy and support that can be provided will be dependent on the organisation's capability and resources and funding available for that purpose under the Service Agreement.