

Capricorn Citizen Advocacy

MEETING INDIVIDUAL NEEDS POLICY

Policy number:	3.2.1	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

Capricorn Citizen Advocacy will recruit and support persons with disability (using the Citizen Advocacy model), regardless of gender, religion, age or culture. This policy sets out how we assess the individual needs of eligible people.

Policy

1. People with disabilities served by Capricorn Citizen Advocacy must reside in the 'Capricorn Region'; being the area encompassed by Rockhampton Regional Council and Livingstone Shire Council Local Government areas.
2. Capricorn Citizen Advocacy will endeavour to inform people with disability in the Capricorn region of its existence, its aims and its activities. Capricorn Citizen Advocacy will clearly and regularly promote and explain its aims and activities.
3. To gain an understanding of the needs of people with disability, and to meet those needs, Capricorn Citizen Advocacy will endeavour to involve people with disability in its management by encouraging them to become members of the Management Committee or its Sub-Committees, and by encouraging members of the organisation to propose and to second members with disability to become members of the Management Committee and/or its Sub-Committees.
4. Capricorn Citizen Advocacy abides by the principles of Citizen Advocacy as written in CAPE (Standards for Citizen Advocacy Program Evaluation - O'Brien and Wolfensberger, 1988).
5. The staff of Capricorn Citizen Advocacy and the Management Committee will actively seek out and identify people with disability who may need a Citizen Advocate.
6. The effectiveness of Capricorn Citizen Advocacy is rated by an external evaluation team against the standards of CAPE. The standards which specifically apply to meeting the needs of Protégés in Protégé/Citizen Advocate relationship are:

- R 1411 The protégé's age
 - R 1412 The protégé's capacity for relationship reciprocity
 - R 1413 The protégé's need for spokespersonship to defend human and legal rights
 - R 1421 The diversity of advocacy roles
 - R 143 Avoiding social overprotection
 - R 21 Vision and creativity of protégé recruitment
 - R 22 Advocate recruitment
 - R 23 Advocate orientation
 - R 24 Advocate-protégé matching
 - R 25 Follow-along and support to relationships
 - R 26 Ongoing training for advocates
 - R 27 Advocate-associates emphasis
7. People with disability have a great variety of needs for representation and relationships which can be met by Citizen Advocates. Capricorn Citizen Advocacy will be flexible in its recruitment to establish and to support relationships which will best suit the Protégés and their changing circumstances. The staff of Capricorn Citizen Advocacy Inc. will get to know potential Protégés, their needs, preferences and their characteristics on a personal level, and will consciously and systematically recruit Citizen Advocates to meet their needs.
8. Capricorn Citizen Advocacy recognises that, with present resources, only a small number of people with disability can be matched. In order that as wide a range of advocacy needs as possible can be met, Capricorn Citizen Advocacy will ensure that Protégés are recruited from both sexes and from a wide range of ages, living environments, abilities, types of advocacy, duration of relationships, and the levels of demand that Protégés make of their advocates.
9. Capricorn Citizen Advocacy will take particular care to seek out people with disability who -
- are socially isolated or at risk of social exclusion
 - have difficulties in forming reciprocal relationships
 - have challenging behaviour
 - are at risk of abuse of their personal and human rights
 - are particularly vulnerable to abuse, neglect, exploitation, and inappropriate or unethical treatment
10. Capricorn Citizen Advocacy will carefully and systematically plan and implement recruitment, orientation, matching, support and follow-up to ensure that Citizen Advocates likely to meet these needs are found and given encouragement to meet each Protégé's individual needs.
11. Citizen Advocates will be given advice and assistance to locate and use the community and service resources necessary to meet their Protégé's needs and wishes, and assistance in campaigning to have these provided if they are not readily available.
12. Crisis Advocates and Advocate Associates with a wide range of skills, qualifications, knowledge and experience will be recruited so that the needs of people with disability in crisis may be met, and so that Citizen Advocates may be given professional advice by the Advocate Associates.
13. For each Protégé and Protégé/Citizen Advocate relationship, Capricorn Citizen Advocacy will maintain a written record of:

- The Protégé’s life experiences, characteristics, aspirations, needs and the potential advocacy role
- Strategies for and implementation of Citizen Advocate recruitment and orientation to meet the needs of each Protégé
- The orientation of advocates both generally, and for each Protégé’s needs
- The matching process, and the responsibilities and expectations explained to the Protégé and to the Citizen Advocate, and any ideas given to help advocates to meet their Protégé’s needs
- The follow-along support, advice and help given to Citizen Advocates to meet the needs of the Protégé as originally defined and as they change, and the progress of the relationship.

14. All records and documentation will be kept in accordance with the Capricorn Citizen Advocacy’s [4.2.0. - Privacy Policy](#)

Related Documents

- [3.2.2 Policy for Evaluating the Effectiveness of Each Match](#)
- [3.2.3 Policy for Analysing the Discontinuation of a Match](#)
- [4.2.0 Privacy Policy](#)

References

[John O'Brien and Wolf Wolfensberger, CAPE Standards for Citizen Advocacy Program Evaluation \(1988\)](#)

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)