

Client Advocate Policy

Introduction

From time to time, a client may wish to be represented by an advocate to provide additional support and/or to act on behalf of the client's interests.

This policy outlines

- The rights of a client to representation by an advocate
- The procedure for ensuring permission to share confidential information with a client advocate.

Client Advocacy;

- Clients have the right to request to use an advocate of their choice while accessing PANDSI services.
- This may be a family member, friend, representative of an advocacy service or legal guardian.
- Details, in writing, of clients appointed advocate are to be stored with the client file.
- Once notified by a client of such an advocate, PANDSI will endeavor to include the advocate at any time when requested by the client.

Procedure for Appointing an Advocate

- Clients wishing to use an advocate are asked to inform PANDSI in writing of their wishes and the name of the person they wish to represent them.
- Written notice must include express permission for the client advocate to be a party to client's confidential information.
- The client has the right to change their advocate, or terminate their representation by the advocate, at any time and must inform PANDSI in writing of any change.