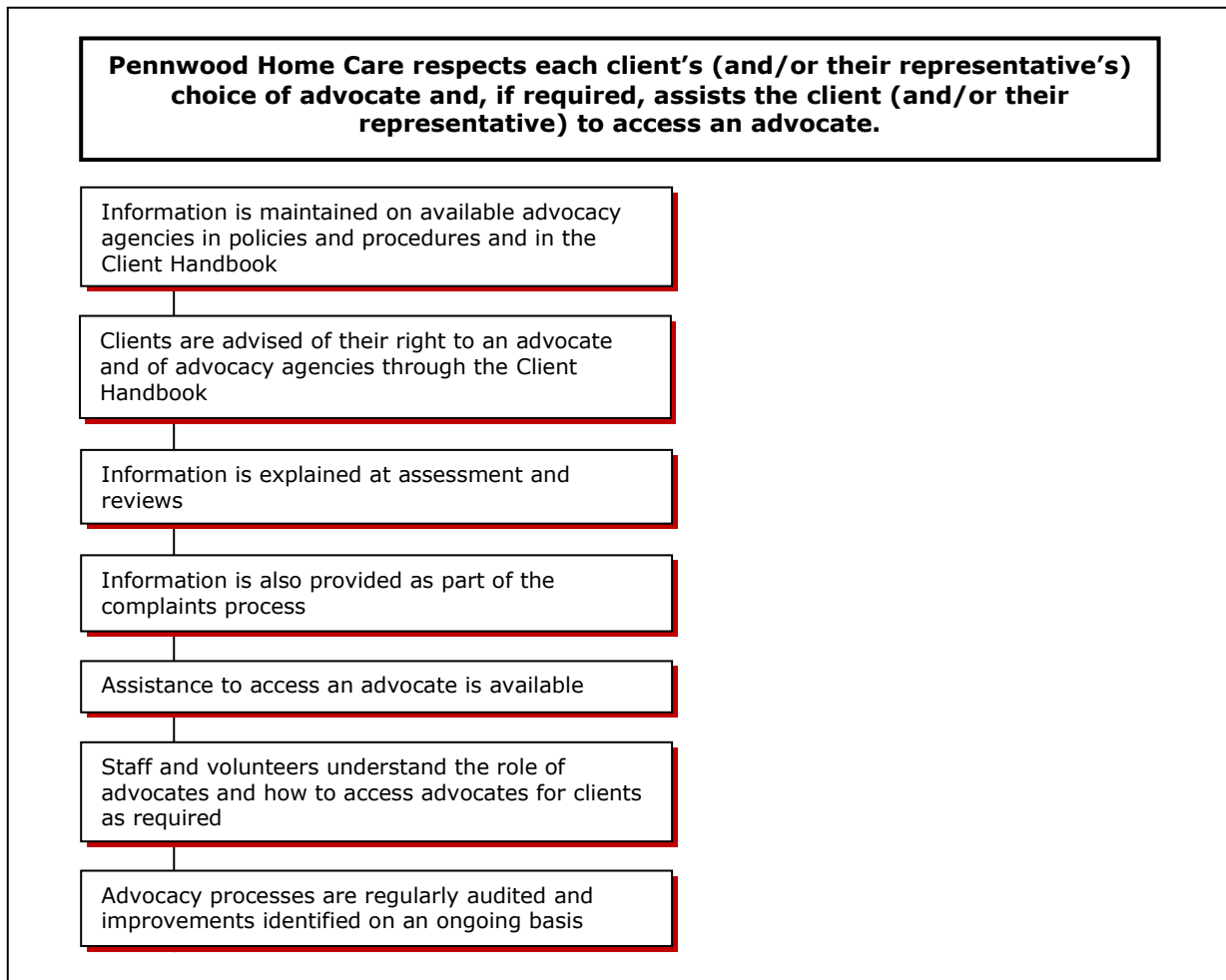




Policy No.:	HCPP – Section 17
First Issued:	3/4/2014
Date Reviewed:	21/3/2017
Issue No.:	2
Authorised By :	A Brown CE

HC17- ADVOCACY



FORMS AND RECORDS

HS40 Client Handbook	X:\Shared Data\UsersSpace\Public\Forms\Home Services Forms
HS27 Authority to Act as an Advocate	X:\Shared Data\UsersSpace\Public\Forms\Home Services Forms



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HC17.1- Use of Advocates

Clients have a right to use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service.

