Client Journey



Referral made (self or 3rd party) Phone, email, post or in person Day 1 Note: This flow chart refers to working days by Day 3 Referral acknowledged using client's preferred contact method by Day 6 **Client eligibility reviewed** by the Programme Coordinator YES NO Client notified of outcome Volunteer Advocate assigned Referred to other services Client contacted by Advocate to arrange 1st meeting by Day 8 **Partnership commences**. At the 1st meeting the Advocate will: by Day 15 Discuss the scope of the Advocacy Partnership with the client Ask the client to sign the Partnership Agreement Share the Confidentiality Policy & Complaints Procedure Agree on next steps (e.g. date/time of 2nd meeting) up to Day 75 Advocacy Partnership (as defined by the Partnership Agreement) Throughout the partnership the Advocate will be supervised by the Programme Coordinator & attend group Reflective Practice. **Day 75 Closure meeting** to review the outcomes of the partnership If required Advocacy Partnerships can be extended by a further 3 months providing 6 months of support in total. In exceptional

circumstances support up to 12 months will be offered.