

Advocacy Standard: Scheme Development

Briefing to Advocacy Sector

Capacity Services

Online 20 June 2024





Briefing Overview

- The Standards project – progress and achievements so far
- Standard project next steps – scheme development
- Scheme development project - overview
- Details about a “scheme”: introduction to JASANZ
- How the scheme will be developed: what is included
- Detailing issues brought forward from consultations about the Standard
- Time for Q&A midway through briefing
- Discussion and Q&A at the end

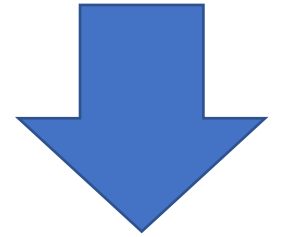


Advocacy Standard Project: achievements so far

- The Standard (AS 5391: 2024 Advocacy in Ageing and Disability) has been completed with considerable input from the Australian Advocacy sector and people who use it
- The Standard was endorsed by a Technical Committee, which included Australian Government departments that fund Advocacy
- The published Standard can be viewed for 24 hours via the Standards Australia [Reader Room](#)
- Work on the Standard commenced in December 2022 and was completed in March 2024
- The Standard now has the potential to be used as a benchmark for quality Advocacy and a tool to ensure the compliance of funded Advocacy Services



Advocacy Standard AS 5391 – now in publication



Project
Proposal

Project
Kick-Off

Drafting

Public
Comment

Ballot

Publication



Advocacy Standard Project: next steps

- The next task is to develop a “scheme” which will enable Advocacy Services to be assessed for their compliance to AS 5391, and what opportunities exist for continuous improvement
- The Older Persons Advocacy Network (OPAN) and Disability Advocacy Network Australia (DANA) have contracted the Joint Accreditation System of Australia and New Zealand (JASANZ) to develop this scheme
- The scheme will be developed with input from the sector and the Government departments that fund Advocacy
- The scheme will be completed by March/April 2025 , and able to be used to certify Advocacy Services against the Standard from July 2025
- The Advocacy sector and those who use it will be consulted about the scheme at three points during the project (including this one)

About JASANZ

The Joint Accreditation System of Australia and New Zealand (JASANZ) is an independent, government authorised third-party that provides internationally recognised accreditation of conformity assessment bodies.

JASANZ is raising standards, driving progress and elevating accreditation from simple compliance to business improvement. We build confidence in accreditation and certification systems by working collaboratively with stakeholders, both locally and internationally, to provide guidance, oversight and expertise, delivering business advantage and driving more effectively functioning markets.

