



## Understanding Advocacy

### Course Overview

This short course is an excellent introduction to the basic principles and benefits of effective advocacy. The course provides an excellent overview of how to meet HACC standards and HACC audit requirements regarding the provision of advocacy.

### Key Content Areas

- Understanding advocacy and the types of advocacy
- HACC standards and audit expectation
- Identification of conflicts of interest
- Provision of advocacy versus referral
- Tips for efficient advocacy
- Identification of clients' needs and wants
- Client empowerment
- Local advocacy services and resources

### Learning Outcomes

- A clear understanding of the meaning and benefits of advocacy
- An understanding of service expectations regarding the provision of short term advocacy

### Target Group

HACC staff, managers, co-ordinators and direct support workers.

### Duration

3 hours.

### Relevant Competencies

Certificate IV Community Services Package

- Unit CHCADIC: Advocate for clients