


The Paraplegic and Quadriplegic Association of SA Inc



Client - Advocacy Policy and Procedures

Statement

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQSA) respects the rights of all clients to engage an advocate. PQSA will provide assistance to clients to help them locate an appropriate advocate that will ensure the client has support that is meaningful and allows them the right to participate and make decisions that ensure they obtain quality outcomes.

Approved by: 	Date: NOVEMBER 2015
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The Paraplegic and Quadriplegic Association of SA Inc.(PQSA) is incorporated under the *Association Incorporation Act 1985 (SA)* and conducts its business through operating Divisions, namely Support Services and HomeCare+.

SCOPE

This policy applies to all PQSA workers.

DEFINITIONS

Advocate – A person who publicly supports another person.

An advocate is someone who:

- ◆ Acts on the client's instructions
- ◆ Supports and encourages the client
- ◆ Works solely on the client's behalf, and
- ◆ Speaks on the client's behalf to promote their ideas and interests.

An advocate may be a relative, carer, friend, neighbour or from an Advocacy service.

Client – any person who uses the professional services of the Association.

Worker – for the purpose of this policy is a person who carries out work in any capacity for PQSA including work as a worker, contractor or subcontractor, a worker of a contractor or a volunteer.

RESPONSIBILITIES

It is the responsibility of PQSA to communicate the contents of this policy to all workers and clients on a regular basis.

POLICY

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQSA) and its two Service Divisions, Support Services and HomeCare+ accepts and promotes the rights of a client to appoint an advocate.

Where the client wishes to be assisted or represented by an Advocate, PQSA are committed to supporting them in that decision, and will assist, if required, facilitate the appointment of an advocate.

PROCEDURES

Procedure in the Event of a Client Requesting an Advocate

- ◆ Workers are to reinforce that PQSA supports the use of an advocate and provides timely information in an appropriate format to help individuals make an informed decision and understand their rights in relation to the appointment of an advocate.
- ◆ The worker is then to ask for the name of the person or the agency that will be advocating on behalf of the client, and record this information on the client's file.
- ◆ If the client does not know how to contact an advocate, the worker is to make the appropriate referral to a recognised advocacy agency.

- ◆ In the event that the initial contact is from the advocate, the worker is to obtain confirmation from the client, either in writing or over the telephone, to ensure that there is no breach of privacy. This information is to be recorded in the client's file.

The Role of an Advocate

An advocate can be involved in supporting and assisting a client in a variety of ways, including;

- ◆ Supporting the client to ensure their rights are upheld
- ◆ Accessing information about the client from our services
- ◆ Attending meetings or discussions which may impact on the services the client receives
- ◆ Assist the client to provide accurate information to our service providers
- ◆ Assist the client to make a complaint about the services provided by PQSA.

Ways in Which an Advocate Can Support a Client

Advocates can work in a variety of ways, including:

- ◆ Over the telephone
- ◆ By attending meetings with PQSA workers to support the client in speaking for themselves.
- ◆ By talking directly with PQSA workers on behalf of the client.

These agencies provide advocacy services in South Australia:

Aged Rights Advocacy Service Inc

This service is for older people

16 Hutt Street

Adelaide SA 5000

Phone: 8232 5377 or 1800 700 600 (country callers) Email: aras@agedrights.asn.au

Brain Injury Network of South Australia (BINSAs)

This service is for people with acquired brain injury (ABI)

70 Light Square

Adelaide SA 5000

Phone: 8217 7600 or 1300 733 049 (country callers) Email: info@binsa.org

Citizen Advocacy South Australia Inc

This service is for people with intellectual disability

20 Myers Street

Adelaide SA 5000

Phone: 8410 6644 Email: office.citizenadvocacy@gmail.com

Disability Advocacy and Complaints Service of SA

470 Marion Rd

Plympton Park SA 5038

Phone: 8297 3500 or 1800 088 325 (country callers) Email: admin@dacssa.org.au

Disability Rights Advocacy Service (formerly MALSSA Inc)

This service is for people with disability who speak languages other than English

Shop 4, 80 Henley Beach Road

Mile End SA 5031

Phone: 8351 9500 Email: admin@dras.com.au

Family Advocacy

This service is for families of people who are registered with Disability Services, Novita Children's Services or Autism SA

5 Ninth Street,

Bowden SA 5007

Phone: 8340 4450 Email: faiadmin@familyadvocacy.org.au

Independent Advocacy SA Inc

This service is for people with intellectual disability

99 Frome Street

Adelaide SA 5000

Phone: 8232 6200 or 1800 999 884 Fax: 8232 6255 Email: indepadv@internode.on.net

NPY Women's Council Aboriginal Corporation

This service is for Aboriginal and Torres Strait Islander people with disability .This service does not cover all of the state or country

3 Wilkinson Street

Alice Springs NT 0870

Phone: 08 8958 2345 Email: enquiries@npywc.org.au

More information

National Disability Advocacy Program:

www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program-ndap

Types of advocacy:

www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program/models-of-disability-advocacy#3

RELATED LEGISLATION

- ◆ Disability Service Act 1993
- ◆ National Disability Standards
- ◆ Equal Opportunity Act (SA) 1984
- ◆ Privacy Act 1988

SUPPORTING PQA DOCUMENTATION

- ◆ Clients' Rights and Responsibilities
- ◆ Code of Ethical Behaviour
- ◆ Privacy - Private Information Policy and Procedures
- ◆ Information Sharing Guidelines
- ◆ Confidentiality Policy and Procedures
- ◆ Duty of Care Policy and Procedure
- ◆ Client Complaints Policy and Procedures

BREACHES OF THIS POLICY

A **breach** of this policy is grounds for disciplinary action, up to and including termination of employment. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances, and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned, will PQSA accept such an argument.

DISTRIBUTION AND REVIEW

PQSA will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a periodic basis or when legislation or government policy determines.