

CONSUMER ADVOCATES

POLICY

All clients who are requesting access to, or are receiving a service from Riverlink Interchange Incorporated (Riverlink) have the right to involve an advocate of their choice in the assessment, delivery, monitoring and review of their service plans.

The client's nominated advocate will be accepted by Riverlink as representing the interests of the Participant and the Carer in relation to any complaint they may have, or for any other communication between the Participant or Carer and Riverlink.

PROCEDURES

How and when Participants and Clients are informed about Advocacy?

Service Coordinators will inform Participants and Carers about their right to use an advocate when they contact the client to make arrangements for the initial assessment.

The information on advocacy that is included in the Consumers Handbook must be verbally explained to Participants and Carer at assessments and reviews.

Confirmation and Documentation

Participants and Carer who wish to be represented by an advocate will be provided with an "Authority to Act as an Advocate" Form which they will be asked to complete and return to Riverlink. This will ensure that:

- 1) any person claiming to speak on behalf of a Participant or Carer has the client's authority to do so, and
- 2) the privacy and confidentiality of client's details, circumstances and service needs are maintained. For more information please also see the Privacy, Dignity & Confidentiality policy (Ref: 2.14).

Local Advocacy Centres

Current information about local advocacy centers is available at <http://finder.dss.gov.au/disability/ndap/>

Related Forms:

Authority to Act as an Advocate

Consumer Handbook

Supporters Handbook

Related Policies:

2.07 Assessment and Reviews

2.14 Privacy, Dignity & Confidentiality

2.16 Service Plans

Relevant Standards:

NSW Disability Service Standards:

Standard 1; Rights

Standard 3; Individual Outcomes

Standard 4; Feedback and Complaints

National Standards for Disability Services 2013:

Standard 1; Rights

Standard 3; Individual Outcomes

Standard 4; Feedback and Complaints

Children's Standards in Action:

Standard 2; Individual Needs

Standard 3; Decision Making and Choice

Standard 4; Privacy, Dignity and Confidentiality

Standard 7; Complaints and Disputes

Standard 10; Protection of Human Rights and Freedom from Abuse

Legislation:

Disability Services Act (NSW) 1993



Ray Palmer

Executive Officer

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