

# Capricorn Citizen Advocacy

## POLICY FRAMEWORK

<b>Policy number:</b>	<b>1.2.1</b>	<b>Approved by Management Committee:</b>	27 <sup>th</sup> March 2024
<b>Version:</b>	<b>4.0</b>	<b>Signed off by Executive:</b>	27 <sup>th</sup> March 2024
<b>Responsible person:</b>	<b>Coordinator</b>	<b>Scheduled Review Date:</b>	27 <sup>th</sup> March 2027

### Purpose

1. This policy explains the structure and numbering of Capricorn Citizen Advocacy's suite of Policies and Procedures.
2. It also explains the cyclic process for drafting, adopting, implementing and reviewing all documents in the manual.
3. Reference is made in the Policy and Procedures Register where necessary for any budget implications and/or inclusion in the Annual Work Plan.

### Policy and Procedures Manual

1. Capricorn Citizen Advocacy's Policy and Procedures Manual aligns with the six Queensland Human Services Quality Standards. This demonstrates that the Management Committee and staff are familiar with the HSQS.
2. The numbering process will be a hierarchical system but as simple as possible and the six standards will be used as the basis of the numbering.
3. Numbering will include version control to ensure that only the latest version of documents are retained in the manual and that any existence of a previous version is implied.
4. Policies will be the 'parent' documents in the manual. Procedures and forms will be the 'child' documents and the existence of parent and child documents will be cross referenced in all types of documents.

## **Publication of Policy Documents on Website**

Policies, procedures and forms will be made available on Capricorn Citizen Advocacy's website in PDF format, as approved by the Management Committee.

## **Availability of Policy Documents**

Interested persons will be directed to our website for access to policies and procedures. Where those are not published on the website, a written request including reasons and intended purposes is to be submitted to the Management Committee for consideration.

## **Drafting and Adoption of Policies**

The Coordinator of Capricorn Citizen Advocacy is responsible for drafting, implementing and reviewing Capricorn Citizen Advocacy's policies and procedures in conjunction with Management Committee and / or any relevant Sub Committee that might be convened for this purpose.

## **Stakeholder Consultation**

1. Capricorn Citizen Advocacy is always open to feedback and suggestions on improving its existing policies and the need for new policies, in particular, from key stakeholders in the program: advocates and protégés. Other key stakeholders include the network of citizen advocacy programs and both our service quality and our financial auditors.
2. Additional stakeholder consultation during the policy cycle eg. seeking input from key stakeholders and other interested parties may be undertaken at any time at the discretion of the Management Committee.

## **Review of Policies and Procedures**

1. Capricorn Citizen Advocacy will review all policies on a three yearly basis.
2. If the Management Committee believes it is necessary, policies, procedures and forms may be reviewed in the intervening period.
3. Each policy and procedure document must include a date when the policy was adopted by a meeting of the Management Committee, signed off by the President and Secretary and a date by which the next review must be completed.

## Related Documents

1. [Policy 1.2.2](#)      [Program Management Policy](#)
2. [Policy 1.2.3](#)      [Continuous Quality Improvement Policy](#)
3. [Policy 1.3.4](#)      [Risk Management Framework](#)

## References

1. [Queensland Human Services Quality Standards](#)

### Ratification

This policy was adopted by Capricorn Citizen Advocacy's Management Committee at its meeting held on 27 / 03 / 2024.



SIGNED: .....  
President

SIGNED: .....  
Secretary

27 / 03 / 2024  
(Date)

27 / 03 / 2024  
(Date)