

DISABILITY ADVOCACY STANDARDS	KEY PERFORMANCE INDICATORS	EXAMPLES OF EVIDENCE (Summary)
<p>Standard 1: Accessing advocacy</p> <p>People with disability have opportunities to access advocacy on the basis of relative need and available resources.</p>	<p>1.1 The agency adopts, applies and promotes non-discriminatory entry rules in respect of age, gender, race, culture, religion or disability, living arrangements, consistent with the contractual obligations and purpose of the agency.</p> <p>1.2 The agency's entry and exit procedures are fair and equitable and consistently applied.</p> <p>1.3 People with disability are informed about how decisions about access and prioritisation are made.</p>	<p><i>All agencies</i></p> <ul style="list-style-type: none"> • Purpose statement that makes it clear who the agency works with to promote, protect and defend the welfare of and justice for people with disability <p><i>Agencies undertaking individual advocacy</i></p> <ul style="list-style-type: none"> • Observation of entry and exit policies and procedures highlighting non-discriminatory practice • Cultural awareness training • Agency information highlighting that there are no criteria to exclude people from the agency other than they must meet the funded target group's criteria • Monitoring and review of profile of clients assisted <p><i>Agencies undertaking systemic advocacy</i></p> <ul style="list-style-type: none"> • Established practices and policies for providing information and referrals where individual clients request advocacy • Established practices and/or policies for deciding and communicating which systemic issues the agency will work on • Established practices and policies of providing people with disability opportunities to contribute to / participate in the prioritising processes that determine which issues receive attention <p><i>Agencies undertaking citizen/ family/ self advocacy</i></p> <ul style="list-style-type: none"> • Established non-discriminatory practices and policies for identifying and/or responding to requests from people with a disability for opportunities to access advocacy • Annual protégé recruitment plan that reflects diversity and level of vulnerability of people with disability [citizen advocacy]

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<p>Standard 2: Individual needs</p> <p>People with disability receive advocacy that is designed to meet their individual needs and best interests.</p> <p>[Note: The term ‘individual need’ is used in this Standard to cover both the needs of an individual person (that may be met through individual advocacy) and the collective needs of people with disability (that may be met through systemic advocacy)]</p>	<p>2.1 Advocacy objectives are negotiated with the person or people with disability and reflect their needs.</p> <p>2.2 All advocacy activities reflect and respond to these needs, including opportunities to involve a support person of their choice</p> <p>2.3 In meeting the needs of a person or people with disability, the advocacy agency will seek to minimise conflict of interest or to deal with it transparently.</p>	<p><i>All agencies</i></p> <ul style="list-style-type: none"> • Agency policy on conflict of interest • Established practices and policies for identifying and transparently dealing with conflicts of interest • Management, staff and volunteer training in recognising and dealing with conflicts of interest • Examples of how the agency has taken into account the specific needs of people from Indigenous and CALD backgrounds <p><i>Agencies undertaking individual advocacy</i></p> <ul style="list-style-type: none"> • Established practices and policies for identifying, documenting, reviewing and closing individual cases • Observations of advocacy plans and activities being developed in partnership with people with disability or their guardians/carers where appropriate • Evidence of collecting and reviewing feedback about the extent to which the needs of the person with a disability are being met <p><i>Agencies undertaking systemic advocacy</i></p> <ul style="list-style-type: none"> • Established practices and policies for consulting with people with disability prior to systemic advocacy actions being undertaken on their behalf. In reactive cases (which often require quick responses), evidence that people with a disability and/or their agents have been informed of actions being undertaken on their collective behalf • Evidence of reporting of outcomes / review of advocacy process <p><i>Agencies undertaking citizen advocacy</i></p> <ul style="list-style-type: none"> • Established practices and policies for developing confidential individual written profiles detailing ‘need’ and seeking advocates based on their skills in relation to these needs • Observations of individual being given opportunity to discuss their draft profile • Details of completed relationships, and/or those being rematched or awaiting rematching • Established practices and policies for reviewing the extent to which the needs of the person with a disability are being met

