

Advocacy and Access Policy

Section	Content
Policy Title	Advocacy and Access Policy
Purpose	To ensure all consumers are aware of and supported to access independent advocacy, language translation, and cultural or legal support services when required for decision-making, care planning, or complaint resolution.
Scope	This policy applies to all consumers, staff, volunteers, and external service providers within the organisation's facilities and community programs.
Policy Statement	The organisation recognises the right of all older people to have independent advocacy and support. Staff must inform consumers of available advocacy services at entry, during reviews, and whenever concerns arise, ensuring accessibility regardless of language, culture, or capacity.
Procedures	<ul style="list-style-type: none"> • Provide information on independent advocacy and translation services upon admission and during annual review. • Display current advocacy service contact details (e.g., OPAN) in communal areas and on noticeboards. • Support consumers to contact their chosen advocate or representative privately.

Disclaimer: This document is intended as a framework and guideline only. It does not constitute legal advice or a finished organizational policy. Your final policy should be customized to your specific needs and must undergo a formal review and approval process by your organization's leadership or legal department.

	<ul style="list-style-type: none"> • Ensure interpreters or culturally appropriate representatives are provided for residents from diverse backgrounds. • Document all advocacy involvement in the consumer's record. • Train staff annually on advocacy awareness, consumer rights, and communication support access.
Responsibilities	<ul style="list-style-type: none"> • Management: Maintain relationships with recognised advocacy organisations and ensure staff awareness. • Registered Nurses and Coordinators: Facilitate consumer contact with advocates and record all interactions. • Staff and Volunteers: Support consumers respectfully and refer advocacy requests promptly to senior staff.
Associated Policies	<ul style="list-style-type: none"> • Empowering Older Adults: Advocacy and Representation Policy • Feedback and Complaints Management Policy • Consumer Rights and Dignity Policy • Cultural Identity and Inclusion Policy • Empowering Consumer Choice in Care and Decision-Making Policy
Evidence and Records	<ul style="list-style-type: none"> • Consumer admission and review forms confirming advocacy information provided • Posters of advocacy contact details displayed in facility • Records of advocacy involvement or support provided • Staff training registers
Review Frequency	Annually, or earlier if legislation, advocacy contact details, or service processes change.

Current Completion Rate	0% (Draft stage)
Status	In Progress – Requires endorsement and staff communication rollout.
Reporting Status	To be reported under Standard 1 – The Person, Outcome 1.3 Choice, independence and quality of life.