

1.1.2 B	Service Provision - Advocacy and Support
----------------	---

Applies to: Coordinator and Management Committee
Specific responsibility: Advocacy services

Version: 1
Date approved: Nov 2014
Next review date: Dec 2016

POLICY STATEMENT

Parents of Deaf Children are committed to the principles of respecting and protecting the legal and human rights of individuals and their right to services.

Parents of Deaf Children are also committed to providing clients with advocacy and support to assist them in escalating an issue relating to their child's services including but not limited to early intervention services, audiology services, and education services. PODC is committed to building parent capacity to advocate for their child, by provision of information, advocacy and support.

PODC acknowledges and supports that clients have a right to an advocate when meeting with our service

PROCEDURES

Parents and carers of children who are deaf or hearing impaired in NSW are eligible for provision of advocacy and support services from PODC.

Services available:

- Individual Advocacy and Support
- Referral and Escalation of issue
- Systemic Advocacy

Service location can be at:

- PODC office,
- In the community
- At the family home

Providing Advocacy and Support

Assessment:

The Coordinator shall, during first contacts, assess with the client and family, the most appropriate service required and PODC capacity to respond to that service.



Ensure the client is aware of their advocacy rights including the right to have their own advocate present for all assessments, meetings and communication between themselves and PODC. This is done either verbally or with the “your rights at PODC poster” given in the new parent packs. A copy is also displayed in PODC foyer.

The PODC information brochure also promotes awareness of our service of our advocacy services provided to parents.

Service Provision:

The coordinator shall:

- Maintain appropriate records of the service via an individual advocacy report form.
- Work with the client at all stages of the service provision.
- The coordinator will ensure parents/carers are informed via appropriate formats (including verbally and in writing) about the PODC advocacy service and about their rights and the rights of their child under the Disability Discrimination Act.
- If referral to another service or agency is required, client to respond to a release of confidential information email from the Coordinator.
- Case will be closed when the goals of the client have been achieved or the client requests the contact stop or the service is no longer appropriate for the client.

If a PODC service shall not be of any assistance, or if an alternative service would be more appropriate, the Coordinator shall provide information to the client and or family on the alternative service and note in the enquiry log accordingly.

DOCUMENTATION

Documents related to this policy	
Related policies	<ul style="list-style-type: none"> • 1.1 Client Rights and PODC service charter • 1.1.1 Ethics and Conduct policy and procedure • 1.1.3 Privacy Policy
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> • Release of Information email template • PODC Advocacy service report

Reviewing and approving this policy



PARENTS OF DEAF CHILDREN:: Providing Advocacy and Support

Frequency	Person responsible	Approval
Every 2 years	Coordinator	President of PODC

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	December 2014	Anna Messariti (President)	December 2016
2			
3			