

Advocacy Policy

1. Purpose

The purpose of this policy is to outline Avivo's policy on Advocacy.

2. Introduction

Advocacy safeguards and advances the rights, interests and well-being of a person or group of people. An advocate is a person who supports an individual to exercise their rights or puts forward a case on someone's behalf that represents their best interests. Examples of advocacy include:

- Increasing the person's control of a situation.
- Overcoming barriers that restrict opportunities.
- Protecting human rights.
- Ensuring a better quality of life.
- Empowering disadvantaged individuals and groups.

3. Scope

This policy applies across Avivo.

4. Policy

Avivo acknowledges the need for advocacy for people at an individual, service and systematic level. We are committed to assisting people to use an advocate, whenever required.

We recognise and value the important role the advocate plays, as they can:

- Support people to understand and ensure their rights are met.
- Help people feel safe to raise concerns.
- Respond proactively to concerns and complaints when they arise.
- Foster collaboration with Avivo and other organisations in upholding human rights.

We respect that an advocate can be someone already known to a person or someone who works specifically in the advocacy area. Advocates can:

- Recognise the important role of significant others, including families, in supporting and upholding the rights of people.
- Take steps to identify all significant others relating to a person including family and friends when someone is unable to express their wishes.
- Assist individuals to deal with discrimination and other barriers.
- Stand by someone and speaks out with them or for them.

5. Responsibilities

Avivo will provide information and assistance to customers and carers to find an independent advocate.

6. References

None.

7. Related Documents

OP-POL-22	Complaints Policy
OP-POL-74	Privacy and Confidentiality Policy
XXX	Advocacy and External Review of Complaints

8. Definitions

None.