

## PROGRAM MANAGEMENT

<b>Policy number:</b>	<b>1.2.2</b>	<b>Approved by Management Committee:</b>	25 <sup>th</sup> August 2020
<b>Version:</b>	<b>3.0</b>	<b>Signed off by Executive:</b>	25 <sup>th</sup> August 2020
<b>Responsible person:</b>	<b>Coordinator</b>	<b>Scheduled Review Date:</b>	25 <sup>th</sup> August 2023

### **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 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**

As required under our funding agreement, Capricorn Citizen Advocacy will undertake regular internal reviews of program activities to ensure that it adheres to the performance indicators and outcomes recorded in that document.

### **Regular Quality Audit**

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

### **Data Collection**

Capricorn Citizen Advocacy will contribute to statistical data collection to meet the reporting requirements of any funder.

### **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 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.

## 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 25 / 08 / 2020.

SIGNED:   
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President

SIGNED:   
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Secretary

25 / 8 / 2020  
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(Date)

25 / 08 / 2020  
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