

# Capricorn Citizen Advocacy

## RECRUITMENT OF PROTÉGÉS PROCEDURE

|                            |                    |  |                             |
|----------------------------|--------------------|--|-----------------------------|
| <b>Policy number:</b>      | <b>3.1.1.1</b>     | <b>Approved by Management Committee:</b> | 24 <sup>th</sup> March 2024 |
| <b>Version:</b>            | <b>3.0</b>         | <b>Signed off by Executive:</b>          | 24 <sup>th</sup> March 2024 |
| <b>Responsible person:</b> | <b>Coordinator</b> | <b>Scheduled Review Date:</b>            | 24 <sup>th</sup> March 2027 |

### Purpose

Capricorn Citizen Advocacy will recruit individuals with disability to become Protégés of the Program. It will apply this procedure and principles in conjunction with [3.1.1 Recruitment of Protégés Policy](#) to ensure Protégés of this program are recruited wisely.

### Procedure

The following checklist of fundamental principles will underpin the recruitment of people with disability in our local community as Protégés.

#### 1. Active Recruitment of Protégés:

- Capricorn Citizen Advocacy will actively seek out families who have a member with disability, local service providers, schools (including special schools), Capricornia Correctional Centre, accommodation services for homeless persons (eg. boarding houses), sheltered workshops, places of open employment, social clubs, disability day services, local doctors/chemists etc.
- CCA program staff will also seek to identify local people who are not a part of the service system and are unknown to most service providing agencies.

#### 2. Assessment of Eligibility by Capricorn Citizen Advocacy

Capricorn Citizen Advocacy staff will endeavour to assess for each potential advocate, the following important considerations;

- a) Is the person with disabilities in a heightened state of vulnerability?
- b) What is the nature and severity of impact of the person's vulnerability? Now, and in future if no action is taken
- c) Consider the wounding of the person:

|                 |   |
|-----------------|---|
| <u>Abuse</u>    | Physical, emotional, health, psychological, financial           |
| <u>Feelings</u> | Self-worth, isolation, unhappiness/sadness                      |
| <u>Assets</u>   | Support, home, income, family                                   |
| <u>Services</u> | Income Support, Government and Non-Government Service Providers |

- d) What are the person’s informal cushions or supports: existing and/or potential?
- e) Consider the following relationships in the person’s life, and match these against the vulnerabilities in 2(c) above.

|                             |          |          |
|-----------------------------|----------|----------|
| <u>Paid Relationships</u>   | Positive | Negative |
|                             |          |          |
| <u>Unpaid Relationships</u> | Positive | Negative |

- f) What should be the response by Capricorn Citizen Advocacy?

|                                 |  |  |
|---------------------------------|--|--|
| Citizen Advocacy                | Recruitment should have reference to the Protégé Recruitment Plan: | <ul style="list-style-type: none"> <li>• Crisis advocacy</li> <li>• Immediate response, or</li> <li>• Future Citizen Advocacy needs</li> </ul>   |
| Not a Citizen Advocacy response | Referral to other organisations or individuals for their action    | <ul style="list-style-type: none"> <li>• Record details in the Inquiries &amp; Referrals Register</li> <li>• Note reasons and actions</li> </ul> |

- g) **Publicity:** Media promotion will be generalised and aimed at imbedding advocacy in the community. Publicity of CCA, including brochures, will at all times endeavour to project the most positive, honest image and interpretation of people with disability.

Program staff and Management Committee members will use invitations to individuals and groups to publicise the program.

- h) **Accessibility:** Capricorn Citizen Advocacy will ensure that it has physical accessibility through both its internal and external layout and location within the community so that all people involved with Capricorn Citizen Advocacy are able to visit.
- i) **Information:** All information provided about CCA will aim to be easily comprehensible and will state its aims, objectives and operations. CCA will ensure access to ethnic translation or interpreters if necessary.
- j) **Involvement:** Program staff and the Management Committee will be available and approachable and will encourage people with disability to be involved in Capricorn Citizen Advocacy, including on the Management Committee and on sub-committees.
- k) **Staff Roles:** In accordance with *CAPE Rating 13 ‘Clarity of Staff Function’*, the Management Committee will ensure the staff’s role in recruitment of people with disability is clearly outlined and regularly reviewed.

### **3. Identification of Individuals Needing a Citizen Advocate**

CCA staff will monitor the population of people with disability within its region by ensuring:-

- a) Staff will to get to know as many potentially eligible people as possible.
- b) The Management Committee and staff will regularly review statistics on people with disability, accommodation circumstances and other related services, and of demographic changes in community (eg. prison expansion).

