

Advocacy policy

Purpose

This policy explains RIDBC's responsibility to support and promote advocacy for clients.

Scope

This policy applies to all Services employees.

Policy

RIDBC recognises that our clients are entitled to be represented by an advocate when dealing with us or to act as advocates for themselves. We also advocate with and on behalf of our clients and families and see this as part of our role in supporting our Clients.

We work towards open and productive working relationships with our clients and recognise there may be times when a client wants to engage an advocate to make sure their view is effectively communicated, and their needs are met.

We include advocacy information on our website and in our promotional materials to help increase awareness of advocacy resources.

Support and promote advocacy for clients

- Ensure that the client is given fair and equal treatment and access to RIDBC services and decisions are taken with due consideration for their unique preferences and perspectives.
- Ensure that the client is given a legitimate voice in issues that affect them.
- Provide consultation processes, networks and strategies to integrate the client's needs into services, facilities and decision-making processes.
- Ensure that the client is empowered and supported to give feedback, including complaints.
- Provide information to the client about their rights and entitlement to independent advocacy and support if their human rights are infringed.

Policy

- Provide information for families to enable them to advocate, lobby and negotiate with organisations, services or agencies to have their issues heard.
- In cases of alleged or actual violence, abuse, neglect, exploitation or discrimination, ensure that clients are aware they may use and can be supported to access an advocate.

Definitions and abbreviations

Term	Definition
Client	Includes the client's family and support network

References

Clients rights policy

Service access policy

Diversity policy

RIDBC website