

familybasedcare Tasmania

ADVOCACY POLICY

ID No: FBCNW - 10 - 14

Version: 6.0

Applies to:

- All Employees
- Board Members
- Clients

Applicable Standards:

- Home Care Standards
- NDIS Terms of Business 2018
- Charter of Aged Care Rights
- National Aged Care Advocacy Program (NACAP)

Applicable Legislation:

- Aged Care Act 1997
- Commonwealth Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 1998

Contractual Obligations:

Family Based Care Tasmania (the Association) recognises the fundamental right of all clients to be able to express their view.

Individual Advocacy focuses on upholding the rights of individuals, their families, and carers. The Association aims to achieve positive outcomes by:

- Providing information and support
- Making referrals to appropriate services
- Representing individuals to service providers where appropriate
- Taking issues to government levels
- Any other steps that are necessary to uphold individual rights.

An Advocate is person or agency the client may choose to speak or communicate on their behalf with the service provider. They:

- can provide information about client rights and responsibilities
- listen to client concerns
- help clients resolve problems or complaints with their service provider
- speak with the service provider if the client wishes
- refer the client to other agencies when needed.

Standards

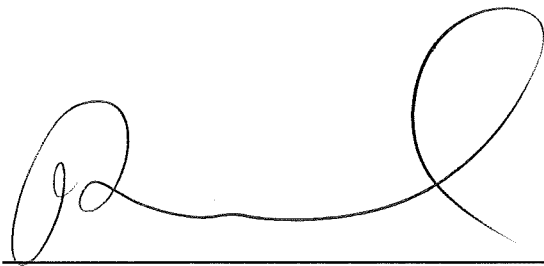
- All clients are to be informed of their right to an Advocate prior to undertaking any assessment for services through any program supported by the Association or for any meeting where the client may wish to question any part of their service delivery such as that which would apply for a complaint or grievance.

- The Association will, so far as reasonably practicable, assist in the acquisition of an Advocate for a client or carer.
- Where an Advocacy service is requested to speak for the client the Association will support that process and, with the client's permission, provide such information as is required in accordance with the Association's Privacy Policy.

Responsibilities

- It is the responsibility of the Chief Executive Officer (CEO) to develop and monitor a procedure relating to advocacy for clients.
- It is the responsibility of all staff and members of the Board to ensure that clients of Family Based Care Tasmania are informed of their right to an Advocate if required.

Authorised by:



President of the Board

Date:

18/11/19
