



**Australian Government**

**Department of Families, Housing,  
Community Services and Indigenous Affairs**

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## **Part C**

# **Services and Support for People with Disability Program: Application Information for National Disability Advocacy Program**

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## Preface

These guidelines provide the framework for the implementation and administration of Services and Support for People with Disability.

The Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA or the Department) has a suite of documents (the **Program Guideline Suite**) which provide information relating to the program. They provide the key starting point for parties considering whether to participate in the program and form the basis for the business relationship between FaHCSIA and the funding recipient and can include:

- **Part A: Program Guidelines** provides an overview of Program and the Activities relating to the program;
- **Part B: Information for Applicants** provides information on the Application, Assessment, Eligibility, Selection and Complaints processes; Financial and Funding Agreement arrangements.
- The **Application Form** to be completed by applicants applying for funding during a selection process if there is one. Information on application processes will be available on the FaHCSIA website at: [www.fahcsia.gov.au/grantsfunding/currentfunding/Pages/default.aspx](http://www.fahcsia.gov.au/grantsfunding/currentfunding/Pages/default.aspx).
- **Part C: Activity Information** provides specific information on the Activity, Selection Criteria (if an application process is being undertaken), Performance Management and Reporting. This part should be read in conjunction with the Draft Funding Agreement for the Activity and the [Standard Terms and Conditions](#). Note – not all activities have a Part C.

FaHCSIA reserves the right to amend these documents from time to time by whatever means it may determine in its absolute discretion and will provide reasonable notice of these amendments.

## Table of Contents

<b>PREFACE .....</b>	<b>2</b>
<b>1 OVERVIEW OF THE SERVICES AND SUPPORT FOR PEOPLE WITH DISABILITY PROGRAM ...</b>	<b>4</b>
1.1 PROGRAM OUTCOMES.....	4
1.2 PROGRAM COMPONENT OBJECTIVES: .....	4
1.3 AIMS AND OBJECTIVES .....	4
<b>2 OVERVIEW OF THE NATIONAL DISABILITY ADVOCACY PROGRAM.....</b>	<b>5</b>
2.1 AIMS AND OBJECTIVES .....	5
2.2 TARGET GROUP .....	5
2.3 FUNDING FOR THE ACTIVITY .....	5
2.4 ELIGIBLE AND IN-ELIGIBLE ACTIVITIES .....	6
2.4.1 <i>Eligible Activities</i> .....	6
2.4.2 <i>In-eligible Activities</i> .....	7
2.5 ACTIVITY LINKS AND WORKING WITH OTHER AGENCIES AND SERVICES.....	7
2.6 SPECIALIST REQUIREMENTS (E.G. LEGISLATIVE REQUIREMENTS) .....	7
2.7 INFORMATION TECHNOLOGY.....	7
2.8 ACTIVITY PERFORMANCE AND REPORTING .....	7
2.8.1 <i>Financial Acquittal Reports</i> .....	8
2.8.2 <i>Disability Services Census</i> .....	8
2.9 CONFLICT OF INTEREST IN PROVIDING ADVOCACY SUPPORT.....	8
2.10 CONSUMER ACCESS TO DISABILITY ADVOCACY SUPPORT .....	9
2.10.1 <i>Rural and Remote Access</i> .....	9
2.10.2 <i>Aboriginal and Torres Strait Islander Access</i> .....	9
2.10.3 <i>Diverse Cultural and Linguistic Backgrounds Access</i> .....	10
2.10.4 <i>Providing Support Outside Funded Areas</i> .....	10
2.11 QUALITY ASSURANCE.....	10
2.11.1 <i>Consumer/Disability Advocacy Issues</i> .....	10
2.11.2 <i>Reviews</i> .....	10
2.11.3 <i>Section 14K Audit</i> .....	11
2.11.4 <i>Failure to meet the Disability Services Standards</i> .....	13
2.11.5 <i>Self Assessment</i> .....	13
2.12 ACKNOWLEDMENT OF OUR SUPPORT .....	13
2.13 CHANGE OF LEGAL ENTITY DETAILS .....	14
2.14 CLOSURE OF AN AGENCY .....	14
2.15 RECORDS AND SECURITY OF INFORMATION.....	14
2.16 COMPLAINTS ABOUT ADVOCACY AGENCIES.....	14
<b>3 APPLICATION PROCESS .....</b>	<b>15</b>
<b>4 SPECIAL CONDITIONS APPLYING TO THIS ACTIVITY.....</b>	<b>15</b>
<b>5 CONTACT INFORMATION.....</b>	<b>15</b>
<b>6 DEFINITION AND MODELS OF ADVOCACY .....</b>	<b>16</b>
<b>7 APPENDICES.....</b>	<b>18</b>
7.1 APPENDIX A - DISABILITY SERVICES STANDARDS AND SUPPORTING STANDARDS .....	18

# 1 Overview of the Services and Support for People with Disability Program

## Disability and Carers

The Australian Government helps to support people with disability, their families and carers, through programs and services, benefits and payments.

