

1. POLICY CERTIFICATION

Policy title:	Aged Care Advocacy Policy
Policy number:	FACS042
Category:	Policy
Classification:	Community Services
Status:	Approved

2. PURPOSE

The purpose of this policy is to:

- Recognise and support the right of residents/care recipients to have a choice of Advocate and assist them to access Advocacy services if required.
- Ensure staff, volunteers and contractors understand what and who an advocate
- Ensure Residents/care recipients have a right to seek the support of an individual advocate and/or advocacy agency to assist them in negotiating and raising any concerns they have about services they receive from the organisation.
- Ensure that residents/care recipients are aware of advocacy agencies and how to contact them.
- Ensure assistance is provided to specific groups, such as people from culturally and linguistically diverse backgrounds and people with disabilities who may need assistance to understand and to participate in the advocacy process by using an advocate of their choice.
- Ensure staff work together in a cooperative manner with the Resident/Care Recipients and/or their advocate.
- Ensure the organisation through its services and programs develops and maintains links with advocacy groups and inform residents/care recipients of the availability of such assistance regularly.

3. ORGANISATIONAL SCOPE

This policy applies to the CEO, Directors, and all Roper Gulf Regional Council employees and/or volunteers engaged in:

- Any type of work for the organisation; and,
- Any release of information both internally and external to the organisation

4. POLICY STATEMENT

Roper Gulf Regional Council recognises that the role played by advocates is important in supporting the Resident/Care Recipients's rights and interests.

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Residents/care recipients have the right to have an advocate of their choice and/or to seek advocacy services as required to negotiate on their behalf.

Residents/care recipients will be encouraged by the organisation to have access to an advocate of their choice and employees/volunteers will respect their right to change the advocate at any time.

5. DEFINITIONS

Advocacy	<p>Advocacy is the process of standing beside an individual or group and speaking out on their behalf to protect and promote their rights and interests.</p> <p>An advocate can be a family member, friend or person from an advocacy agency.</p> <p>There is an important distinction between paid care workers who may support the interests of residents/care recipients and 'advocate' on their behalf in a paid professional capacity, but they are not advocates</p>
Organisation	Roper Gulf Regional Council
Residents/ Care Recipients	Care Recipients receiving Aged Care and Disability Services from Council
Service/ program	Aged Care and Disability Services funded by the Australian and Northern Territory Governments

6. PRINCIPLES

6.1 Risks

Rating	Overview	Risks / Mitigation
High	The organisation would be at a major risk without an immediate policy.	Review policy against Consumer Directed Care Policy on an bi-annual basis.

6.2 Consultation

Quality Assurance Manager
 Council
 Chief Executive
 Strategic Leadership Team

Finance Committee
 Audit Committee

6.3 Customer Participation and Review (Resident, Care Recipients, Consumer, Representative)

Consumer Advisory Group

7. REFERENCES

Acknowledgements (original author/source documents)	Babyboomers Pty Ltd licenced template 2016
Related Policies	<ul style="list-style-type: none"> FACS043 Consumer Directed Care Policy
Related Publications	<ul style="list-style-type: none"> Accreditation Standards Home Care Standards
Relevant Forms	

8. DOCUMENT CONTROL

Policy number	FACS042
Policy Owner	Director Council and Community Services
Endorsed by	Ordinary Meeting of Council
Date approved	27 July 2016
Revisions	
Amendments	
Next revision due	July 2018

9. CONTACT PERSON

Contact person	Manager Governance and Corporate Planning
Contact number	08 8972 9000