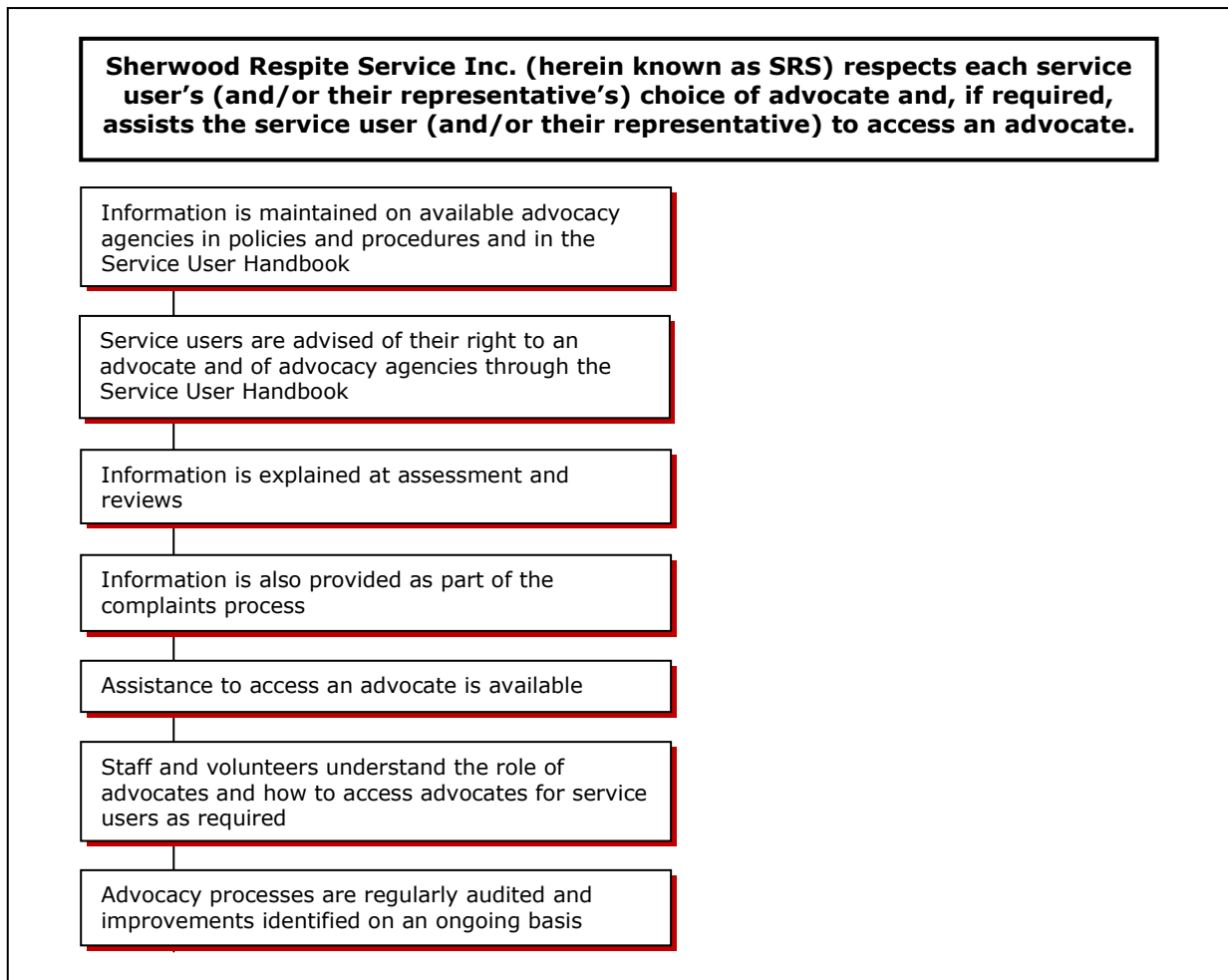


## ADVOCACY



## FORMS AND RECORDS

Service User Handbook	Shared Drive
Authority to Act as an Advocate	Service user records

z:\home\coordination\policies and procedures\srs - community care policies and procedures\policies and procedures\17 advocacy.doc

Approved by: Management Committee  
 Date: 17 May 2011  
 Review Date: 18 February 2014 by the Management Committee  
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 Version: 1

## 17.1 Use of Advocates

Service users 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 SRS as representing the interests of the service user.

Information on the use of an advocate is included in the Service User Handbook and is explained at entry to the service, assessments and reviews; SRS reiterates to the service user/representative of the local advocacy services available and respect the service user's choice of advocate. We also recognise that service users may choose a family member, friend or other person to advocate on their behalf.

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

## 17.2 What is an Advocate?

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

Advocates may be used during assessments, reviews, and complaints or for any other communication between the service user and SRS.

## 17.3 Appointing an Advocate

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

Service users can change their advocate at any time and inform SRS in writing using an Authority to Act as an Advocate form. If a service user has difficulty in completing the form due to language or literacy, SRS staff will assist them or refer them to an advocacy agency to assist. SRS 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 service user's record.

## 17.4 Guidelines for Advocates

Guidelines for advocates are detailed in the Authority to Act as an Advocate form; this is given to the service user and explained to them if they wish to appoint an advocate.

## 17.5 Advocacy and Complaints Investigation Contacts

Services that may advocate on behalf of service users (depending on the issue) or provide advocacy support to service users are listed in the Service User Handbook and the Employees Guidelines Booklet and are regularly updated.

## 17.6 Monitoring the Advocacy Process

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

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## Advocacy And External Complaints Contacts

Advocacy and external complaints contacts available to Clients include:

Elder Abuse Protection Help Line	1300 651 192 or 3637 6000
(assist older people to prevent physical, sexual, financial, psychological and social abuse and/or neglect.	
Aged Care Complaints Hotline	1800 550 552
COTAQ – Seniors Info Link	1300 739 348
Brisbane South Commonwealth Carer Respite Centre	1800 052 222
Disabilities Information and Awareness Line	1800 177 120
	Or 3224 8444
Department of Communities -	
Central Complaints & Review Unit	1800 080 464
National Dementia Behaviour Advisory Service	1300 366 448
Queensland Aged and Disability Advocacy	1800 818 338
Queensland Council of Client supports Information & Support Line	1800 242 636
Seniors Enquiry Line	1300 135 500
Rental Tenancy Authority	1300 366 311
Seniors Legal Support Service	3254 0664
Queensland Advocacy	3236 1122
Australian Human Rights Commission	1300 369 711