The Services and Support for People with Disability Program provides support to people with disability, their families and carers, through grants and funding to organisations that deliver services for people with disability.

Under Services for People with Disability, the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) funds a number of services for people with disability and their carers, including supported employment services, advocacy, a national booking service for Auslan interpreting services, print disability services, support services for children with Autism Spectrum Disorder, respite services, and accessible communities and supported accommodation for people with disability.

FaHCSIA is also working closely with the state and territory governments on 10 key priority areas under the National Disability Agreement.

### 1.1 Program Outcomes

To provide supported employment and improve access to information, advocacy and services for people with disability so they can develop their capabilities and actively participate in community and economic life.

### 1.2 Program component objectives:

#### Services for People with Disability

To provide social support and community-based care for people with disability, their carers and their families, to promote independence, self reliance and participation in the community.

#### Services for People with Disability (Special Account)

The purpose of the Services for People with Disability (Special Account) is to manage receipts and expenses on projects which relate to the National Disability Agreement.

### 1.3 Aims and objectives

Outcome 5 - Disability and Carers aims to provide an adequate standard of living, improved capacity to participate economically and socially and manage life transitions for people with disability and/or mental illness and carers through payments, concessions support and care services.

The Services and Support for People with Disability program aims to provide access to improve access to information, advocacy and services for people with disability so they can develop their capabilities and actively participate in community and economic life.

## **2 Overview of the National Disability Advocacy Program**

The National Disability Advocacy Program (NDAP) provides people with disability access to effective disability advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling full community participation.

The policy and implementation of the NDAP will be guided by the principles and objectives of key legislation, conventions, agreements and frameworks, including but not limited to: the *United Nations Convention on the Rights of Persons with Disabilities*; the *National Disability Strategy*; the *National Disability Agreement*, the *National Disability Advocacy Framework*; and the *Disability Services Act 1986 (DSA)*.

NDAP disability advocacy agencies receive funding under the *DSA*. The *DSA* and its associated *Principles and Objectives* have a focus on outcomes for people with disability. The *Disability Services Standards (Eligible Service Standards) (FaHCSIA) Determination 2010* define the elements of quality disability support for people with disability (refer Appendix A). All disability advocacy agencies funded under the NDAP must comply with the *DSA* and the applicable *Disability Services Standards*.

These Guidelines will be reviewed from time to time in consultation with people with disability and the disability advocacy sector.

### **2.1 Aims and objectives**

The objective of the NDAP is that:

- People with disability have access to effective disability advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling full community participation.

### **2.2 Target group**

The target group for advocacy support provided by NDAP agencies, as required under section 8 of the *DSA*, consists of people with disability that:

- (a) is attributable to an intellectual, psychiatric, sensory or physical impairment or a combination of such impairments;
- (b) is permanent or likely to be permanent; and
- (c) results in:
  - (i) a substantially reduced capacity of the person for communication, learning or mobility; and
  - (ii) the need for support services.

### **2.3 Funding for the activity**

Funding under the NDAP is grant of financial assistance made by the Minister or delegate under the *DSA*.

Funding will be provided to agencies subject to:

- Signing and complying with the terms and conditions of the grant of financial assistance as set out in the Funding Agreement;
- Complying with the *DSA*, including the *Disability Services Standards*;
- Meeting all other relevant legislative requirements;
- Meeting all performance requirements; and
- Complying with these Program Guidelines.

Agencies are funded to provide disability advocacy support:

- Within a specified geographic coverage – collectively called an area group these are currently either state-wide or by Local Government Areas (LGAs);
- Using a specified model or models of disability advocacy support, and may also be funded to;
- Provide assistance to specific groups including:
  - Aboriginal and Torres Strait Islanders; and/or
  - People from diverse cultural and linguistic backgrounds; and/or
  - People with a particular disability type e.g. acquired brain injury.

## **2.4 Eligible and In-eligible Activities**

### **2.4.1 Eligible Activities**

Program funding is to be used in accordance with the *DSA*, the Funding Agreement and the Program Guidelines for the delivery of disability advocacy support to people with disability.

The funding may be used for:

- Staff salaries and on-costs which can be specifically and directly attributed to the provision of disability advocacy support in the identified area or areas;
- Staff training;
- Operating expenses directly related to the delivery of services, such as office materials, utilities, insurances, vehicle leases, office equipment, telephones, bookkeeping, and audit costs;
- Travel within Australia related to the direct provision of advocacy support;
- Administrative expenses, for example:
  - Salaries (Administration personnel),
  - Telephones,
  - Rent and outgoings,
  - Computer / IT,
  - Insurance,

- Utilities,
- Postage,
- Stationery,
- Accounting and auditing.