Learn more at www.jasanz.org



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human
services



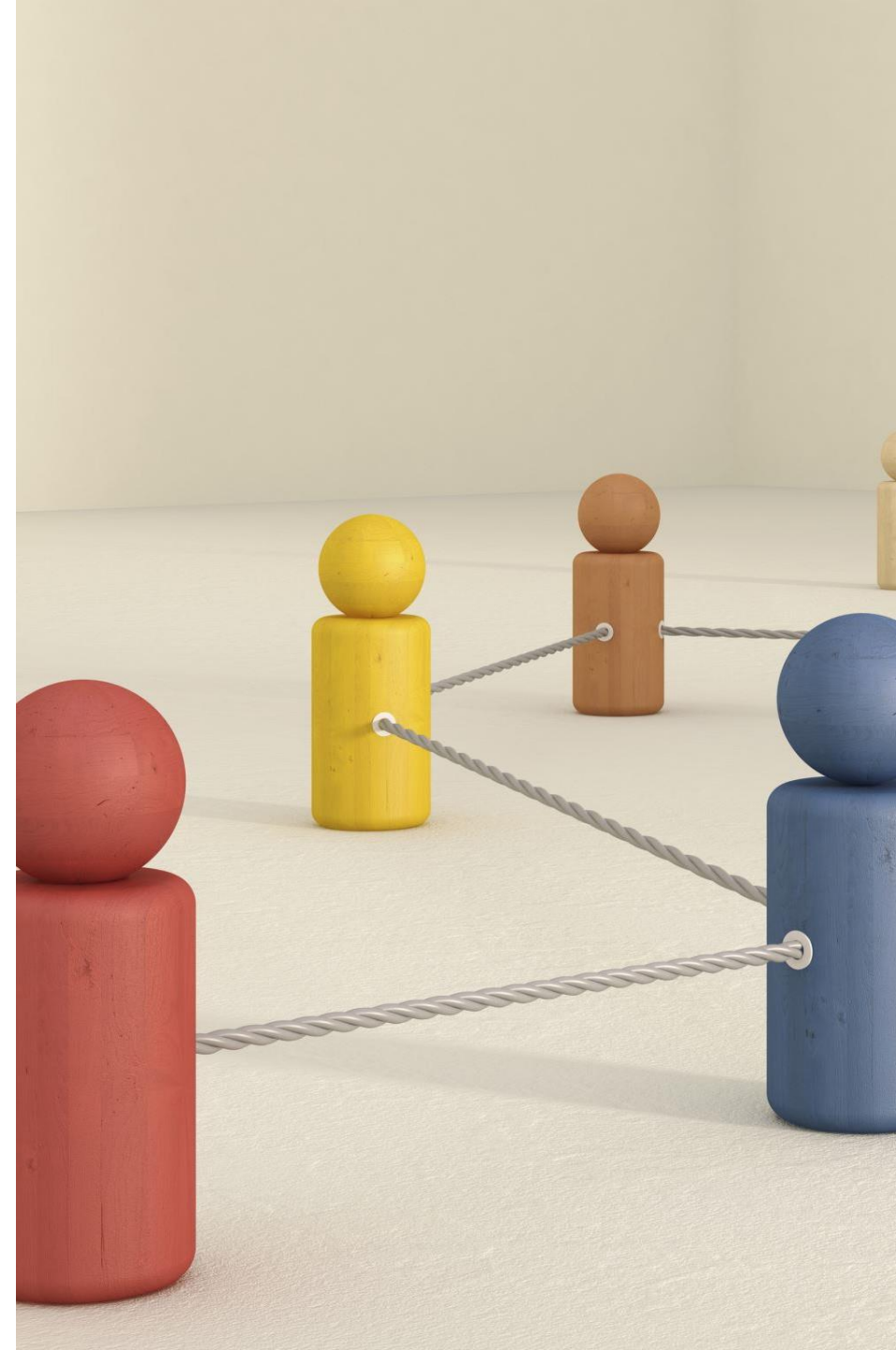
Food and
biologicals



Sustainability
and
environment

Advocacy Scheme Development Project

- JASANZ works with scheme owners who want to develop a new scheme or have a scheme endorsed or recognised.
- The Older Persons Advocacy Network (OPAN) and the Disability Advocacy Network Australia (DANA) are collaborating with JASANZ to create an Advocacy in Ageing and Disability Scheme.
- A Scheme is a set of requirements and procedures that establishes how a conformity assessment body will undertake the certification of a system, product, process, service or person against specified requirements or standard.
- The Advocacy scheme aims to streamline the auditing process by monitoring all types of Advocacy Services. Currently, advocacy auditing is restricted to specific funded programs and subsidiary activities contracted by the Australian Departments of Health and Aged Care and of Social Services.
- The Advocacy Scheme will be developed to enable Advocacy Services to be certified against the requirements of the Advocacy Standard AS 5391:2024.

