

Capricorn Citizen Advocacy

POLICY FOR ANALYSING THE DISCONTINUATION OF A MATCH

Policy number:	3.2.3	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 2024

Purpose

Capricorn Citizen Advocacy always seeks to fully understand the circumstances that surround all discontinuations of matches between Citizen Advocates and Protégés, in view of the fact that recruiting and establishing each match usually requires considerable time and effort.

This policy (and related procedure) is designed to help the program more effectively analyse why discontinuations occur. Building an accurate knowledge about discontinuations helps the Coordinator to improve the matching process for new matches and to undertake effective ongoing follow along of all relationships.

Policy

1. Review of the Match based on its Key Elements

The Coordinator must attempt to frankly and concisely answer (in writing) some key queries about the match via a self-directed questionnaire. Refer to the related [3.2.3.1 Procedure for Analysing the Discontinuation of a Match](#).

Each question should be attempted. Information can be sought where needed from the Management Committee, referral agencies (if any) and both the Citizen Advocate and Protégé (if possible).

2. Findings from the Questionnaire

The Coordinator will also produce written advice for the Key Office Activities Sub-Committee on the following matters:

- a) What are the reasons for the discontinuation?
- b) Are there any lessons for the Citizen Advocacy office e.g. pitfalls to avoid in the future?
- c) What are the reasons for and/or against re-matching the Protégé and/or Citizen Advocate?
- d) List all actions to be taken.

3. Discussion by Management Committee

When the Coordinator becomes aware that a match has discontinued, the Key Office Activities Sub-Committee must be advised as soon as possible.

The questionnaire must then be promptly completed and tabled for discussion at a Key Office Activities Sub-Committee meeting.

This report must be tabled no longer than three months from the date of the Coordinator becoming aware of the discontinued match.

Related Documents

- 3.2.1 [Meeting Individual Needs Policy](#)
- 3.2.2 [Policy for Evaluating the Effectiveness of Each Match](#)
- 3.2.3.1 [Procedure for Analysing the Discontinuation of a Match](#)
- 4.2.0 [Privacy Policy](#)

References

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

[Capricorn Citizen Advocacy also acknowledges the influence on formulating this document of the writing of Mitchell Peters, an experienced practitioner of citizen advocacy.](#)


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)