



## ADVOCACY

**Rubies Nursing respects each client's (and/or their representative's) choice of advocate and, if required, assists the client (and/or their representative) to access an advocate.**

Information is maintained on available advocacy agencies in policies and procedures.

Participants are advised of their right to an advocate and of advocacy agencies through the Client Folder

Information is explained at assessment and reviews

Information is also provided as part of the complaints process

Assistance to access an advocate is available

Staff and volunteers understand the role of advocates and how to access advocates for clients as required

Advocacy processes are regularly audited and improvements identified on an ongoing basis

## 17.1 Use of Advocates

Clients have a right to use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service.

Advocates are accepted by Rubies Nursing as representing the interests of the client.

Information on the use of an advocate is provided to the clients and is explained at entry to the service, assessments and reviews; our organisation reiterates to the client/representative of the local advocacy services available and respect the client's choice of advocate. We also recognise that clients may choose a family member, friend or other person to advocate on their behalf.

Staff ensure clients are aware of their right to use an advocate, and remind them of this option whenever appropriate including if a complaint is lodged.

## 17.2 What is an Advocate?

An advocate is a person who, with the authority of the client, represents the client's interests.

Advocates may be used during assessments, reviews, and complaints or for any other communication between the client and Rubies Nursing.

## 17.3 Appointing an Advocate

Clients wishing to appoint an advocate inform our organisation in writing of the name of the person they wish for their advocate using the [Authority to Act as an Advocate](#) form.

Clients can change their advocate at any time and inform us in writing using an Authority to Act as an Advocate form. If a client has difficulty in completing the form due to language or literacy, our staff will assist them or refer them to an advocacy agency to assist. Our organisation assists and supports people with special needs to access an advocate of their choice by providing whatever support is required.

Completed authority forms are kept in the client's record and noted in the Client Management System.

## 17.4 Guidelines for Advocates

Guidelines for advocates are detailed in the Authority to Act as an Advocate form; this is given to the client and explained to them if they wish to appoint an advocate.

## 17.5 Complaints Investigation Contacts

Services that may advocate on behalf of clients (depending on the issue) or provide advocacy support to clients include:

### **ACT Human Rights Commission**

Level 2, 11 Moore Street  
Canberra

Ph: (02)62052222

### **ACT Ombudsman Office**

14 Chandler street  
Canberra

Ph: 1300 362 072

### **NSW Ombudsman Office**

24/580 George St  
Sydney

Ph: (02)92861000

### **Human Service Registrar(QCR)**

Level 8, 11 Moore Street  
Canberra

Ph: (02)62075474  
Email: [quality@act.gov.au](mailto:quality@act.gov.au)

**Department of Social Services**

Email: [DSSfeedback@dss.gov.au](mailto:DSSfeedback@dss.gov.au)

## 17.6 Monitoring the Advocacy Process

Advocacy processes and systems are regularly audited as part of our audit programme and staff, clients and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made.