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		<p><i>Agencies undertaking self advocacy</i></p> <ul style="list-style-type: none"> • Client Action Plans showing links between identified needs and personal goals • Observations of the development of Client Action Plans being client led
<p>Standard 3: Decision-making & choice</p> <p>People with disability have the opportunity to participate as fully as possible in making decisions about the advocacy activities undertaken.</p>	<p>KPI 3.1 People with disability are supported to make their own decisions about the advocacy activities they require.</p> <p>KPI 3.2 The advocacy agency acts upon the choices made by the person with a disability. Where a person with a disability has impaired decision making capacity, ethical guidelines will be used to inform decisions about advocacy activities.</p>	<p><i>All agencies</i></p> <ul style="list-style-type: none"> • Code of Practice or Ethics Guidelines for supporting people with disability in making decisions about advocacy activities • Observations of the way advocates interact with people with disability in making decisions about advocacy activities • Established practices and policies for determining a decision on behalf of person who has impaired decision making capacity e.g. consultation with them, documenting factors taken into account including knowledge gathered over time • Evidence of the involvement of people with disability in agency decision-making (e.g. representation on the Board) • Evidence of the involvement of people with disability involvement in all aspects of the quality system (e.g. participation in internal audits)

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		<p><i>Agencies undertaking individual advocacy/citizen advocacy</i></p> <ul style="list-style-type: none"> • Observation of information, strategies and ideas presented in ways that the person is able to understand • Observation of regular review processes to confirm the advocacy actions reflects the person’s choices and decisions • Feedback from service users <p><i>Agencies undertaking systemic advocacy</i></p> <ul style="list-style-type: none"> • Established practices and policies whereby people with disability are consulted prior to systemic advocacy actions being undertaken on their behalf, where appropriate and feasible • Observations of individual people with disability becoming involved in systemic advocacy activities of their choice <p><i>Agencies undertaking family advocacy</i></p> <ul style="list-style-type: none"> • Established practices and policies for sending clear and consistent messages to family members about discussing advocacy action with the person with a disability

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<p>Standard 4: Privacy, Dignity & Confidentiality</p> <p>The right of people with disability to privacy, dignity and confidentiality is recognised and respected.</p>	<p>4.1 The advocacy agency complies with the Information Privacy Principles of the <i>Privacy Act</i> 1988 in order to protect and respect the rights of people with disability.</p> <p>4.2 The advocacy agency promotes privacy, dignity and respect for people with disability.</p>	<p><i>All agencies</i></p> <ul style="list-style-type: none"> • Observations of the way advocates and agency staff talk and write about people with a disability • Clear privacy policy ensuring that decisions relating to privacy are made in the best interests of the person with a disability • Established practices and policies for obtaining consent where relevant and possible • Confidential information safely stored e.g. locked filing cabinets • Staff [and volunteers and contractors] sign confidentiality agreements • Provision of information about privacy in information kits or brochures to service users <p><i>Agencies undertaking individual advocacy/citizen advocacy</i></p> <ul style="list-style-type: none"> • Feedback from service users about the attitude of agency staff to people with a disability • Feedback from service providers on the attitudes of the advocacy agency to people with disability • Feedback from service users <p><i>Agencies undertaking systemic advocacy</i></p> <ul style="list-style-type: none"> • Language used in reports to describe people with disability • Feedback from stakeholders on the attitudes of the agency to people with disability <p><i>Agencies undertaking family advocacy</i></p> <ul style="list-style-type: none"> • Established practices and policies for sending clear and consistent messages to family members about discussing advocacy action with the person with a disability