Advocacy services provided under the NDAP are voluntary, confidential and free of charge.

### **2.4.2 In-eligible Activities**

Program funding may not be used for:

- Costs that are not directly and specifically related to the delivery of disability advocacy support in the identified area or areas;
- Advocacy support for people outside the target group;
- Disability advocacy support for people outside the areas identified in the Funding Agreement, unless in the circumstances outlined in section 2.10.4;
- Camps, social activities or to promote religious activities;
- Overseas travel;
- Capital works (e.g. buildings) or improvements to premises. This does not include office fit-out; and
- Purchase of assets in excess of \$10,000, including motor vehicles.

### **2.5 Activity links and working with other agencies and services**

None specified

### **2.6 Specialist requirements (e.g. Legislative requirements)**

Agencies funded under the NDAP must comply with all relevant laws and in particular the DSA including the applicable *Disability Services Standards* (see Appendix A).

### **2.7 Information technology**

Disability advocacy agencies are expected to ensure they have suitable information technology systems in place to allow them to meet their data collection and reporting obligations.

Agencies must have access to email services and information technology systems compatible with Microsoft Word and Excel.

### **2.8 Activity performance and reporting**

The FaHCSIA Standard Performance Framework requires that all Standard Funding Agreement Schedules include a set of performance indicators (PIs) which can be used to measure and report on the performance of the funded activities. Targets will be negotiated with agencies prior to entering into a Funding Agreement.

**Table 1 National Disability Advocacy Program Performance Indicators**

<b>National Disability Advocacy Program Performance Indicators (PI's)</b>
<b>Funding Agreement PI's</b>
Advocacy Support (includes Individual Advocacy, Self-Advocacy, Family Advocacy, Legal Advocacy and Citizen Advocacy)
<b>How much did agencies do?</b>
Number of people with disability provided with advocacy support
<b>Did it make a difference?</b>
The Department will undertake further consultations with NDAP agencies during 2011 to improve the linkage between the PI's and the aims and objectives of the NDAP Program.

*FaHCSIA is aware that complex cases may affect the PI's and this will be addressed with each agency.*

### **2.8.1 Financial Acquittal Reports**

The NDAP funding must be reported separately from all other sources of income. Funding not spent by the end of the Funding Agreement cannot be rolled over and must be repaid to the Department. This is a requirement under the *Financial Management and Accountability Act 1997*.

Disability advocacy agencies need to complete an independently audited financial acquittal report as part of the Funding Agreement requirements. The financial report must meet the requirements as set out in the Funding Agreement and must be provided by the due date.

### **2.8.2 Disability Services Census**

NDAP agencies must provide information annually to the Disability Services Census conducted by the Department. Information about the Disability Services Census and a Data Guide for disability advocacy agencies will be made available each year on the website at: [www.fahcsia.gov.au](http://www.fahcsia.gov.au).

The data collected will inform national reporting purposes under the National Disability Agreement (previously the Commonwealth State Territory Disability Agreement). This information is provided to the Australian Institute of Health and Welfare for collation into the Disability Services National Minimum Data Set.

### **2.9 Conflict of Interest in providing Advocacy Support**

All appropriate steps should be taken to avoid any conflict of interest. If it does occur it should be declared and steps taken within the disability advocacy agency to address the situation.

Some examples of conflict of interest and possible responses include:

- Where there is a conflict of interest because the advocate has a relationship with the consumer, the advocate's manager should be informed and an alternative advocate assigned to the case.
- Where there are two or more people with disability in conflict with each other an appropriate response would be for one of the consumers to be referred to another agency. One way of determining which consumer should be referred is to apply the agency's prioritising policy and refer the consumer with the lower priority. Alternatively the agency may act for the first consumer to contact the agency.

- Where an organisation provides disability services and advocacy support, they need to have an appropriate conflict of interest policy in place. In particular, the policy will need to include how the organisation is structured and operates to avoid conflict of interest.

### **2.10 Consumer Access to disability advocacy support.**

All people with disability residing in the area defined in the Funding Agreement should have equal access to disability advocacy support. In doing so, funded disability advocacy agencies are expected to meet the diverse needs of their community and ensure all groups can access culturally and socially appropriate support.

Assessments for consumer access to disability advocacy support under the NDAP should be based on relative need and cannot:

- Be based on religious or spiritual considerations. Further, consumers should not be required to undertake religious or spiritual education to access support under the NDAP; and/or
- Require consumers to become members of any organisation.

Family members of a person with disability are not eligible for disability advocacy support under the NDAP unless it is directly related to support the person with disability.