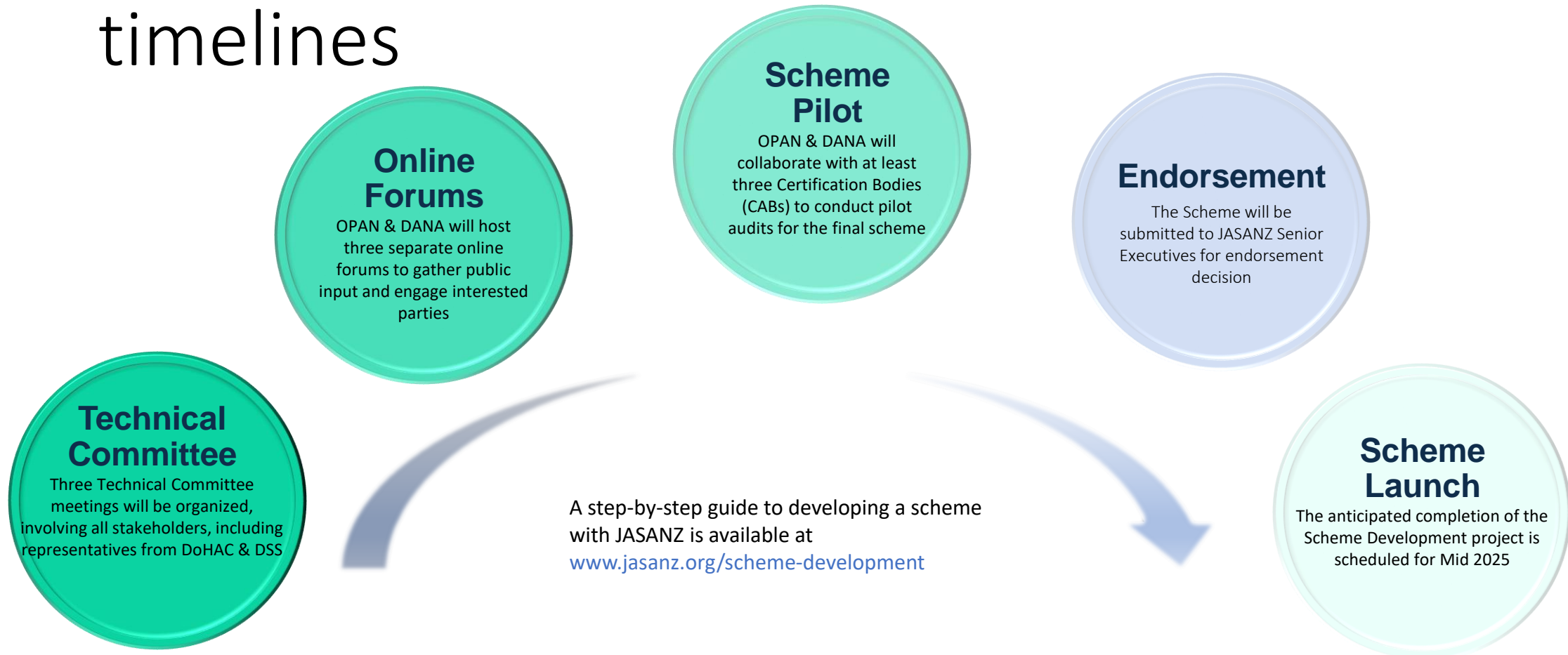




Key elements of the development project

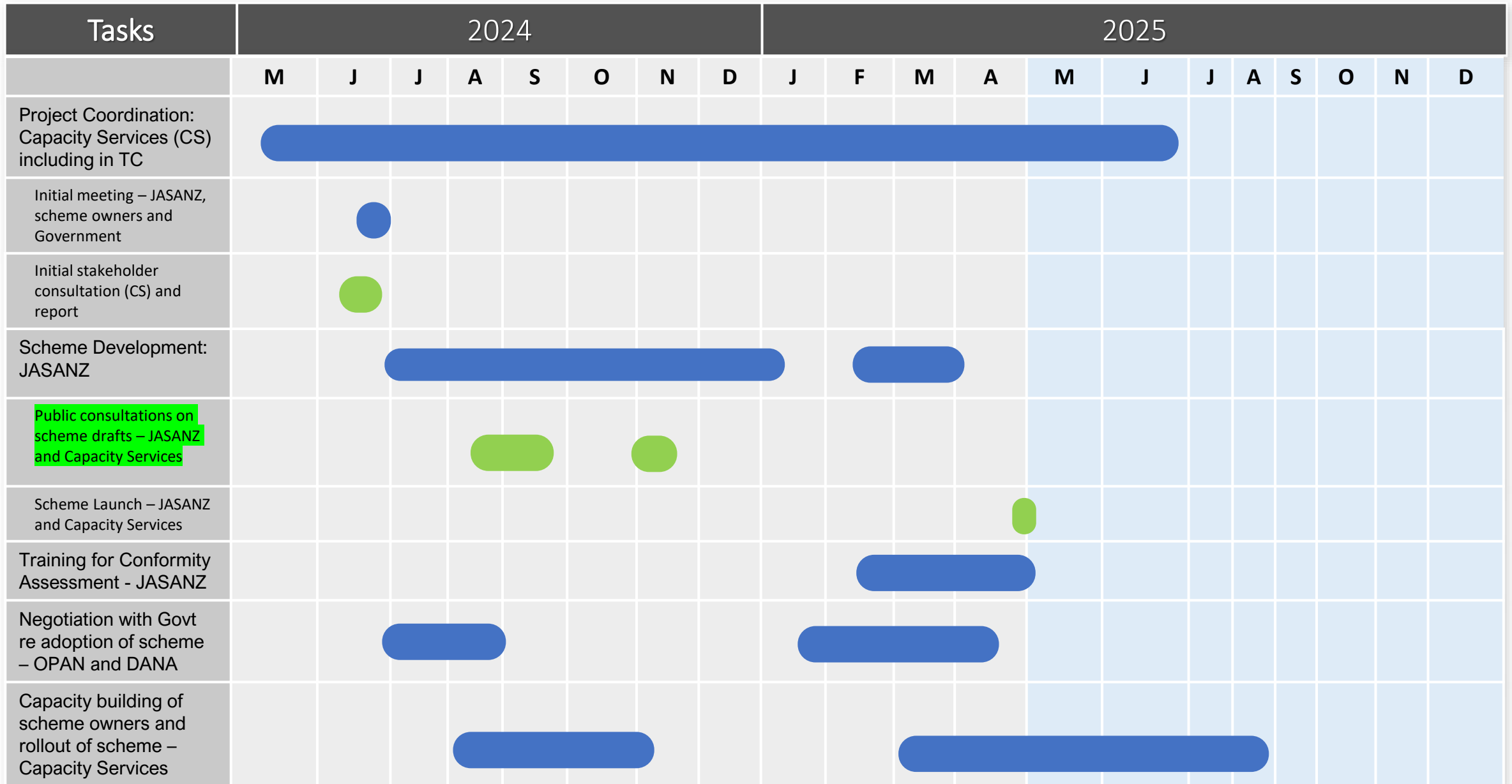
- Involvement of stakeholders, bringing their unique stakeholder perspectives and insights into the scheme development. This is achieved through the establishment of a Technical Committee to drive the development process.
- Diverse voices. The Technical Committee has a range of interested parties represented – all those that have an interest in the scheme being developed. We manage the Technical Committee to ensure that all voices are heard.
- Iterative development process. The Technical Committee will review drafts and provide comment on those drafts in an iterative development process.
- Consultation will other interested parties not involved in the technical committee. It's important to ensure that not just those that are at the table have a voice, but all stakeholders have an opportunity to comment on the proposed requirements. This will require providing the context in relation to discussions that have had in the Technical Committee.
- Piloting of the scheme. While something may look good on paper, it doesn't mean that implementation will be successful. Piloting the scheme will allow us to test that the requirements established are able to be implemented on the ground and provide for effective (and expected) outcomes.
- Scheme launch – let's celebrate the work completed.

Scheme Development Project milestone and timelines



To find out more about scheme development, or to ask any questions, please contact the Technical Team at tsb@jasanz.org

AS 5391: Scheme Development Process





Briefing Break 1

Q & A:

Scheme development process and timelines



Scheme Development: key issues

- The scheme will be developed referencing the new Standard, AS 5391:2024 Advocacy in Ageing and Disability
