

# Policy Document

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## Contents

### Service delivery

Independent Advocacy

## Service delivery Category

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# Independent Advocacy

*"I raised my concerns and they were addressed."*

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*"Alone we can do so little, together we can do so much"*

*Quote, Helen Keller*

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## Requirements

### Access to independent support/ advocate

Tangata Whaiora will be advised they have a right to access independent support and advocacy while engaged with the service:

- on entry
- when they want to provide feedback or make a complaint
- when they experience an adverse incident and
- before they are subjected to any form of restraint.

Independent support/advocacy may be requested at any time. The request must be responded to promptly and if necessary, the Tangata Whaiora supported to access an advocate.

Reasonable opportunity will be provided for the Tangata Whaiora to consult with their advocate in private.

### Resource

A list will be maintained of people and agencies who can provide independent support and advocacy to Tangata Whaiora. It will include Pasifika and kaupapa Māori options, community and disability advocacy services (eg HDC; VOYCE for tamariki/rangatahi in care) as well as kaumātua, kuia and community representatives.

Options from the list will be offered to the Tangata Whaiora when they request or require an independent advocate.

### Engagement with the advocate

Written authorisation must be obtained from the Tangata Whaiora or their representative before kaimahi engage with an advocate.

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## Training

Education about the role of advocacy and how to facilitate access to and use of independent advocates and informal advocates (eg whānaunga/relatives) will be part of staff orientation and ongoing training.

## Recordkeeping

A record should be kept on the Tangata Whaiora file of:

- all engagement with the advocate
- the details of the advocate, and
- the Tangata Whaiora's written authorisation for us to engage with the advocate.

## Compliance

NZS 8134: 2021 Our rights, criterion 1.3.4; Restraint and seclusions, criterion 6.2.4

## Helpful links

[Please visit this policy on our policy to view these links.](#)

Informed Consent

Welcome and entry

## Review

Date: January 2024

Next Review: December 2025

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