#### **2.10.1 Rural and Remote Access**

It is normally expected that NDAP agencies funded to provide advocacy support in rural and remote areas have an outlet in that region. If it is not feasible to have a 'stand-alone' agency or outlet, outreach services can be used to facilitate the provision of disability advocacy support to people in remote and rural areas. The outreach service can operate either by locating an advocate in the area or by visiting the area on a regular basis. The Department should be informed of operational arrangements, including the locations of outlets and the frequency of visits.

Disability advocacy agencies funded to provide state-wide advocacy provision and those providing advocacy through outreach should link with key local organisations and individuals such as other human service providers, Centrelink Social Workers etc in their area of coverage.

#### **2.10.2 Aboriginal and Torres Strait Islander Access**

All funded disability advocacy agencies have a responsibility to provide disability advocacy support to Aboriginal and Torres Strait Islanders.

The Department has developed the *Toolkit for Indigenous Service Provision* which consolidates information and resources into a single package that any of the disability advocacy agencies can use to:

- Review their current practices;
- Build their knowledge and relationship; and
- Develop, implement and evaluate strategies.

The Toolkit can be applied across a whole organisation or within a specific location or activity or service area that the Department specifically funds.

The Toolkit can be found at:

[http://www.fahcsia.gov.au/sa/indigenous/pubs/general/toolkit\\_service\\_provider/Pages/default.aspx](http://www.fahcsia.gov.au/sa/indigenous/pubs/general/toolkit_service_provider/Pages/default.aspx)

There are a small number of specialist Indigenous disability advocacy agencies funded under the NDAP.

Specialist disability advocacy agencies can act in an advisory capacity to assist the generalist agency to provide culturally appropriate disability advocacy support.

### ***2.10.3 Diverse Cultural and Linguistic Backgrounds Access***

All disability advocacy agencies have a responsibility to provide disability advocacy support to people from diverse cultural and linguistic backgrounds.

NDAP funds some specialist disability advocacy agencies for people from diverse cultural and linguistic backgrounds.

Specialist services can act in an advisory capacity to assist a generalist agency to provide culturally appropriate disability advocacy support.

### ***2.10.4 Providing Support Outside Funded Areas***

Disability advocacy agencies are funded to provide disability advocacy support within geographical boundaries (Local Government Areas or LGAs) and should ensure support is provided to people with disability within their funded area.

NDAP agencies must not provide advocacy services to people with disability outside of their geographical boundaries as defined in their Funding Agreement without gaining prior approval from the Department.

Where a consumer moves outside an advocacy agency's funded area a referral to an appropriate agency should be given.

## ***2.11 Quality Assurance***

### ***2.11.1 Consumer/Disability Advocacy Issues***

Each agency should have a planned approach to meeting the support needs of consumers which is documented and regularly reviewed. Agencies providing systemic advocacy should also have a planned approach to progressing systemic issues, which is documented and regularly reviewed. The planned approach should include the date commenced, strategies, review dates, date closed and the final outcome achieved.

### ***2.11.2 Reviews***

During the term of the Funding Agreement the Department may conduct reviews of the agency's performance against the requirements of the Funding Agreement.

The Department will give reasonable notification to disability advocacy agencies of any review that may take place.

The disability advocacy agency will be required to provide information in accordance with their Funding Agreement. This information will be used to evaluate performance, value for money and track any issues that may affect the operation of the Program.

### **2.11.3 Section 14K Audit**

Under section 14K (s14K) of the *DSA*, the Minister must ensure that the s14K audit is conducted at least every five years. The audit measures the extent to which a disability advocacy agency has fulfilled the terms and conditions of funding. This takes the form of a departmental audit and pays particular attention to the extent to which the agency has complied with the Disability Services Standards.

Disability advocacy funded agencies are required to be audited against the eight applicable Disability Services Standards and supporting standards (Appendix A).

The s14K audit requires a Desktop and Field Audit. The process is outlined in Table 2.

A **Desktop Audit** involves analysing documentation (policies and procedures) provided by agencies, as well as using information already at the Department's disposal. This analysis provides an initial assessment of the performance of the agency against the Disability Services Standards.

A **Field Audit** involves discussions with consumers, staff and management in order to verify their awareness and demonstration of policies and procedures. It also includes observations of practices, records and documents.

