



Advocacy Services

Principle:

1. A confidential advocacy service is provided to Tasmanian Council on AIDS, Hepatitis and Related Diseases (TasCAHRD) consumers to empower them to make decisions and to resolve issues affecting their wellbeing.

General:

2. Staff members deemed by the Chief Executive Officer to have relevant qualifications, experience and/or training are authorised to provide advocacy services to TasCAHRD consumers. The Chief Executive Officer is responsible for ensuring that all staff that may be requested to provide advocacy services for TasCAHRD consumers have, or receive, sufficient training to perform this function.
3. TasCAHRD's aim is to provide a framework for TasCAHRD's authorised staff to work within. This policy is not intended for prescriptive use. Rather, it is to be used as a basis for professional interchange and flexibility.

Theoretical base:

4. This policy is based on the Advocacy / Empowerment model prepared by Stephen Rose (see attached). In essence, the policy requires staff directly to assist consumers and to participate in the challenging of dysfunctional service delivery systems.

Assumptions of the model:

5. Consumers are seen as whole human beings living and operating in a social context.
6. Consumers can grow and develop stable and positive lives.
7. The worker-consumer link should be characterised by good communication, honesty, clarity of goals, and continuity between goals, purposes and shared action plans.
8. The capacity of the consumer to develop is not limited by the workers' capacities.

Operational Guidelines:

9. All staff should discuss and agree with the Chief Executive Officer on their field of operation and the extent to which they may operate independently.
10. Given the sensitivity of TasCAHRD's work, it may be necessary at times for the Chief Executive Officer to assume a direct, supervisory role in these matters. Ideally such intervention should be a last resort and the trust relationship between staff and the Chief Executive Officer should enable staff to operate relatively independently at most times.

Approved: 28 March 2001

Amended: 30 June 2004

Policy: PSD-01

Attachment: CASE MANAGEMENT and SOCIAL WORK PRACTICE. Stephen M Rose.
Chapter 20. Case Management: *An Advocacy / Empowerment Design*