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<p>Standard 5: Participation & Integration</p> <p>People with disability are supported and encouraged to participate and be involved in the community.</p>	<p>5.1 Through advocacy, opportunities for participation and involvement in the community are promoted.</p> <p>5.2 Where appropriate, the advocacy agency takes action to introduce, influence or produce positive systemic change in the community.</p>	<p><i>All agencies</i></p> <ul style="list-style-type: none"> • Purpose statement that makes it clear that the agency seeks to promote participation and integration • Examples of barriers to community participation raised with service providers and systemic advocacy agencies • By modelling acceptance and valuing people with disability in all advocacy activities <p><i>Agencies undertaking individual advocacy</i></p> <ul style="list-style-type: none"> • Examples of activities and issues that the agency engages in that support participation in community life • Examples of referrals of issues to systemic advocacy agencies

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		<p><i>Agencies undertaking systemic advocacy</i></p> <ul style="list-style-type: none"> • Periodic reports of systemic advocacy activities <p><i>Agencies undertaking citizen advocacy</i></p> <ul style="list-style-type: none"> • Examples of activities service users and advocates are involved in – while recognising that the citizen advocates and the person with a disability make their own decisions outside of the control of the funded agency • Observation that community participation is covered in citizen advocate orientation
<p>Standard 6: Valued Status</p> <p>The intrinsic value of people with a disability is recognised and each person is supported and encouraged to enhance their valued status in the community.</p>	<p>6.1 Through advocacy, the aspirations and strengths of people with disability are promoted.</p> <p>6.2 The advocacy agency promotes the intrinsic value and the valued status of people with a disability in all its activities.</p>	<p><i>All agencies</i></p> <ul style="list-style-type: none"> • The way people with disability are referred to in agencies promotional material and reports • Public speaking at conferences, lectures and professional gatherings to promote a positive image of people with disabilities • Observations of the practices used by the advocacy agency in undertaking its work

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		<ul style="list-style-type: none"> • Examples of issues raised with service providers and systemic advocacy agencies <p><i>Agencies undertaking individual advocacy</i></p> <ul style="list-style-type: none"> • Examples of activities and issues that the agency engages in that support the valued status of people with a disability • Examples of referrals of issues to systemic advocacy agencies <p><i>Agencies undertaking systemic advocacy</i></p> <ul style="list-style-type: none"> • Periodic reports of systemic advocacy activities <p><i>Agencies undertaking citizen advocacy</i></p> <ul style="list-style-type: none"> • Examples of activities service users and advocates are involved in that promote the intrinsic value and the valued status of people with disability– while recognising that the citizen advocates and the person with a disability make their own decisions outside of the control of the funded agency • Observation that valued status is covered in citizen advocate orientation
<p>Standard 7: Complaints &</p>	<p>7.1 The advocacy agency informs people about how to raise</p>	<p><i>All agencies</i></p>

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<p>Disputes</p> <p>People with disability who have a complaint or dispute with the advocacy agency, are encouraged to raise it, and have it resolved, without fear of retribution.</p>	<p>7.2</p> <p>complaints or disputes about any areas of dissatisfaction with the advocacy agency, without fear of retribution.</p> <p>The advocacy agency seeks to resolve complaints or disputes raised by people with disability, with access to both internal and external complaints resolution mechanisms.</p>	<ul style="list-style-type: none"> • Documented complaints policy and procedures • Established practices and policies for investigating and resolving complaints – cover both internal and external complaints resolution mechanisms, including the Complaints Resolution and Referral Service (CRRS) • Observations and file review of the processes used in investigating and resolving complaints • Established practices and policies for promotion of complaints mechanism • Reviews of complaints mechanism involving service users to ensure mechanisms are appropriate to potential complainants • Staff attributes to complaints and disputes • Service user feedback about the complaints mechanism • Complaints register