**Table 2 Process for s14k Audit**

Key Activity	Considerations	Timeframe
Disability advocacy agency receives a letter from the Department advising of the s14K audit.		Within each five year time frame.
Disability advocacy agency provides the Department with copies of the necessary policies and procedures which demonstrate consistency with the standards. These documents will be assessed as part of the Desktop Review.	<p>The agency is required to clearly identify which standard the documents are evidence of meeting.</p> <p>The Audit is undertaken at the organisational level. If an agency has more than one 'outlet', policies and procedures that cover all outlets and any specialisations will need to be provided.</p>	Three weeks from receipt of letter from the Department.
Desktop Review of documentation conducted by the Department.		
Field Audit -preliminary findings are discussed with the agency at the end of the Field Audit.	<p>If a disability advocacy agency has more than one 'outlet', field visits may be required for all outlets and will be determined based on the evidence provided at the Desktop Audit.</p> <p>Agencies should ensure that they have board, staff and consumer representation at the field audit process.</p> <p>A representative sample of stakeholders should be consulted.</p> <p>Consumers included in the field audit should have received advocacy support within the last twelve months and have provided the NDAP agency with written consent to disclose information as per the Schedule to the Funding Agreement.</p> <p>A sample of files for consumers who received advocacy support within the last twelve months should also be made available with consumer consent.</p> <p>The sample of consumers and consumer files must represent all models of advocacy agencies are funded for and a cross section of disability types, Aboriginal or Torres Strait Islanders, people from culturally and linguistically diverse background, age, gender and geographic coverage.</p>	Within six weeks from receipt of the desktop documentation.
Final Audit Report.	In the case of non-compliance, an agency may be given a maximum of six months to rectify the issue. The Department will undertake verification of compliance at the end of this time.	Within ten working days following the completion of the audit.

### **2.11.4 Failure to meet the Disability Services Standards**

Where the s14K indicates that standards are not being met and the disability advocacy agency does not agree, one or more of the following actions may take place:

- Allowance of a three month period during which all concerned can review the outcome of the audit and present further material and submissions;
- Seek the assistance of an independent facilitator to mediate ; or
- Request a review by a Disability Standards Review Panel (DSRP). A request for a review by the DSRP can only be made if the Minister made a declaration of failure to meet standards under s14G of the *DSA*.

Where the audit indicates serious non-compliance with standards and/or attempts to resolve any disagreement have not succeeded, the Department may apply sanctions, including ceasing to provide further funding.

### **2.11.5 Self Assessment**

Disability advocacy agencies are required to conduct an annual Self Assessment against the applicable Disability Services Standards.

The aim of the assessment is to identify how well the agency is performing in meeting the needs of consumers and whether the quality of the service could be further improved.

The Self Assessment is a review conducted internally by the disability advocacy agency. Consumer input is an integral component of the Self Assessment and provides a valuable indicator of the level of quality the agency is currently providing. The Self Assessment is also designed to highlight improvement opportunities to ensure the agency maintains quality systems and practices in the future.

Self Assessment against each standard should include:

- A self assessment rating for each supporting standard (compliant or non-compliant);
- Evidence of practice; and
- An Improvement Action Plan, which should include:
  - What the agency will do;
  - How the agency will do it;
  - When will the agency do it?

### **2.12 Acknowledgement of our Support**

The following wording is to be used to acknowledge the support of the Department in all material you publish:

*Funded by the Australian Government Department of Families, Housing,  
Community Services and Indigenous Affairs*

### **2.13 Change of Legal Entity Details**

NDAP disability advocacy agencies must provide the Department with written notification of any change of name, address or operational changes within 30 days of effect.

### **2.14 Closure of an Agency**

NDAP agencies must notify the Department immediately if they become insolvent or are no longer able to provide advocacy support as required under the Funding Agreement.

In this instance, the agency is expected to work with the Department to ensure that consumers are referred to another appropriate agency.

### **2.15 Records and security of information**

Disability advocacy agencies are required to keep accurate records and accounts (including receipts, proof of purchase and invoices), to show how they spent the funding and carried out the activity. Files of consumers assisted with NDAP funding form part of the documents relating to the Funding Agreement. Records should be stored in a secure place and disposed of in an appropriate manner.

Agencies are required to ensure that records are retained in their original form for at least five years following the expiration or termination of the Funding Agreement.

### **2.16 Complaints about Advocacy Agencies**

For general guidelines on complaints refer to Section 6 of Part B of the Program Guidelines Suite. An additional complaints process is available for complaints about disability advocacy agencies through the Complaints Resolution and Referral Service (CRRS).

Disability advocacy agencies should have processes in place for the management of complaints in a positive, timely and fair way. Initially, complaints (from consumers or others) should be raised directly with the disability advocacy agency.

Although most complaints should be handled by the disability advocacy agency in the first instance, particular complaints will require an external referral such as complaints of a serious or sensitive nature that cannot be handled by the disability advocacy agency. These may include allegations of assault or abuse and neglect which should be referred to police.

If a satisfactory resolution is not reached through the agency's internal complaints system, or if the complainant prefers to raise the matter with an independent agency, the complaint can be referred to the CRRS.

The CRRS is an independent service, funded by the Australian Government that helps sort out complaints about services funded under the Commonwealth DSA, including disability advocacy services.

Complaints can be made to the CRRS about any problem about an advocacy service, such as not getting a service or being unfairly exited or any other issues related to the Disability Services Standards.

