
Advocacy Policy

Purpose of Policy To ensure that Knoxbrooke provides services in a manner that recognises that each person is supported to exercise their rights and make choices and decisions in his/her life.

Definitions

Policy Knoxbrooke will support each person to participate as fully as possible in making their own choices and decisions about the events and activities of his/her daily life in relation to the services he/she receives from Knoxbrooke. This will be supported through their individual planning processes.

Parents/carers/advocates will be encouraged to assist clients with decision making wherever appropriate and/or advocate on their behalf where necessary.

Knoxbrooke will assist people to develop their skills in understanding their rights, the principles of Self-Advocacy, and making their own choices through information and education resources.

Knoxbrooke will support the person to access external advocacy services to assist them with their decision making processes when appropriate.

Knoxbrooke will respect each client's right to choose to participate in a broad range of experiences and take calculated risks. Knoxbrooke will support this within the context of the duty of care staff have towards clients.

Knoxbrooke will consider and act upon the outcomes of a person's decisions that relates to service delivery.

Advocacy Procedure

Procedure **1. General**

All staff are expected to support people to make informed decisions and choices in all aspects of the services they receive at Knoxbrooke.

Staff are to support and encourage people to make choices and to feel empowered by the decisions they make. This may be on both an informal daily basis and through more formal processes such as the person's individual plan and meetings.

People will be encouraged and supported to make decisions and choices through their individual plan.

During planning processes, any choices that are unable to be acted upon immediately, must be documented in the persons individual plan and/or their client file, in a way that reflects the expressed wishes of the person. See policy on Individualised Planning.

Staff must be aware of their duty of care towards the people they support in relation to the choices they may make. Staff must use their professional judgement to assess whether any risks are acceptable or not.

If a staff member is in any doubt, he/she should consult with the General Manager. For further information, see policy on Duty of Care and the Law of Negligence.

Knoxbrooke will support any person that should or wishes to access external advocacy services when appropriate.

2. Representative groups

The people Knoxbrooke supports will be encouraged to become members of any internal representative groups, i.e. Client Council, Unit meetings.

Knoxbrooke will support people in their client meetings and assist them to participate in other Knoxbrooke committees.

The people Knoxbrooke supports will be encouraged and supported to participate in appropriate service management processes where possible.