

Systems Advocacy Policy & Procedures

Purpose

The purpose of the Systems Advocacy policy and procedures is to define AMPARO Advocacy's position and approach to long-term social change on a systemic level, to protect the rights and interests of children, young people, and adults from a culturally and linguistically diverse background with disability.

Scope

- AMPARO Advocacy's Systems Advocacy policy and procedure applies to all paid and unpaid staff, students, management committee members and contractors (hereinafter referred to as 'staff and associates').
- It is expected that staff and associates will conduct themselves at all times in accordance with the Systems Advocacy policy and procedure when working in conjunction with AMPARO.

Policy Statement

AMPARO Advocacy is committed to social advocacy as a means of defending and protecting vulnerable children, young people, and adults from a culturally and linguistically diverse background with disability. We do this by:

- Understanding the position and vulnerability of the child, young person or adult and being on their side;
- Focusing on the fundamental needs, welfare and interests of the child, young person, or adult;
- Taking positive, ethical action when walking alongside a vulnerable individual;
- Remaining loyal and accountable to the vulnerable individual;
- Being independent, with minimised conflicts of interest;
- Advocating with vigour and a sense of urgency.

An important objective of AMPARO Advocacy is to influence positive sustainable change to attitudes, policies, practices and resources within government and communities to support children, young people, and adults from a culturally and linguistically diverse background with disability. Through the individual advocacy work AMPARO Advocacy becomes aware of systems that impact negatively on the lives of children, young people, and adults.

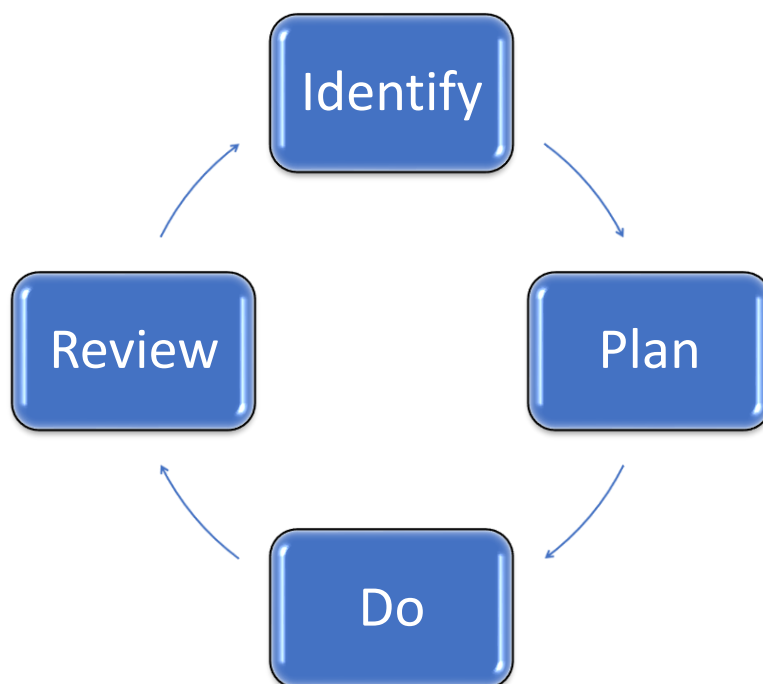
AMPARO's work when advocating at a systemic level will be guided by the principles of:

- Human rights – AMPARO Advocacy will promote, protect, and defend the lives and human rights of children, young people, and adults from a culturally and linguistically diverse background with disability.
- Social justice – AMPARO Advocacy will operate in ways that support the achievement of rights, equity, access, participation, and equality in our advocacy work.
- Inclusion in community life - AMPARO Advocacy will operate in ways that value and support the inclusion of children, young people, and adults with disability in community life.

Procedures

The Management Committee's annual planning process will determine the state-wide priority areas where systemic change is needed. Systemic advocacy is undertaken by the Service Manager and concerted efforts are made to keep this work distinctly separate from the individual advocacy work.

- Manager to develop Systemic Advocacy Plan based on agreed priorities identified in the annual planning process with the Management Committee;
- Allocate and manage resources required to implement the Systemic Advocacy Plan;
- Bring priority areas to the attention of government, groups and individuals who can influence systemic change;
- Join in collective action to support identified priority areas related to children, young people, and adults from culturally and linguistically diverse backgrounds with disability;
- Review the Systemic Advocacy Plan to:
 - Gauge the effectiveness of advocacy strategies;
 - Manage workload;
 - Review outcomes in line with the Quality Framework & Continuous Improvement Plan:



Roles &

Responsibilities

Role	Responsibility
Staff Students Volunteers Contractors	<p>Respect and value the views, wishes and beliefs of children, young people, and adults with disability throughout systemic advocacy.</p> <p>Provide children, young people and adults with information, services, and benefits to enable participation and inclusion in systemic advocacy.</p> <p>Promote valued status to the wider community through systemic advocacy.</p> <p>Report concerns identified to be addressed through systemic advocacy.</p>
Manager	<p>Those responsibilities listed above, and:</p> <p>Provide leadership and oversight to policy and procedure implementation.</p> <p>Develop systemic advocacy plan based on agreed priorities with Management Committee.</p> <p>Manage resources required to implement plan.</p> <p>As Service Manager, represent AMPARO for systemic discussions through community forums, government meetings, etc.</p> <p>Monitor the work environment to ensure policy and procedures are followed.</p> <p>Provide consultation, training, and development for staff in relation to systemic advocacy.</p> <p>Investigate reports of staff not following policy and procedure.</p>
Management Committee Members	<p>Those responsibilities listed above, and:</p> <p>Provide oversight to Systemic Advocacy policy and procedure implementation.</p> <p>Identify systemic advocacy issues to be addressed in annual planning.</p> <p>Represent AMPARO at a Board Level for systemic issues through community forums, government meetings, etc.</p>

