



We are ordinary people
doing ordinary things
of extraordinary importance

A Guide for Protégés—March 2015

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Capricorn Citizen Advocacy Inc. is funded by the Queensland
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Capricorn Citizen Advocacy Inc.

**A Guide for Protégés Regarding our
Policy Documents:**

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Capricorn Citizen Advocacy Inc.

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Capricorn Citizen Advocacy

A Guide for Protégés

This document is for people with disability who are supported by a citizen advocate. Citizen advocacy uses a variety of terms to describe people we get to know.

A protégé is a person with an intellectual disability (and possibly other disabilities) in a citizen advocacy relationship.

A citizen advocate is the person we ask to get to know you and to support your needs and interests.

Capricorn Citizen Advocacy has information about what happens in our program and your **rights** as a member of the program.

Policy Framework

Our program has a committee which is called the Policy and Procedure Sub-Committee. The committee is responsible for checking on our policies and procedures and making changes if you are not happy with them.

People who use our program can have a copy of our policy and procedures. The Sub-Committee will meet and review all policy and procedures documents regularly.

We welcome comments and suggestions about our policy and procedures at any time from all protégés and their advocates in our program.

Also once a year, you may be invited to be part of our quality audit. If you are invited we will contact you to let you know when the audit will be held and we welcome you having a say about how the service is running.

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Meeting Individual Needs Policy

When we try to find an advocate for you, it is important for us to know what your needs are. Your needs are very important and we will find someone who will make sure that your needs are cared for.

- Any information about you will be kept private. The information you give us will help us to find the best person to act as an advocate for you.
- We will talk with you and make a plan that will help us to find the best advocate for you.
- We will find an advocate who will meet your needs and who is the best person to help you.
- We will make sure that your advocate understands and respects your needs.
- If you have a problem at any time, your advocate is there to help you.



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Decision Making and Choices Policy

Choices

- **You** decide if you would like an advocate;
- If you are happy with your advocate, **you** can choose to continue the relationship;
- If you are not happy with your advocate, **you** can choose to end the relationship;
- Both you and your advocate will make decisions about your relationship;
- You and your advocate will be included in any decisions affecting Capricorn Citizen Advocacy;
- If you want to, you can join the management committee and become involved in the decisions made about Capricorn Citizen Advocacy;
- Your advocate can also be involved with the management committee;





Decisions:

- We will encourage you and your advocate to each make your **own** decisions.
- Your advocate will **not** make decisions for you without speaking to you and can **not** act against your wishes.
- If your advocate does make a decision on your behalf, they will be encouraged to do so from **your** point of view.
- In special cases, your advocate may have to make a decision for you. If that happens, your advocate will receive help and support from staff to make sure the best decision for **you** is made.
- **Your rights** will be respected. We will help your advocate to respect and support your decisions and choices.

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Privacy Policy and Confidentiality Safeguards Policy

Your Privacy:

- All people have the right to **privacy**. This means that no-one has to discuss their personal business if they do not want to;
- We respect **your** privacy. This means that you do **not** have to discuss your personal matters with us if you do not want to.
- Your advocate will also respect your privacy. If there is a personal matter you do **not** wish to discuss with your advocate, that is O.K. If you have a problem, you can **choose** who you wish to discuss that problem with. It is **your** choice.
- It is important that we **trust** each other. We want you to trust us and it is important that you trust your advocate. Because we value your trust and we respect your rights:

Your right to make **choices**.

Your right to make **decisions**.

Your right to **privacy**.

Protecting Your Privacy and Confidentiality:

Because we respect your privacy and confidentiality:

- We will make sure **personal** details about you and your relationship with your advocate are kept private. This means that your **privacy will be protected**;
- We will explain to you **what** information about you is kept by us;
- We will explain to you **why** we need information about you and your advocate;
- We will make sure information about you remains **private**. We will not give information about you to anyone else without your permission;
- Your **file** contains information such as your name, address, phone number, your needs, wishes, interests and why you need an advocate. Your file also has details of your advocate's contact with the staff of the program.
- We will **not** take your file outside the office;
- We will **not** open or keep any of your mail which may be sent to our office.
- We will **not** open or keep any of your advocate's mail which may be sent to our office.
- We will make sure your file and any information about you is kept in a **locked** cupboard or filing cabinet.
- At the conclusion of each financial year, all relationship files will be reviewed. For relationships that have been discontinued/completed for over 5 years, the file will be disposed of by shredding. A record of files disposed will be kept which will include the disposal date, and name of the protégé and advocate.



