



Advocacy

POLICY & PROCEDURE

Policy Version 1.0

Category: Administrative *(Required by Legislation)*

Adopted: January 2022



Advocacy Policy & Procedure

Policy Statement

The Winton Shire Council (WSC) Human Services Quality Framework team supports Client decision-making and choices regarding the services we provide. The HSQF team actively support and promote the use of advocates, support people, and/or representatives in empowering and/or assisting the Client to make decisions that affect their lives, making choices for themselves, and interacting with us.

Council will continue to build on known strengths, champion creative solutions and seek new and sustainable ways to deliver superior outcomes in relation to the services provided by our Human Services Quality Framework team.

Scope

This Human Services Quality Framework (HSQF) policy and procedure applies to Council's HSQF team members, Service Providers and Volunteers.

Council's HSQF services include:

- Youth / Sports / Recreation
- 60 & Better
- Family Support

This policy and procedure applies also to Council's Clients who use the HSQF services provided by the HSQF team members, volunteers and other Council Service Providers.

Human Services Quality Standards:

The Human Services Quality Framework (HSQF) is underpinned by a commitment to efficient and effective business operations that result in quality outcomes for clients. The framework contains six Human Services Quality Standards:

Standard 1 — Governance and management

Standard 2 — Service access

Standard 3 — Responding to individual need

Standard 4 — Safety, wellbeing and rights

Standard 5 — Feedback, complaints and appeals

Standard 6 — Human resources.

The standards have been developed to include the core components of quality standards used in disability, child safety, community and community care services and are based on the following principles.

Respecting human rights — services are planned and delivered in a manner that respects the individual's human rights, in keeping with the United Nations Universal Declaration of Human Rights.

Social inclusion — services are planned and delivered to promote opportunities for people to be included in their community.

Participation — people using services are included in decision-making about the service they receive.



Choice — people using services are provided with the opportunity for choice regarding the service they receive and where and how they receive it, within available resources.

https://www.qld.gov.au/data/assets/pdf_file/0017/55214/human-services-quality-standards.pdf

Definitions

Client – A person who receives approved services from a service provider

Council – Winton Shire Council

HSQF – Human Services Quality Framework

NDIS – National Disability Insurance Scheme, provides support to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability.

PROCEDURE

General Responsibilities

Management shall ensure that the HSQF team adopt a Client decision-making approach in relation to the services they provide. Management shall ensure the establishment and delivery of safe service outcomes to all Clients, by trained and experienced HSQF team members. Management shall ensure that each Client is provided services that is:

- Best practice
- Tailored to the Client's needs
- Optimises the Clients health and well-being

The HSQF team shall follow the requirements of this policy/procedure and where possible, participate in development opportunities, and deliver safe services that address the Client's HSQF needs.

Council encourages Clients to provide input into and feedback on the Council HSQF services they utilise.

What is Advocacy

Advocacy achieves positive social change through diplomacy, trust and relationship building, education and information, use of communication and media and planned partnerships, with full respect for fundamental humanitarian principles.

Effective advocacy promotes, protects and supports an individual or groups full and equal human rights, including:

- Listening to the person/s they are working with
- Identifying the issues they can help the individual/s with
- Giving the person/s information about their options for addressing the issues
- Helping the person/s to present and express their views and wishes to others
- Helping the person/s to understand and defend their rights
- Show independence and assist the person/s with disabilities

Information Provided by Council

Council's HSQF team shall provide Clients and the community with:

- Information about Council HSQF services available
- Information on how Clients can make application for the services



- Contact details of support and service providers
- Other organisations who provide HSQF services relevant to that of Council's.

Information will be made readably available:

- At the Winton Neighbourhood Centre foyer
- Council's Main Office
- On notice boards
- By HSQF team members – with contracts and agreements / Client interviews etc.

Additional HSQF support and advocacy organisations relevant to the HSQF services that Council provides, can be found on – The Office of the Public Guardian website
www.publicguardian.qld.gov.au

Contact details include:

Phone for Adults:	1300 653187
Phone for children and young people:	1800 661 533
Email:	publicguardian@publicguardian.qld.gov.au

Communication

- Council's HSQF team shall have access to this policy/procedure.
- The HSQF team shall be provided with opportunities to be involved in the review of this policy/procedure.
- All relevant employees shall read and understand this policy/procedure at the time of their employment and orientation.
- Changes/amendments made to this policy/procedure document shall be communicated to the relevant HSQF team members.

Enforcement

The failure of any employee to comply with this policy/procedure in its entirety may lead to:

- Council's performance management process being implemented - which may involve refresher or further training, or
- Modification or termination of employment.

Related Council Documentation

- Feedback and Complaints Policy and Procedure
- Privacy and Confidentiality Policy
- HSQF Risk Register
- School Holiday Program – Agreement (Form)
- Risk Assessments
- WSC Risk Management Framework and Guidelines

Legislation, Recognised Authorities and Other Sources

- Anti-Discrimination Act 1991
- Aged Care Quality Standards
- Aged Care Act 1997
- Aged Care Quality and Safety Commission <https://www.agedcarequality.gov.au/>



- Charter of Aged Care rights <https://www.agedcarequality.gov.au/consumers/consumer-rights>
- Home Care Packages Program Guidelines 2015
- Human Services Quality Framework (HSQF) Standards
- Human Rights Act 2019 (Qld)
- National Disability Insurance Scheme (NDIS) Practice Standards
- NDIS Quality and Safeguards Commission <https://www.ndiscommission.gov.au/>
- NDIS Code of Conduct [NDIS Code of Conduct \(NDIS Providers\) | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#)
- Privacy Act 1988 (Federal)
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

CEO Discretion

Where applicable, the CEO can apply their discretion as to the enforcement of the requirements outlined in this policy/procedure and any requests for variations to this document.

Review of Policy

This policy/procedure remains in force until amended or repealed by resolution of Council. This document will be reviewed biannually or as required.

RECORD OF AMENDMENTS and ADOPTIONS			
DATE	REVISION NO	REASON FOR AMENDMENT	ADOPTED BY COUNCIL
January 2022	V1.0	Preparation for Council Adoption	20 January 2022