The CRRS may be contacted on:

Phone: free call 1800 880 052 or 02 9370 3174

Fax: 02 9318 1372

TTY: free call 1800 301 130

Mail: Locked Bag 2705, Strawberry Hills, NSW 2012

Email: [crrs@pwd.org.au](mailto:crrs@pwd.org.au)

National Relay Service: Call 1800 555 677 and ask them to call the CRRS for you.

Translating and Interpreting Service: Call 13 14 50 and ask them to call the CRRS for you.

Further information can be found on the CRRS website at: [www.crrs.org.au](http://www.crrs.org.au).

### **3 Application Process**

At present there are no selection processes for the National Disability Advocacy Program.

### **4 Special Conditions applying to this Activity**

None specified.

### **5 Contact information**

The person to contact within the Department about the National Disability Advocacy Program is:

Section Manager

Disability Advocacy and Access

Disability and Carers Program

Department of Families, Housing, Community Services and Indigenous Affairs

PO Box 7576

Canberra Business Centre ACT 2610

Email: [disabilityadvocacy@fahcsia.gov.au](mailto:disabilityadvocacy@fahcsia.gov.au)

## **6 Definition and Models of Advocacy**

In broad terms, advocacy for people with disability can be defined as speaking, acting or writing with no conflict of interest on behalf of the interests of a person or group, in order to promote, protect and defend the welfare of and justice for either the person or group by:

- Being on their side and no-one else's;
- Being primarily concerned with their fundamental needs; and
- Remaining loyal and accountable to them in a way which is empathetic and vigorous.

Approaches to disability advocacy support can be categorised into six broad models, as given in Table 3.

Disability advocacy agencies funded under the NDAP can adopt multiple approaches in accordance with their Funding Agreement.

**Table 3 Models of Disability Advocacy**

Advocacy Model	Key Model Descriptors
<p><b>Individual advocacy</b> – seeks to uphold the rights and interests of people with all types of disabilities on a one-to-one basis by addressing instances of discrimination, abuse and neglect.</p>	<p>Individual advocates work with people with disability on either a short-term or issue-specific basis.</p> <p>Individual advocates:</p> <ul style="list-style-type: none"> <li>○ work with people with disability requiring one-to-one advocacy support;</li> <li>○ develop a plan of action (sometimes called an individual advocacy plan) in partnership with the person with disability that maps out clearly defined goals;</li> <li>○ educate people with disability about their rights; and</li> <li>○ work through the individual advocacy plan in partnership with the person with disability.</li> </ul>
<p><b>Systemic advocacy</b> – seeks to influence or secure positive long-term changes that remove barriers and address discriminatory practices to ensure the collective rights and interests of people with disability are upheld.</p>	<p>The systemic advocacy agency:</p> <ul style="list-style-type: none"> <li>○ pursues positive changes to legislation, policy and service practices in partnership with groups of people with disability, advocacy agencies and other relevant organisations; and</li> <li>○ seeks to address barriers and discriminatory practices to produce long-term positive changes.</li> </ul>
<p><b>Citizen advocacy</b> – seeks to support people with disability (also called protégés) by matching them with volunteers. Some of the matches made may last for life.</p>	<p>Through citizen advocacy:</p> <ul style="list-style-type: none"> <li>○ people with disability who are isolated with no family or community supports or networks are sought out;</li> <li>○ volunteers are encouraged to represent the interests of a person with disability as if they were their own and be free from conflict of interest; and</li> <li>○ volunteers are recruited, trained and supported by a coordinator who manages the work of the citizen advocacy agency.</li> </ul>
<p><b>Family advocacy</b> – works with parents and family members to enable them to act as advocates with and on behalf of a family member with disability. Family advocates work with parents and family members on either a short-term or an issue-specific basis. Family advocates work within the fundamental principle that the rights and interests of the person with disability are upheld at all times.</p>	<p>Through family advocacy:</p> <ul style="list-style-type: none"> <li>○ family members are provided with advice and support; and</li> <li>○ the person with disability is assisted via the family member being directly supported by the agency to advocate on their behalf.</li> </ul>
<p><b>Self advocacy</b> – supports people with disability to advocate on their own behalf, to the extent possible, or on a one-to-one or group basis.</p>	<p>Through self advocacy advocates work with people with disability to:</p> <ul style="list-style-type: none"> <li>○ develop their personal skills and self-confidence to enable them to advocate on their own behalf; and</li> <li>○ educate people with disability about their rights.</li> </ul>
<p><b>Legal advocacy</b> – seeks to uphold the rights and interests of people with all types of disabilities on a one-to-one basis by addressing legal aspects of instances of discrimination, abuse and neglect.</p>	<p>Legal advocates may provide:</p> <ul style="list-style-type: none"> <li>○ legal representation for people with disability as they come into contact with the justice system;</li> <li>○ pursue positive changes to legislation for people with disability; and</li> <li>○ assist people with disability to understand their legal rights.</li> </ul>