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Program Management

Capricorn Citizen Advocacy will:

- Make sure that the rights of people with disability are always respected and reflected in the program's activities and actions;



- Encourage people with disability to be involved in the decisions made about the program;



- Participate each year in the Quality Audit



- Monitor all aspects and activities to the program to ascertain that they are right and proper, and if necessary take action to maintain this standard

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Valued Status Policy

Capricorn Citizen Advocacy values the abilities and contributions of all people;



Capricorn Citizen Advocacy will:

- Respect people with disability by listening to what they have to say and taking them seriously;
- Speak and write positively about the abilities of people with disability and what they give to our community;
- Find advocates who will value people with disability and support them to be valued in the community;
- Tell advocates about ways to help people with disability achieve things which are valued in the community
- Keep the office looking smart, modern and tidy

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Participation & Inclusion Policy

Capricorn Citizen Advocacy encourages all people to be involved in the community



You can ask your advocate to help you be more involved in the community outside of your home and work.

You may want to ask your advocate for support or help in:

- Joining a club
- Enrolling in a TAFE course
- Meeting other people
- Participating in a service
- Participating in social activities

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Protection of Human Rights and
Freedom from Abuse and Neglect Policy

- We will ensure that our office is safe and you are free from abuse and neglect;



- Your rights will be respected and you will be treated with respect;
- Your advocate will also keep you safe;



- Your advocate will also respect you;
- You should tell your advocate or the Co-ordinator at the office if someone is treating you badly.

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Complaints and Disputes Policy

Capricorn Citizen Advocacy **and** your advocate will **always**:

- Listen to you;
- Help you;
- Believe what you say;
- Be respectful to you



- Please tell us if you have a **problem** or if you are unhappy with something.
- Talk to us if you have a problem: we will help you.
- If you have a problem with your **advocate**, you should tell us and we will help you.
- If you have a problem with **us**, you should tell your advocate and your advocate will help you.

What Should You Do if You Have a Problem?

If you have a problem, you should:

- Ask for help, either from your advocate, friend or another person
- Talk to the Co-ordinator if your problem still has not been solved.
- Contact the President of the program if your problem has still not been solved. Ask at the Capricorn Citizen Advocacy office for the President's telephone number.



There are other people you can talk to if you have a problem or if you are unhappy.

It is O.K. to talk to someone who is not part of our program.

You can choose who you want to ask for help. It is your decision.

Here Are Some People Who Can Help You:

NAME	TELEPHONE NUMBER
National Disability Abuse and Neglect Hotline	1800 880 052
Complaints Resolution and Referral Service	1800 880 052
Basic Rights Queensland Inc	1800 358 511
Disability Discrimination Legal Advocacy Service	1800 358 511
Department of Communities, Child Safety and Disability Services	(07) 4932 1600

We Will Help You:

- We will make sure your problem is solved.
- We will respect you and believe what you say. If you come to us with a problem, we will listen to you and help you.
- You can bring another person with you.
- If we can't solve your problem, we will find someone who can help you.
- You will always be able to make choices and decisions about how your problems are solved.
- If you come to us with a problem, your privacy will be protected. This means that we will only talk to someone about it with your permission.
- All complaints made to us will be reported to the Management Committee. This is to make sure your problem is taken seriously and that you are treated fairly.
- All records of complaint are private and will be kept in a locked filing cabinet.

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Our Office:

Shop 3 / 118 George Street

Rockhampton Qld 4700

Tel: (07) 4922 0299

Telephone: 0409 220 072 (After Hours)

Email: office@capricornca.org.au

How Do You Contact Capricorn Citizen Advocacy?

- You can come to the office at any time from 9:00 a.m. to 4:00 p.m. Monday to Friday. Our telephone number is (07) 4922 0299.

If you need to see a staff member and you cannot come into the office, we can meet you at your home. We can also meet you somewhere else if you like.



What if the Office is not Open?

In an emergency, or other times when the office is not open, you can call the Coordinator after business hours on 0409 220 072.

Staff and Management Committee members are also available to meet with you after business hours.

The Staff:

Ewan Filmer is our Co-ordinator

Amanda Rickertt is our Administration Officer

You are welcome at our office at any time. We can give you information that may interest you and can help you with any problem you may have.

