

**Access Sydney Community Transport  
Section 3 Service Delivery  
Policy 3.10 Advocacy**

## **Policy Statement**

ASCT supports and encourages the client's right to nominate an advocate of their choice to represent their interests at any time.

## **Definitions**

**Advocate:** A person who has the authority of the client and who represents their interests. An advocate can be a family member, a friend or an agency appointed by or for the client.

## **Policy Protocols**

- Wherever possible the client should be supported to be their own advocate.
- Clients are supported to make their own decisions including the decision to nominate an advocate or change their choice of advocate at any time.
- ASCT will support the clients to connect with an advocacy service; and will maintain an advocacy resource/contact list.
- ASCT will refer clients to appropriate advocacy services, or recommend appropriate citizen advocates, when requested by clients.
- ASCT identifies whether a client has a formal guardian.
- ASCT will show respect and work cooperatively with any advocate chosen by the client to ensure the client's best interests are heard and addressed.
- ASCT will communicate comprehensively with a client's chosen advocate and provide information to them about services but only with the express wishes and permission of the client.
- Advocates are invited to participate in assessment, care planning and reviews.
- ASCT will advocate for clients with other agencies or with family members, to support the client's expressed choices and where abuse exists.
- As part of the review process clients are reminded about their right to choose an advocate to participate in their affairs with ASCT.
- Team Members are educated about advocacy and a client's right to utilise an advocate of their choice.
- Clients with dementia are encouraged to have an advocate present at assessment and reviews.

## **Related Procedures**

- [PRO 3.02-1](#) Client Information Provision
- [PRO 3.02-2](#) Client Rights and Responsibilities

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- [PRO 3.05-3](#) Re-assessment and Care Plan Review
- [PRO 3.07-1](#) Client Compliments, Complaints and Suggestions
- [PRO 3.10-1](#) Advocacy

**Relevant Standard**

**Commonwealth Home Care Standards**


2. Appropriate Access & Service Delivery
3. Clients Rights & Responsibilities

**Disability Service Standards**

1. Rights
2. Participation & Inclusion
3. Individual Outcomes
4. Feedback and Complaints
5. Service Access
6. Service Management

**Policy History**

POLICY REVIEW		
Version	Date Approved	Key Amendments
1	24/04/2015	Nil
2.	20/03/2017	Loaded on QMS
3.	15/09/2017	Reviewed by the Board via circular motion

APPROVED BY	
Board	Chairperson: Chris Spackman
Signature: 	Date: 15/09/2017