Definitions

- Direct Discrimination – occurs when a person, or a group of people, is singled out for inferior treatment, paralleled to others in similar circumstances, because they have one or more of the attributes listed above.
- Indirect Discrimination – occurs when one rule applies to all, but in fact disadvantages a person or a group of people because they are unable to comply with the rule because they have an attribute listed above.
- Diversity – the range of human differences, including, but not limited to, race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability, or attributes, religious or ethical values system, national origin, and political beliefs.
- Decision Making - the action or process of making important decisions.
- Inclusion – the practice or policy of providing equal access to opportunities and resources for people who might otherwise be excluded or marginalised.
- Participation – an individual having the opportunity to be involved in decisions and actions that affect their lives.
- Social Advocacy – speaking out, acting, or writing with minimal conflict of interest on behalf of the sincerely perceived interests of a disadvantaged person or group to promote, protect and defend their welfare and rights.
- Support Network – persons in a child, young person or adults' life who provide direct care and/or support. This may include, but not be limited to, parents, carers, guardians, family members, foster, kinship or residential carers, friends, professionals, support workers, service providers.

Legislation & Relevant Standards

- *Anti-Discrimination Act 1991* (Cth)
- *Disability Discrimination Act 1992*
- *Disability Inclusion Act 2014*
- *Disability Services Act 2006*
- *Disability Services and Other Legislation Amendment Act 2008*
- *Guardianship and Administration Act 2000*
- *Human Rights Act 2019*
- National Principles for Child Safe Organisations
- United Nations Convention on Rights of Persons with Disability
- United Nations Convention on the Rights of the Child

Related Documents, Forms and/or Registers

None

HSQF Standards & Indicators

Standard	Indicator
1 - Governance and Management	1.1 The organisation has accountable and transparent governance requirements that ensure compliance with relevant legislation, regulations and contractual arrangements.
	1.2 The organisation ensures that members of the governing body possess and maintain the knowledge, skills and experience required to fulfil their roles.
	1.3 The organisation develops and implements a vision, purpose statement, values, objectives and strategies for service delivery that reflect contemporary practice.
	1.5 Mechanisms for continuous improvement are demonstrated in organisational management and service delivery processes.
	1.6 The organisation encourages and promotes processes for participation by people using services and other relevant stakeholders in governance and management processes.
	1.7 The organisation has effective information management systems that maintain appropriate controls of privacy and confidentiality for stakeholders.
2 - Service Access	2.3 Where an organisation is unable to provide services to a person due to ineligibility or lack of capacity, there are processes in place to refer the person to an appropriate alternative service.
3 - Responding to Individual Need	3.4 The organisation has partnerships and collaborates to enable it to effectively work with community support networks, other organisations and government agencies as relevant and appropriate.
5 – Feedback, Complaints and Appeals	5.1 – The organisation has fair, accessible and accountable feedback, complaints and appeals processes.
	5.2 - The organisation effectively communicates feedback, complaints and appeals processes to people using services and other relevant stakeholders.
	5.3 - People using services and other relevant stakeholders are informed of and enabled to access any external avenues or appropriate supports for feedback, complaints or appeals and assisted to understand how they access them.
	5.4 - The organisation demonstrates that feedback, complaints and appeals processes lead to improvements within the service and that outcomes are communicated to relevant stakeholders.

National Standards for Disability Services

Standard	Indicator
1 – Rights	1.1 The service, its staff and its volunteers treat individuals with dignity and respect
	1.4 The service provides support strategies that are based on the minimal restrictive options and are contemporary, evidence-based, transparent, and capable of review.
	1.5 The service has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect, and violence.

	1.6 The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured.
	1.7 The service supports individuals with information and, if needed, access to legal advice and/or advocacy.
	1.8 The service recognises the role of families, friends, carers, and advocates in safeguarding and upholding the rights of people with disability.
	1.9 The service keeps personal information confidential and private.
2 – Participation and Inclusion	2.4 Where appropriate, the service works with an individual's family, friends, carer or advocate to promote community connection, inclusion and participation.
	2.5 The service works in partnership with other organisations and community members to support individuals to actively participate in their community.
5 – Service Access	5.5 The service monitors and addresses potential barriers to access.
	5.7 The service collaborates with other relevant organisations and community members to establish and maintain a referral network.
	6.6 The service has systems to strengthen and maintain organisational capabilities to directly support the achievement of individual goals and outcomes.
	6.7 The service uses person-centered approaches including the active involvement of people with disability, families, friends, carers, and advocates to review policies, practices, procedures, and service provision.