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<p>Standard 8: Agency Management</p> <p>Each agency adopts quality management systems and practices that optimise the effectiveness of advocacy for people with disability and facilitates continuous improvement.</p>	<p>8.1 The advocacy agency has clearly stated aims and objectives that communicate to people with disability and other relevant stakeholders the scope and limitations of the agency.</p> <p>8.2 The advocacy agency has management systems in place that facilitate quality management practices and continuous improvement.</p> <p>8.3 The advocacy agency is structured and operates independently, in such a way that it is as free as possible from conflicts with the best interests of people with disability.</p>	<p><i>All agencies</i></p> <ul style="list-style-type: none"> • Documented agency aims and objectives • Established practices and policies for promotion and communication of agency aims and objectives with service users and stakeholders • Reviews of agency management systems involving service users – including documented annual internal audits and continuous improvement plans • Clear governance arrangements • Established practices and policies for performance and risk reporting to the governing body • Documented policy on agency independence • Agency management and staff can provide practical examples of how they operate to ensure they are as free as possible from things that conflict with the best interests of people with disability • Evidence of the involvement of people with disability involvement in all aspects of the quality system (e.g. participation in internal audits) • Minutes of management committee meetings • Documented roles and responsibilities of management committee office bearers

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<p>Standard 9: Employment</p>	<p>-</p>	<p>Not relevant to advocacy agencies</p>
<p>Standard 10: Training & Support People with disability are supported to self-advocate, where appropriate.</p> <p>[Note: Advocacy agencies are not training and support providers. Under some advocacy approaches, training and support is delivered to assist people with disability, either directly or through their family/ citizens, to meet their advocacy objectives]</p>	<p>10.1 The advocacy agency supports the capacity of people with disability to self-advocate.</p>	<p><i>All agencies</i></p> <ul style="list-style-type: none"> • Agency promotional material that makes it clear the extent, if at all, the agency provides training and support • Established practices and policies for supporting people with disability where they want to self-advocate <p><i>Agencies undertaking self-advocacy</i></p> <ul style="list-style-type: none"> • Established practices and policies for developing the capacity of people with disability to self-advocate <p><i>Agencies undertaking citizen advocacy</i></p> <ul style="list-style-type: none"> • Established practices and policies for developing the capacity of protégés to assist people with disability meet their advocacy objectives <p><i>Agencies undertaking family advocacy</i></p> <ul style="list-style-type: none"> • Established practices and policies for developing the capacity of

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		<p>family members to assist people with disability meet their advocacy objectives</p>
<p>Standard 11: Staff, Recruitment, Employment & Training</p> <p>Each person who has an employment relationship with the advocacy agency has appropriate skills and competencies.</p> <p>[Note: This standard only relates to paid and unpaid staff who come under the control of the advocacy agency. In citizen and family advocacy, the advocates do not have an employment relationship</p>	<p>11.1 The advocacy agency ensures that staff have relevant skills and competencies.</p> <p>11.2 The advocacy agency provides opportunities for the appropriate and continuing training and skills development for each staff member.</p>	<p><i>All agencies</i></p> <ul style="list-style-type: none"> • Current list of all people who have an employment relationship with the advocacy agency • Position descriptions of all paid and unpaid staff that describe skills and competencies needed for the advocates role • Established practices and policies for recruitment & induction that ensure paid and unpaid staff have the necessary skills and competencies for their position, including relevant qualification (where appropriate) • Annual staff appraisals conducted • Training and development plans for all staff <p><i>Agencies undertaking citizen advocacy</i></p> <ul style="list-style-type: none"> • Independent evaluations of practices for developing the

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with the advocacy agency.]		capacity of citizen advocates to assist people with disability meet their advocacy objectives
<p>Standard 12: Protection of Human Rights & Freedom from Abuse</p> <p>The advocacy agency acts to prevent abuse and neglect and to uphold the legal and human rights of people with disability.</p>	<p>12.1 The advocacy agency takes all practical and appropriate steps to prevent abuse, neglect and discrimination of people with disability.</p> <p>12.2 The advocacy agency upholds and promotes the legal and human rights of people with disability.</p>	<p><i>All agencies</i></p> <ul style="list-style-type: none"> • Staff knowledge and skills in recognising and report criminal activities, abuse and neglect • Agency management and staff can provide practical examples of how they act to prevent abuse and neglect – including seeking out people with disability who are abused or neglected and who would not normally come to the attention of other agencies [e.g. outreach programs]

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