

Advocacy Agreement



Client:	Advocate:
Advocacy Request:	
Policies explained:	
Advocacy role explained	<input type="checkbox"/>
Agreement action explained	<input type="checkbox"/>
Confidentiality policy explained	<input type="checkbox"/>
Complaints procedure explained	<input type="checkbox"/>
Persistent or Unreasonable Behaviour policy explained	<input type="checkbox"/>
Data protection and recording of personal information explained	<input type="checkbox"/>
Consent form completed:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Agreed Actions:	
<ul style="list-style-type: none">••••	
Client Signature:	Advocate Initials:
Agreement Date:	Review Date:

As part of this Agreement, you will be asked to complete an Evaluation Questionnaire at the end of the advocacy partnership. The details and reasons for this will be fully explained. You will have a choice about how this evaluation is conducted.

New Client's Information Sheet

This sheet provides you with the information you need to know when receiving support from a SWAN Advocate.

- **Choice** – an advocate will only support you if you want them to. You can end the advocacy partnership at any time you choose or ask for a change in advocate – Swan will endeavour to re-allocate if a different advocate is available though this can often take some time.
- **Free service** – our service is free to all clients.
- **Consent** – an advocate will only communicate with other people or take action if you have asked them to or if you have agreed to the contact.
- **Confidentiality** – Swan Advocacy aims to respect your confidentiality at all times however there are certain circumstances where we have an obligation to pass on information to an appropriate authority if we believe that either you or another person is at significant risk of harm or if we have a legal obligation to do so – where possible, we will let you know first.
- **Records** – your records are stored securely and safely. You have the right to request to see your records at any time and we will provide you with these within 7 days of the request.
- **Information shared with us by third parties** – we will share with you any information given to us about your case by third parties unless there are legal reasons why we are not able to.
- **Contacting your advocate** – please be aware that many of our advocates work part time, spend a great deal of time out with clients, are volunteers or are not office based. Messages will always be passed on, but it can take some days for you to receive a response.
- **Gifts** – whilst we really appreciate that clients sometimes like to show their appreciation by giving their advocate a gift advocates are unable to accept any gifts or money from clients. You are welcome to make a donation to the charity once your case is closed.
- **Complaints** – if you are unhappy with the service you receive from either your advocate or the service generally you have the right to make a complaint. You can do this by contacting the office and they will provide you with a copy of our complaints procedure. If you need support in making a complaint, we will help you access this support from a neighbouring advocacy organisation.
- **Feedback** – It is really important that we receive feedback of your experience being supported by SWAN. From time to time someone from SWAN will contact you so they can get comments from you about the service you have received.
- **Case closure** – we will work with you for as long as we are needed on issues that may arise, we hope for you to be supported by the same advocate for that length of time.