Advocates are accepted by Pennwood Home Care as representing the interests of the client.

Information on the use of an advocate is included in the [Client Handbook](#) and is explained at entry to the service, assessments and reviews; our organisation reiterates to the client/representative of the local advocacy services available and respect the client's choice of advocate. We also recognise that clients may choose a family member, friend or other person to advocate on their behalf.

Staff ensure clients are aware of their right to use an advocate, and remind them of this option whenever appropriate including if a complaint is lodged.

HC17.2 - What is an Advocate?

An advocate is a person who, with the authority of the client, represents the client's interests.

Advocates may be used during assessments, reviews, and complaints or for any other communication between the client and Pennwood Home Care.

HC17.3 - Appointing an Advocate

Clients wishing to appoint an advocate inform our organisation in writing of the name of the person they wish for their advocate using the [Authority to Act as an Advocate](#) form.

Clients can change their advocate at any time and inform us in writing using an [Authority to Act as an Advocate](#) form. If a client has difficulty in completing the form due to language or literacy, our staff will assist them or refer them to an advocacy agency to assist. Our organisation assists and supports people with special needs to access an advocate of their choice by providing whatever support is required.

Completed authority forms are kept in the client's record.

HC17.4 - Guidelines for Advocates

Guidelines for advocates are detailed in the [Authority to Act as an Advocate](#) form; this is given to the client and explained to them if they wish to appoint an advocate.



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HC17.5 - Advocacy and Complaints Investigation Contacts

Services that may advocate on behalf of clients (depending on the issue) or provide advocacy support to clients include:

<p>ARAS - AGED RIGHTS ADVOCACY SERVICE INC.</p> <p>16 Hutt Street Adelaide SA 5000</p> <p>PO Box 7234 Hutt Street SA 5000</p>	<p>Freecall for country callers only 1800 700 600</p> <p>Phone: (08) 8232 5377 Fax: (08) 8232 1794 Email: aras@agedrights.asn.au</p>
<p>DACSSA - Disability Advocacy and Complaints Service of South Australia Inc.</p> <p>470 Marion Road, Plympton Park SA 5038</p>	<p>Phone: 08 8297 3500 SA Country 1800 088 325 TTY: 08 8297 4144 Fax: 08 8297 1155</p> <p>Email: admin@dacssa.org.au</p>
<p>AGED CARE COMPLAINTS COMMISSIONER</p> <p>GPO Box 9848 (Your capital city and state/territory)</p> <p>Have a concern?</p> <ul style="list-style-type: none"> - To raise a concern about Australian Government funded aged care services. - For concerns about the Aged Care Complaints Commissioner. 	<p style="background-color: #e0f2f1;">If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450</p> <p>Phone: 1800 550 552 or https://www.agedcarecomplaints.gov.au</p>
<p>National Aged Care Advocacy Line</p>	<p>Phone: 1800 700 600</p>
<p>Multicultural Aged Care Inc</p> <p>94 Henley Beach Road MILE END SA 5031</p>	<p>Phone: 8241 9900 Fax: 8352 1266</p>



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<p>Ombudsman SA Level 5, East Wing 50 Grenfell Street ADELAIDE SA 5000 PO Box 3651 Rundle Mall SA 5000</p>	<p>Phone: (08) 8226 8699 Toll free 1800 182 150 (outside metro SA only) Fax: (08) 8226 8602 Email: ombudsman@ombudsman.sa.gov.au</p>
<p>IF YOU ARE DEAF, HEARING-IMPAIRED OR SPEECH-IMPAIRED?</p>	<p>National Relay Office 1800 555 660 or www.relayservice.com.au. TTY users call 13 36 77 or 1800 555 677 Speak and Listen users call 1300 555 727 or 1800 555 727</p>

HC17.6 - Monitoring the Advocacy Process

Advocacy processes and systems are regularly audited as part of our audit program and staff, clients and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see [Community Calendar](#) and Section 5: Continuous Improvement).