

Capricorn Citizen Advocacy

PROGRAM MANAGEMENT

Policy number:	1.2.2	Approved by Management Committee:	27 th March 2024
Version:	4.0	Signed off by Executive:	27 th March 2024
Responsible person:	Coordinator	Scheduled Review Date:	27 th March 2027

Purpose

This policy explains the management systems used by Capricorn Citizen Advocacy to facilitate quality management practices and continuous improvement.

Policy

Management Committee

Capricorn Citizen Advocacy provides opportunities for Protégés and Advocates to become Management Committee members and also be members of sub-committees, thus participating in decisions made about the program.

Capricorn Citizen Advocacy will have monthly Management Committee meetings to ensure that the program is performing well and continually striving to improve its practice.

Capricorn Citizen Advocacy will convene sub committees, as required, that will strategise and plan to continually improve the Program in its primary activities including: policy development, Key Office Activities, program evaluation (CAPE), and strategic planning.

CAPE

Capricorn Citizen Advocacy will regularly undertake a Citizen Advocacy Program Evaluation (CAPE) approximately every 3-5 years to safeguard the quality and continuity of our Citizen Advocacy Program i.e. adherence to Citizen Advocacy Principles, office effectiveness and program continuity and sustainability.

Reviews of Program

Where required under any current funding agreement, Capricorn Citizen Advocacy will undertake internal reviews of program activities to ensure that it adheres to the performance indicators and outcomes recorded in such funding agreement.

Regular Quality Audit

Capricorn Citizen Advocacy will undertake a self-assessment of its compliance with the Human Services Quality Standards with the assistance of Protégés, Advocates, Management Committee members and any other member or supporter of Capricorn Citizen Advocacy.

Data Collection

Capricorn Citizen Advocacy will contribute to statistical data collection to meet the reporting requirements of any funder, or in other circumstances as resolved by the Management Committee.

ACNC

Capricorn Citizen Advocacy will comply with all regulatory requirements of the Australian Charities and Not-for-profits Commission.

Incorporated Status

Capricorn Citizen Advocacy staff, Management Committee and members will abide by the Incorporated Associations Act 1981 (Qld) and all regulations (as revised).

Internal Relationship Reviews

Capricorn Citizen Advocacy will undertake yearly Internal Relationship Reviews to ensure quality and efficiency of our practice, which will in turn inform the development of an annual Protégé Recruitment Plan and Advocate Recruitment Plan which takes into account a range of needs experienced by people with a disability, including age, gender, degree of disability, ethnicity, accommodation setting and need for formal protection.

Training of Committee Members

Capricorn Citizen Advocacy will assist Management Committee members to attend orientation and specific training to enable them to fulfil their roles on the Management Committee. Monthly meetings of the Management Committee will include a standing agenda item that incorporates some element of instruction that furthers the Management Committee's collective knowledge and understanding of the Citizen Advocacy Model.

Related Documents

- 1. *Policy 1.2.1* *Policy Framework*
- 2. *Policy 1.2.3* *Continuous Quality Improvement Policy*
- 3. *Policy 1.3.4* *Risk Management Framework*

References

- 1. *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

27 / 03 / 2024
(Date)



SIGNED:
Secretary

27 / 03 / 2024
(Date)