- The scheme is developed using an internationally standardised format (ISO/SEC 17065) – format used in Australia to monitor compliance in health and human services
- Scheme will incorporate requirements expressed by the sector as necessary to accurately determining quality in Advocacy Services
- Stakeholder input ahead of the first draft and on all drafts produced – through consultations
- Inclusion of additional issues raised during Standard development process
- Scheme offers opportunity to innovate on how “audits” are done



Scheme Development: issues from Standard public comments 1

- Do the final reports from the Disability Royal Commission and the NDIS Review require specific quality outcomes from Advocacy that need to be included in the scheme?
- Do we need to quantify how “regular” are reviews of Advocacy Service policies and practices:
 - Access to Advocacy Services
 - Overall policies and procedures
 - Advocacy Service scope and activities?
- Should staff training and/or competencies be required and quantified, in relation to:
 - Trauma-informed practice
 - Response to diversity
 - Other skills and expertise?



Briefing Break 2

Comments and Q & A:

Scheme inclusions – content and method



Scheme Development: other issues from Standard public comments 2

- Are there minimum requirements for forms of governance and management – specifically regarding involvement of people with lived experience?
- Re governance and management, should there be a requirement for succession planning, and what would that look like?
- Can we identify minimum requirements for the provision of information in accessible formats?
- Should minimum requirements be set for complaints handling, and what would these look like?
- Quality outcomes for individuals in Advocacy matters – can these be described to standardise results?



Briefing Break 3

Comments and Q & A:

Scheme inclusions – content and method

Capacity Services

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