

# Advocacy Policy

## POLICY STATEMENT

The Northern Carers Network Inc provides advocacy support on behalf of Carers at their request, however Carers will be encouraged to utilise an advocate of their choice to enable them to receive the best possible service from the NCN. All Carers may choose to involve an advocate to represent his or her interests at any time.

## PROCEDURE

Northern Carers Network:

- Offer each Carer the opportunity to nominate an advocate.
- Accept the involvement of an advocate of the consumer's choice whenever this is the wish of the Carer.
- Have developed links with advocacy groups and inform Carers of the availability of such assistance.
- Referrals are accepted from other service providers with permission of the Carers.

## Content

- At the point of first contact with the Carer, prior to assessment, Carers will be verbally advised of their right to have someone to represent their interests and help them with complaints, disputes or any aspect of service delivery.
- An advocate may be a relative, friend, neighbour or someone from an advocacy service.
- Northern Carers Network will maintain a register of service providers and agencies that provide advocacy services.
- Carers will be reminded of their right to use an advocate on subsequent visits and contacts, along with their other rights associated with the services they may receive.
- The staff will document informal feedback as a quality assurance measure to determine if the service provided to the Carer meets their needs.
- Staffs will be provided with training regarding the involvement of advocates.

**For more information download our brochure on advocacy**