### **4. Recruitment of Individuals in Need of a Citizen Advocate**

In accordance with its *Annual Protégé Recruitment Plan*, Capricorn Citizen Advocacy will identify a limited number of people in need of a Citizen Advocate. The following guidelines will be followed:-

- a) Staff meet with the person with disability at a time and location convenient to him/her;
- b) For those persons who can easily communicate, staff will ascertain through discussion and observation of the person's environment, the person's needs, wishes, interests, hopes, abilities, expectations, life experiences to clarify why the person needs a Citizen Advocate.

Staff will consult with the potential Protégé's family, and relevant others; the situation of the Protégé, connections with others both paid and unpaid and the person's likely future.

- c) Capricorn Citizen Advocacy Program staff will be mindful of the clause '*Capacity for Relationship Reciprocity*', set out in *3.1.2 Consent of Protégés Policy*.
- d) Information gathered in this process forms the foundation of the *Protégé Profile* from which a profile of the potential advocate will be drawn.
- e) For a person under the age of 18 years, program staff will attempt to obtain agreement from the legally appointed guardian to recruit a Citizen Advocate for the individual.
- f) Capricorn Citizen Advocacy will, with permission sought from the Protégé (if possible), attempt to positively include others who are interested in the welfare of the Protégé.
- g) In accordance with *2.3.0 Communication in Language that is Easily Understood Policy*, CCA may engage the services of an interpreter if necessary so as to better understand the needs and wishes of the individual and so that this person may understand the functions of CCA.

### **5. Responsibility for Recruitment and Acceptance into Program**

#### Decision-making

The Coordinator is responsible for priorities in the recruitment of new Protégés into CCA using the *Annual Protégé Recruitment Plan* which is the focus of the year's work.

### Consultation / Agreement Process

When a potential Protégé is added to the working list, the Coordinator will confirm this with the Protégé and relevant others and try to ensure their agreement. Potential Protégés will be encouraged to use a supporter(s), if available, when deciding on their entry into the program.

### **6. Confidentiality**

All information about the person with disability including information recorded in the [Protégé Profile](#) is taken solely in order to find an advocate. It will stay secure and confidential at all times.

Should any individual not associated with Capricorn Citizen Advocacy request any specific information about any Protégé or citizen advocacy relationship, permission will be sought and received from the person/people involved before this information is released.

### **7. Personal Direct Involvement**

In order to get to know the person with disability, staff will undertake to visit the person in a range of situations. Care will be taken to ensure that such contact will not be interpreted as providing for the needs of that person.

Program staff should feel confident that when they have made a match that the Protégé does not suffer a loss or wounding due to consequent lack of contact with program staff.

### **8. Withdrawal from Program/Proceeding Without Agreement**

If a person with disability is unable to communicate their agreement and their guardian(s) express their wish for the person not to be involved, or to withdraw from Capricorn Citizen Advocacy, this wish will be considered carefully.

Staff may however, still decide to proceed with recruitment or to continue supporting the person, but only if it is considered that the person is at serious risk of abuse, restraint, or exploitation. In these cases, the decision will be made on the following basis only:

- Where Citizen Advocacy staff have carefully assessed the needs of the person with disability for an advocate, and
- Where the benefits of this individual having an advocate can be clearly demonstrated, and
- Where agreement of the Management Committee to proceed has been recorded.

### **9. Feedback and Ongoing Consultation**

Capricorn Citizen Advocacy staff will regularly and consistently explain to the person with disability what is happening. Staff will regularly consult with the person to ensure they are satisfied with Capricorn Citizen Advocacy's processes and interaction.

### **10. Complaints**

If there are any complaints regarding Capricorn Citizen Advocacy staff, the person with disability (or relevant, genuine others) will be encouraged to approach the program staff and use [5.0.0 Complaints Policy](#).

**11. Education and Information Workshops**

Staff will conduct regular workshops for advocates from Capricorn Citizen Advocacy at least once per annum. These workshops will cover issues such as understanding grievance procedures; legal rights; confidentiality; etc.

**Related Documents**

- 2.3.0 *Communicating in Language that is Easily Understood Policy*
- 2.4.0 *Referrals Policy*
- 3.0.3 *Advocate Orientation Policy*
- 3.1.1 *Recruitment of Protégés Policy*
- 3.1.2 *Consent of Protégés Policy*
- 3.1.2.1 *Consent of Protégés Form*
- 3.2.1 *Meeting Individual Needs Policy*
- 5.0.0 *Complaints Policy.*

- *Annual Protégé Recruitment Plan*
- *Annual Advocate Recruitment Plan.*
- *CAPE Rating 13: 'Clarity of Staff Function'*

**References**

*Principles of Citizen Advocacy as outlined in John O'Brien and Wolf Wolfensberger, Standards for Citizen Advocacy Program Evaluation (CAPE) (1988)*

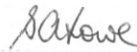
**Ratification**

**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)**