## **7 Appendices**

### **7.1 Appendix A - Disability Services Standards and Supporting Standards**

#### **STANDARD 1 Service Access**

**Each consumer seeking a service has access to a service on the basis of relative need and available resources.**

#### **Supporting Standards**

- 1.1 The agency has developed written entry and exit policies and procedures.
- 1.2 The agency's entry and exit policies and procedures are accessible by potential and current consumers.
- 1.3 The agency implements their written entry and exit policies and procedures.
- 1.4 The agency's entry and exit policies and procedures are reviewed regularly with consumers.
- 1.5 The agency establishes clear entrance criteria for determining the priority for service for each person with a disability.
- 1.6 The agency's entrance criteria provide for access to be given on the basis of relative need.
- 1.7 Other than relative need, the access of a person with a disability to a service is decided on a non-discriminatory basis.
- 1.8 Where an agency is unable to provide a person with a disability access to its service a referral to another similar service is made, where this exists.
- 1.9 The agency targets its information activities to be accessible by all identifiable groups within the target population.

## **STANDARD 2**                      **Individual Needs**

**Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals.**

### **Supporting Standards**

- 2.1 The agency has developed, in consultation with consumers, written policies and procedures on planned approaches to meeting individual needs.
- 2.2 The agency's policies and procedures on planned approaches to meeting individual needs are made available to consumers in appropriate formats.
- 2.3 The agency, in consultation with each consumer, identifies and documents the individual, ongoing and changing needs of the person with a disability and the approaches for meeting those needs.
- 2.4 The agreed approach for meeting each consumer's individual ongoing and changing needs is implemented and reviewed with that consumer within an agreed time frame.
- 2.5 The agency implements its policies and procedures on planned approaches to meeting individual needs.
- 2.6 The agency's policies and procedures on planned approaches to meeting individual needs are reviewed regularly with consumers.
- 2.7 The agency considers the appropriateness of general community facilities and services in meeting the individual needs of each person with a disability.
- 2.8 Each person with a disability is provided with support in a manner which maximises his or her potential to reach personal goals.
- 2.9 Services are provided in a manner sensitive to the age, sex, and the cultural, linguistic and religious background of each person with a disability.
- 2.10 The agency supports each consumer's efforts to gain access to general community facilities and services and/or to other specialist agencies and/or services.

*Disability Services Standards (Eligible Service Standards) (FaHCSIA) Determination 2010*

### **STANDARD 3**                      **Decision Making and Choice**

**Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.**

#### **Supporting Standards**

- 3.1 The agency has developed written policies and procedures on mechanisms which maximise consumer participation in decision-making at the individual and service level.
- 3.2 The agency's policies and procedures to maximise consumer participation in decision making are made available to consumers in appropriate formats.
- 3.3 The agency offers each person with a disability support to make informed decisions and choices in relation to the service he or she receives.
- 3.4 The agency informs each consumer of other services that might meet his or her needs.
- 3.5 The agency implements policies and procedures to maximise consumer participation in decision-making at the individual and service level.
- 3.6 The agency's policies and procedures to maximise consumer participation in decision-making are reviewed regularly with consumers.
- 3.7 Each person with a disability can involve an advocate in making decisions about the service he or she receives.
- 3.8 The right of each person with a disability to exercise control over his or her life is not restricted by the policies and procedures of the agency.
- 3.9 The agency takes reasonable care to avoid foreseeable risks without unduly limiting the ability of each person with a disability to take responsibility for his or her own decisions.

*Disability Services Standards (Eligible Service Standards) (FaHCSIA) Determination 2010*

## **STANDARD 4      *Privacy, Dignity and Confidentiality***

**Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.**

### **Supporting Standards**

- 4.1 The agency has developed, in consultation with consumers, written policies and procedures on protecting consumer's privacy, dignity and confidentiality.
- 4.2 The agency's policies and procedures on protecting consumers' privacy, dignity and confidentiality are made available to consumers in appropriate formats.
- 4.3 The agency only collects consumer information that is directly relevant to effective service delivery.
- 4.4 Each consumer is informed of the types of personal information that the agency holds and the reasons for holding this information.
- 4.5 Each consumer's consent is obtained before any information about him or her is sought or released by the agency.
- 4.6 Each consumer's right to dignity and privacy is recognised, respected and protected in relation to personal activities.
- 4.7 The agency implements its policies and procedures on protecting consumers' privacy, dignity and confidentiality.
- 4.8 The agency's policies and procedures on protecting consumers' privacy, dignity and confidentiality are reviewed regularly with consumers.
- 4.9 Each consumer has the right to see any information the agency keeps in respect of him or her.

