

## ADVOCACY POLICY

Hands & Feet recognises their role in helping to improve the quality of life of their clients through advocacy and support. This occurs both through the advocating on the clients behalf and helping them to access the necessary services to help them improve their quality of life.

Advocacy: Speaking, acting or writing with minimal conflict of interest on behalf of the interests of a person or group, in order to promote, protect and defend the welfare of and justice for either the person or group.

Hands & Feets' advocacy and support policy includes sections on the following areas:

- Individual Rights
- Role of a support person or advocate
- Privacy & Confidentiality
- Hands & Feet Advocacy
- Nomination of Support Person Form

### Individual rights

Individuals accessing our services may nominate a support person of their choice to provide support whilst accessing our organisation. Parents, elders, relatives or legal representatives are accepted as support persons for individuals accessing our services and need to complete the form below to confirm nomination.

The client can also expect Hands & Feet to advocate on their behalf or the help them access a service that will help advocate on their behalf if requested.

### Role of Support Person or Advocate

This support person or advocate may support the nominee in his or her contact with the organisation in the following ways.

- providing assistance with communication
- ensure information is understood
- attend to the personal support needs
- being a point of contact
- ensuring their best interests are represented

### Privacy and Confidentiality

Hands & Feet will uphold their privacy policies and practices.

Hands & Feet will not discuss personal matters without the individual's prior consent or whilst the individual accessing the service is not present.

**Hands & Feet Advocacy**

Hands & Feet staff will help advocate on the clients behalf or can help the client to access an appropriate advocacy service.

In the event of a conflict of interest between the support worker and client, the client has the option to use an advocate from a third party to eliminate any conflict of interest.

**Related documents**

Rights Policy

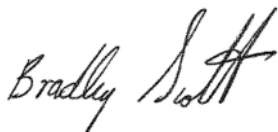
Feedback & Complaints Policy

Privacy Policy

**Policy Review**

This policy should be reviewed in 12 months.

The next review date is 01/02/2019



1 May 2019

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**Signed: Bradley Scott – General Manager**

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**Date**

**NOMINATION OF SUPPORT PERSON FORM**

To acknowledge acceptance of this nomination to act as a support person or advocate, please complete and sign the form below.

To appoint another individual as your support person or advocate,

I, _____ nominate	
_____	
(Name of individual accessing services)	
to act as my support person, effective from _____	(insert date)
His/her contact details are: _____	
_____	
Signed: _____	Date: _____
(Signature of individual accessing service)	
Support Person: _____	Date: _____
(Signature of support person)	