

Capricorn Citizen Advocacy

POLICY FOR EVALUATING THE EFFECTIVENESS OF EACH MATCH

Policy number:	3.2.2	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

The purpose of this policy is to explain how Capricorn Citizen Advocacy evaluates the effectiveness of each match regularly. This is done in order to ensure that all matches are given the best chance of succeeding and discontinued matches are minimised.

Policy

Capricorn Citizen Advocacy will ensure that every match receives regular attention and support from staff and the Management Committee in order to ensure as far as possible, long term matches succeed and discontinued matches are minimised.

The regular steps to be taken to support and learn about each match will be at recruitment phase, follow up phase and post match evaluation phase, as set out below.

1. Recruitment Phase

- Recruiting of Protégés and Citizen Advocates must be undertaken with great care and in accordance with the annual recruitment plans for Protégés and Citizen Advocates and policies that Capricorn Citizen Advocacy has adopted. The needs of the Protégé are paramount in matching the Protégé to the Citizen Advocate.
- After a match is commenced, the Coordinator will stay in regular touch with the Citizen Advocate for the first six months. This entails the Coordinator contacting the Citizen Advocate on a monthly basis to check whether the match is working and to check if support from the office is required.

2. Follow Along and Support Phase

Follow up Contacts by Capricorn Citizen Advocacy Office

The Coordinator will get in touch with each Citizen Advocate for a follow up contact on a three to six monthly basis and contact the advocate more often as circumstances warrant.

The Coordinator will gather information and feedback from the Citizen Advocate about any issues, problems and successes regarding the match. The Coordinator must either write some case notes with a date and signature for each note on the file, or electronically record the note and then place a hard copy on the file.

Issues which may be covered will include:

- How often does the Citizen Advocate contact the Protégé or the Protégé's family or carers?
- What types of activities do the Citizen Advocate and Protégé usually engage in?
- Are the issues identified in the Protégé's needs profile being addressed?
- Are there any success stories to relate?
- Are there any issues which require support from the Capricorn Citizen Advocacy office or from an Advocate Associate?

If there is information obtained via these regular contacts which indicate the match is not working as well as originally envisaged, the Coordinator must bring it back to the Key Office Activities Sub-Committee to evaluate the information and discuss the best way forward.

3. Internal Relationship Review (IRR)

- Capricorn Citizen Advocacy must undertake an annual review of all Protégé/Citizen Advocate relationships to evaluate the strategies of Capricorn Citizen Advocacy. This will be done with the assistance of staff and the Management Committee and possibly an external facilitator as required.
- Citizen Advocates will be encouraged by Capricorn Citizen Advocacy to be involved in any reviews, plans and meetings concerning the Protégé and the match.

4. Human Services Quality Standards Audits

- In accordance with the Human Services Quality Standards (HQSS) Capricorn Citizen Advocacy will undertake regular quality audits, either via an external audit or through a self assessment overseen by Capricorn Citizen Advocacy's relevant funding body.
- Any external audits will be undertaken by a firm of independent quality auditors and may consist of a mid-cycle audit followed by a re-certification audit.
- A sample of matches will usually be interviewed and assessed during each external audit and Capricorn Citizen Advocacy will take particular note of any feedback from the auditor concerning the quality of the ongoing relationships between Citizen Advocates and Protégés.

5. Analysis of Discontinued Matches

- At the annual Internal Relationship Review, staff and at least one Management Committee member will focus on any matches which have discontinued to ascertain the causes of the discontinuation and if necessary, to amend policies and practices.
- This will be a thorough process undertaken according to [Policy 3.2.3 – Policy for Analysing the Discontinuation of a Match](#) and associated procedure. It requires the completion by the Coordinator of a questionnaire about the discontinued match and the tabling of the analysis at a meeting of the Key Office Activities Sub-Committee.

6. Training and Networking Sessions

Capricorn Citizen Advocacy will provide regular opportunities for Citizen Advocates to gather together for training and networking and to be provided with support from the staff and Management Committee. Feedback on the effectiveness of each match will also be sought at these sessions.

These sessions will be held at least three times per annum at the Capricorn Citizen Advocacy office. If possible, these sessions will be held in conjunction with visits to Capricorn Citizen Advocacy from experienced practitioners in citizen advocacy. Attempts will be made with that visiting person to negotiate for them to be a guest speaker on a relevant topic.

Related Documents

- 3.2.1 [Meeting Individual Needs Policy](#)
- 3.2.3 [Policy for Analysing the Discontinuation of a Match](#)
- 3.2.3 [Procedure 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 \(1988\)](#)

[Human Services Quality Standards \(HQSS\)](#)

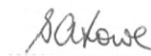
Ratification

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)