

	ONE2ONE POLICY			
	Title	Advocacy	Policy No	01
	Indicator	CM1 – Rights and Responsibilities	Review Date	

1. PURPOSE AND SCOPE

The purpose of this policy is to outline One2One’s commitment to acknowledging and protecting the legal and human rights of our consumers, recognising their rights to advocacy services, and to ensure all consumers are informed and have access to advocacy supports of their choosing. The policy reinforces One2One’s Human Rights Policy and Complaints and Feedback Policy.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

2. POLICY STATEMENT

Where advocacy applies, One2One are committed to ensuring:

- new consumers are informed of the role of advocates, their right to use advocates and advocacy services, and how to contact and involve advocacy agencies
- consumers are supported if they choose to self-advocate, change advocates, or withdraw their authority for an advocate
- if a consumer needs an advocate and a family or carer cannot provide it, One2One will endeavour to introduce an advocate chosen by the consumer
- if a consumer requests one of our staff to be an advocate, their authority to act is recorded along with the issues important to the consumer and their goals
- we will work with the advocate chosen by a consumer and involve the advocate in all areas of the consumer’s service planning and decision making

3. DEFINITIONS

Advocacy is acting, speaking, or writing to promote and protect the human rights and welfare of a vulnerable person or group of people. Types of advocacy include:

Individual advocacy is one-on-one advocacy aimed to prevent or address instances of discrimination or abuse to a person with disability

Systemic advocacy means to influence or secure long-term changes to ensure the collective rights and interests of people with disability

Family advocacy is when a parent or family member advocates with and on behalf of a family member with disability

Citizen advocacy is where community volunteers advocate for a person with a disability over the long-term, supported by a citizen advocacy organisation

Legal advocacy is where a lawyer provides legal representation, pursues positive changes to legislation, or gives legal advice to people with disability about discrimination and human rights.

4. POLICY CONTENT

4.1 The role of an advocate

One2One recognise and will support an individual advocate to:

- provide direct advocacy on behalf of a consumer
- provide information and advice so a consumer can advocate for themselves for example, deal with a landlord, go to court, deal with police, get legal advice, negotiate deals, deal with problems at work or education, deal with guardianship and financial matters
- connect a consumer to relevant services such as a solicitor
- help a consumer work through problems
- help a consumer make formal actions on matters such as assist to make a complaint

One2One will discourage any advocates that attempt to:

- provide counselling to a consumer
 - make decisions for a consumer
 - provide case management
- unless expressly requested by the consumer.

4.2 Providing consumers with information

One2One will ensure consumers and potential advocates are informed about their right to use an advocate and the role of an advocate when the consumer is:

- assessed and re-assessed for services and supports
- initially engaged with One2One services
- refused service or supports by One2One

One2One will also ensure consumers are informed about their right to use an advocate if:

- they want to make a complaint about One2One's supports and services
- a consumer's networks, including any employees, believes an advocate may be beneficial to the consumer
- they are unsure whether they want to nominate a person as an advocate

One2One acknowledges the right of our consumers to change their nominated advocate and their right to request an advocate of their choice at any time. This may be inclusive of a family member, friend or representative of an advocacy service.

One2One will ensure that consumers are aware of their rights to use an advocate in relation to our services, including having their advocate present for all reviews, meetings and communication between themselves and One2One.

One2One will record the name and contact details of any advocate within that consumer's records as an important stakeholder.

As per One2One's Privacy and Confidentiality policies, no One2One or consumer employee is permitted to disclose any information about the consumer to an advocate unless the consumer has provided their permission to do so.

4.3 Working with advocates

Where a consumer has identified or nominated an advocate One2One will:

- record the advocate's details in the consumer's records so that communication regarding the consumer occurs at all times
- ensure the advocate knows they have been nominated as an advocate and agrees to this
- ensure any identified advocate is present at all consumer reviews and meetings at the request of the consumer
- communicate and work co-operatively with the advocate
- communicate comprehensively with a consumer's advocate and involve them in the supports and service planning

4.4 Complaints management

One2One consumers will be provided with appropriate support and assistance to make a complaint regarding One2One supports and services. Should an advocate be requested during an official complaint process, One2One will support the consumer to seek this support and fulfill all responsibilities outlined in One2One's Complaints and Feedback Policy.

4.5 Authorised representatives

One2One recognises the following persons who may act on the behalf of a consumer as an authorised representative:

- Guardians
- Attorneys under Enduring Power of Attorney
- Administrators under the Guardianship and Administration Act 1986
- A person otherwise empowered by the consumer to act or make decisions in the best interest of the person

5. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One