

Capricorn Citizen Advocacy

PROGRAM MANAGEMENT

Policy number:	1.2.2	Approved by Management Committee:	28 th February 2017
Version:	2.0	Signed off by Executive:	28 th February 2017
Responsible person:	Coordinator	Scheduled Review Date:	28 th February 2020

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 be a member 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 have sub committees, as required, that will strategise and plan to continually improve the Program in its primary activities including: training, policy development, Protégé/Advocate recruitment, program evaluation, financial budgeting and management and yearly 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 Performance

As required under our funding agreement, Capricorn Citizen Advocacy will undergo three monthly reviews of program performance to ensure that we retain our adherence to the performance indicators and outcomes as identified in our funding contract.

Regular Quality Audit

Capricorn Citizen Advocacy will undertake an annual (or as close to annual as possible) Human Services Quality Standards assessment with the assistance of Protégés, Advocates, Management Committee members and any other concerned member of Capricorn Citizen Advocacy.

Data Collection

Capricorn Citizen Advocacy will contribute to the statistical data collection for the Commonwealth-State/Territory Disability Agreement (CSTDA) National Minimum Data Set (NMDS) and meet the reporting requirements of the CSTDA.

Incorporated Status

Capricorn Citizen Advocacy staff, Management Committee and members will abide by the Incorporated Associations Act 1981 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 which will take into account a range of needs experienced by people with a disability, and which will include 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.

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 28 / 02 / 2017.

SIGNED:

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President

28 / 02 / 17
(Date)

SIGNED:

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Secretary

28 / 02 / 17
(Date)