## **STANDARD 5      *Participation and Integration***

**Each person with a disability is supported and encouraged to participate and be involved in the life of the community.**

### **Supporting Standards**

- 5.1 The agency's written policies and procedures are framed in a way that provides opportunities for people with a disability to participate in the community.
- 5.2 Services are provided in a way that facilitates the integration and participation of each person with a disability in the community, at times and in ways similar to other members of the community.
- 5.3 Each consumer is provided with information about general community facilities and services and how to use them.
- 5.4 The agency provides each person with a disability the opportunity to form and maintain a variety of ties, connections and involvements in the community.

*Disability Services Standards (Eligible Service Standards) (FaHCSIA) Determination 2010*

**STANDARD 6**                      **Valued Status**

**Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.**

**Supporting Standards**

- 6.1 The agency's written policies and procedures reflect the valued status of consumers.
- 6.2 The agency promotes the abilities, contribution and competence of people with a disability.
- 6.3 Each person with a disability has the opportunity to develop and maintain skills, capacities and life-styles that are valued in the community.

## **STANDARD 7**                      **Complaints and Disputes**

**Each consumer is free to raise and have resolved, any complaints or disputes he or she may have regarding the agency or the service.**

### **Supporting Standards**

- 7.1 The agency has developed, in consultation with consumers, written policies and procedures on the resolution of consumers' complaints and disputes.
- 7.2 The agency's policies and procedures on consumers' complaints and disputes resolution are made available to consumers in appropriate formats.
- 7.3 Each consumer is able to have resolved issues regarding aspects of the agency or service with which he or she is dissatisfied.
- 7.4 Complaints or disputes are handled in a manner consistent with the agency's policies on privacy.
- 7.5 The agency implements its policies and procedures on consumers' complaints and disputes resolution.
- 7.6 The agency's policies and procedures on consumers' complaints and disputes resolution are reviewed regularly with consumers.
- 7.7 Each consumer is encouraged and assisted to raise any concerns he or she has about the agency or service, without fear of retribution.
- 7.8 The complaints and disputes procedure allows for the participation of the consumer's advocate, where requested.
- 7.9 Each consumer is provided with information on relevant complaints and disputes processes available in the community.
- 7.10 The agency ensures that progress towards resolution of each complaint or dispute is reviewed within an agreed time frame.

*Disability Services Standards (Eligible Service Standards) (FaHCSIA) Determination 2010*

## **STANDARD 8**                      **Service Management**

**Each agency adopts sound management practices which maximise outcomes for consumers.**

### **Supporting Standards**

- 8.1 The agency ensures the legal and human rights of people with a disability are upheld within the service.
- 8.2 The agency provides a safe physical environment for its consumers.
- 8.3 Consumers have the opportunity and support to take part in the planning, management and evaluation of the service.
- 8.4 The agency monitors their activities and regularly evaluates whether it is meeting its objectives and the Disability Services Standards.
- 8.5 The roles and responsibilities of the board, committee of management and staff of the agency are clearly defined, documented and available.
- 8.6 People with a disability receive services from appropriately skilled and competent staff.
- 8.7 The agency ensures that employed and volunteer staff receives appropriate support; and that they understand their role, the administration of the agency and the service, and their accountability for their work-related activities.
- 8.8 The agency implements a policy on affirmative action with regard to employment of people with a disability.
- 8.9 The agency develops and implements written policies and procedures relating to complaints and disputes by staff and other persons.
- 8.10 Resources are managed to maximise the funds available to provide services for consumers.
- 8.11 The agency has available, upon request, annual reports that demonstrate consumer, service and financial outcomes.
- 8.12 The agency has a process of co-ordination with other agencies, advocacy and consumer organisations in the area.

*Disability Services Standards (Eligible Service Standards) (FaHCSIA) Determination 2010*

The following Standards are not legislated and do not form part of the Disability Services Standards, but they are Continuous Improvement Standards, and while it is not obligatory for services to comply, it is highly recommended.

### **Staff recruitment, employment, and training**

**Each person who has an employment relationship with the advocacy agency has appropriate skills and competencies.**

This standard only relates to paid and unpaid staff who have an employment relationship with the disability advocacy agency. In citizen and family advocacy, the advocates do not have an employment relationship with the advocacy agency.

- The disability advocacy agency ensures that staff have relevant skills and competencies.
- The disability advocacy agency provides opportunities for the appropriate and continuing training and skills development for each staff member.

### **Protection of human rights and freedom from abuse**

**The advocacy agency acts to prevent abuse and neglect and to uphold the legal and human rights of people with disability.**

#### **Supporting standards**

- The advocacy agency takes all practical and appropriate steps to prevent abuse, neglect and discrimination of people with disability.
- The disability advocacy agency upholds and promotes the legal and human rights of people with disability.