Ewan will be happy to help you:

- If you want to see Ewan its a good idea to make an appointment before coming in. If it is not possible to make an appointment first, that's O.K. Ewan will see you as soon as he can.
- If you cannot get to the office, you can always use the telephone. If there is no-one in the office when you call, you will be able to leave a message and Ewan will call you back as soon as possible.



(07) 4922 0299

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The Management Committee:

- Capricorn Citizen Advocacy is run by a group of people called the Management Committee. They make decisions about the Citizen Advocacy Program. You are welcome to join the Management Committee and so is your advocate.
- If you are interested in being part of the Management Committee, talk to the President or another Management Committee member. You can get their contact number from the Citizen Advocacy Office. You can help make decisions for the program.
- The Management Committee meet every month. Some members of the Management Committee are also involved in other activities within the Capricorn Citizen Advocacy program. Some Management Committee members are also advocates.

The people currently on the Management Committee are:

Cameron Dyer	President
Jenny Smith	Secretary
Andrew White	Vice President and Treasurer
Graeme Brady	Committee Member
Sharon Lowe	Committee Member
Kerrie Monaghan	Committee Member
Nicholas Mundy	Committee Member
Michelle Pownall	Committee Member
Don McCall	Committee Member

The Office:

There are several rooms in our office which are used for different purposes:

Reception Area - This is where the Administration Officer works. There are chairs in this area so that you can sit comfortably while waiting to see someone.

Office - This is where Ewan, the Coordinator, works. There is a desk and comfortable chairs in the office.

The filing cabinets situated in the reception room and the office contain information about different parts of the Citizen Advocacy program. Some of this information includes details about proteges and advocates. There are also details about the Management Committee in these cabinets.

Information is kept here so that it is **safe** and **private**. People can only take information from these cabinets with **permission**. If the information is about **you**, then we will need **your permission** before we can give it to someone else.

Board Room - This is where the Management Committee meet every month. There is also a library of books, journals and videos available for you and your advocate. There is also a television and video machine in this room. These are used to show films to people who would like more information about our program.

You are welcome to come in and watch these films. They will tell you all about Citizen Advocacy and the people involved in the program.

Kitchen - There is a refrigerator and an electric kettle here, so that you can have a drink when you come to the office.

The Government

- The State Government assists Capricorn Citizen Advocacy by giving it money to help us meet your needs.
- The Department of Communities, Child Safety and Disability Services is the State Government department which is responsible for this funding.
- Because we receive money from the Government, we have a responsibility to look after your needs and make sure that the Government's money is not wasted.
- There are rules that we must follow so that the Government continues to give us the money we need to operate our program. These rules help Capricorn Citizen Advocacy to continue to provide a program which will meet your individual needs.



The Human Services Quality Framework: (HSQF)

Capricorn Citizen Advocacy is required by the Department of Communities, Child Safety and Disability Services to adhere to the Human Services Quality Framework (HSQF).

The framework contains the following six Human Services Quality Standards:

1. Governance and management
2. Service access
3. Responding to individual need
4. Safety, well-being and rights

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5. Feedback, complaints and appeals
 6. Human resources.

The standards were developed to cover the quality of disability services, including our program. They are based on the following principles:

Respecting human rights

We will plan and deliver our services in a way that respects your human rights, in keeping with the United Nations Universal Declaration of Human Rights.

Social Inclusion

We will plan and deliver our services to help you to be included in our community.

Participation

You will be included in decision-making about our program.

Choice

You will be provided with the opportunity to make choices as part of the relationship you have with your advocate.

The Human Services Quality Framework is summarised in the table below;

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Standard 1: Governance and Management

We will manage our program as well as possible to ensure you benefit from having a citizen advocate.

Standard 2: Service Access

We will be fair when we try to find people with disabilities to match with advocates and we will respond to their needs as well as we can.

Standard 3: Responding to Individual Need

We will focus on your individual needs to the best of our ability.

Standard 4: Safety, Wellbeing and Rights

We will always protect your safety, well being and human rights.

Standard 5: Feedback, Complaints and Appeals

We want to hear your feedback and complaints about our program so we can improve it.

Standard 6: Human Resources

We will find the best possible people to match with people with disabilities and we will train them and support them as well as we can, so they can be good advocates

