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| **Purpose** | name of service recognises and facilitates the right of service users to advocacy/support  of their choice. |
| **Scope** | All name of service service users and staff. |

**Advocacy Information**

**Staff**

Information on advocacy is provided:

* [on posters](http://www.hdc.org.nz/publications/resources-to-order/posters)
* [via brochure](http://www.hdc.org.nz/publications/resources-to-order/leaflets)
* [on internet](http://advocacy.hdc.org.nz/)
* [in deaf sign language](http://www.hdc.org.nz/media/183885/nzsl%20code.pdf)
* in discussions

Service users can choose who they want to advocate on their behalf, examples of people advocating:

* a consumer representative
* [peer support](http://mherc.org.nz/directory/peer-support)
* a Minister of the Church or Crown
* [District Inspector](http://www.hdc.org.nz/media/201670/district-inspectors-apr2012.doc)
* [HDC Advocacy Service](http://advocacy.hdc.org.nz/)
* Kaumatua/kuia/matua

Information on advocacy is provided to service users and their families/whānau:

* In the ‘Information Pack’.
* During service delivery (refer to the service delivery pathway).
* During the complaints processes.
* During the consent processes.
* Any time the resident or their family/whānau makes inquiries.
* Advocates visit name of service on a regular basis.
* Information on advocacy is available on [the internet](http://advocacy.hdc.org.nz/) for service users and staff.

**Advocacy staff education**

**Manager**

**Situations where the presence of an advocate could be inappropriate:**

* When the service user expresses the wish not having one.



**Staff receive on-going education on advocacy through the following means:**

[HDC advocacy training](http://advocacy.hdc.org.nz/education--training/how-to-organise-an-education-or-training-programme)

Staff meetings

Interdisciplinary reviews

Performance appraisals

HDC advocate visits (monthly, yearly)

Videos

[Recovery competency training](http://www.tepou.co.nz/supporting-workforce/lets-get-real)

# Consultation

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| Group/Role | Date |
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