

A17. ADVOCACY

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Home Care
Applies To:	Board, Management and Staff of all IAC Home Care Services
Date:	May 2014 (Review May 2017)

Background and Purpose

The IAC's Home Care policies articulate our aims, goals and philosophies in caring for our Elders. They explain how the Illawarra Aboriginal Corporation works with its staff, carers and other agencies to ensure that our Elders are afforded the best and most appropriate care and that we meet all of the requirements of the Department of Social Services.

Principle

The IAC recognises and understands that clients may wish to access an advocate of their choice and that the IAC has a duty to assist clients in seeking the services of an appropriate advocate.

The IAC is committed to working with the Department of Social Services in an open and positive manner to ensure that clients are able to access the services of an advocate and that we facilitate and assist clients in utilising the services of an advocate.

Our Commitment

The IAC will:

- ensure that clients are aware of their rights to an advocate of their choice
- assist clients to access an advocate
- respect and consider the views of the advocate in determining appropriate services for Elders
- ensure that staff are trained on the role and rights of advocates
- act as an advocate for the client in addressing particular needs

COMPLIANCE

This policy complies with:

- The Aged Care Act 1997
- Community Care Common Standards
- Home Care Package Program Guidelines

REFERENCES

This policy should be read with:

- Community Care Common Standards - Standard 3 - Service User Rights and Responsibilities - 3.4 Advocacy
- HCPP Guidelines F - Rights and Responsibilities