# About this document

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| A person thinking about Advocacy Standards with a tick and a cross. | We want to know what you think about the Advocacy Standard.  This document answers some questions you might have about the Standard. |
| Circle with the words capacity services. | This document is written for Capacity Services.  When you see the word ‘**we**’ it means Capacity Services. |
| Icon for Easy Read - from The Easy Read Toolbox. | This document is written in an easy to read way.  We call it **Easy Read**. |
| Woman holds her finger to her face, looking puzzled. Above her is a thought bubble with question marks. | You might not know some words.  The first time we use those words they are **blue**.  We tell you what they mean.  They are also [at the back of this document](#_heading=h.30j0zll). |
| Page with an people holding signs.  Title is written at the top of it. | Standards Australia is writing standard for advocacy.  We will call it ‘the Standard’ in this document. |
| A book with check marks and a cross | Standards are like rules.  They tell people what is expected.  They make things safer better. |
| A group of people holding signs that say 'Listen to our needs' and 'Hear our voices'. | Advocacy is telling other people:   * what you think * what you need.   You can advocate or someone can help you. |
| A person holding a set of scales and a megaphone. | Advocacy services are organisations that advocate with you. |
| Green tick on Advocacy Standards document. | Advocacy services will need to work in the ways the Standard say. |
| A person thinking about Advocacy Standards with a tick and a cross. | We are helping Standards Australia find out what people think of the Standard. |

# 8 FAQs

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| A person with her finger on her lips and question marks over her head. | FAQs is short for Frequently Asked Questions.  These are the questions people ask us most.  We have answers for 8 questions. |

# Question 1: What is the Standard?

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| Page with an people holding signs.  Title is written at the top of it. | The Standard is also called AS 5391 Advocacy in Aged Care and Disability.  It is the first standard like this in the world. |
| A person holding a paper with check marks and a speech bubble | The Standard will tell advocacy services how to:   * Know if they are doing a good job. * See how they can do better. |
| Logo of Standards Australia. | Standards Australia is writing the Standard. |

# Question 2: What will the Standard do?

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| A person holding a paper with check marks and a speech bubble | The Standard will tell advocacy services how to:   * Know if they are doing a good job * See how they can do better.   The Standard is only for advocacy services. |
|  | The Standard says the minimum quality services can be. |
|  | Minimum means the least or the smallest amount. |
|  | Quality is how OK something is.  Minimum quality is good enough but not great. |
| A group of yellow smiley faces with red circle in center  Description automatically generated | Services must be the minimum quality but can be better. |

# Question 3: How will the Standard work?

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| Green tick on Advocacy Standards document. | Advocacy services can choose to work in the ways the Standard says.  At the moment advocacy services work in different ways: |
| Two disabled people. | * There are no standard just for advocacy services * Disability advocacy services use the same standard as other types of services |
| 3 older people. | * There is no standard for advocacy services for older people. |

# Question 4: Who is the Standard for?

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| A person holding a set of scales and a megaphone. | The Standard is for advocacy services who: |
| Two disabled people. | * Advocate with people with disability |
| 3 older people. | * Advocate with older people |
| Green tick on Advocacy Standards document. | Advocacy services can choose to work in the ways the Standard says. |

# Question 5: Whose idea was the Standard?

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|  | The idea to write the Standard came from: |
| OPAN logo | OPAN  OPAN are the [Older Persons Advocacy Network](https://opan.org.au/). |
| DANA logo | DANA  DANA are the [Disability Advocacy Network Australia](https://www.dana.org.au/). |
|  | A report on Aged Care made them decide that Australia needs the Standard. |
| 3 older people. | Caring for older people is called Aged Care. |
| A hand with arrows and a dollar sign. | [The Department of Health and Aged Care](https://www.health.gov.au/) have helped pay for this work |

# Question 6: How was the Standard made?

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| Logo of Standards Australia. | [Standards Australia](https://www.standards.org.au/) is writing the Standard.  They are experts in many kinds of standards in Australia. |
| Parliament House with hand with money and people with a light bulb above them. | Standards Australia have talked to many people including:   * People with disabilities * Older people * An expert writer. |
| A group of people sitting a table talking. | A committee also helped to write the Standard.  A committee is a group who gives advice. |
| A group of people sitting at a table with a large 8 next to them. | They met 8 times.  People on the committee were: |
| 3 older people and 2 people with disabilities. | * People with disabilities * Older people |
| A person with briefcase in front of Parliament House. | * From governments   Governments run a country, state or area. They make decisions for people. |
| Businessman thumbs upBusinesswoman arms crossed | * People working with people with disability * People working with older people |
| A person holding a set of scales and a megaphone. A person wearing glasses and carrying a briefcase and a cap and graduation certificate. | * From Advocacy services * Experts |
| A document with things crossed out in red pen. | They made changes to the Standard to make them better. |

# Question 7: Did people with lived experience help?

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| 3 older people and 2 people with disabilities. | Having your own experience of something is called lived experience.  People with disabilities or older age have lived experience of those things. |
| A group of people standing together with a large 3 above them. | A group of people with disability met 3 times.  A group of older people met 3 times. |
| Two people with textboxes above their head. | They talked about what should be in the Standard.  They told the committee about their ideas.  Their ideas helped the committee. |

# Question 8: Who can comment on the Standard?

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| A person with their hand on their chin. A speech bubble above them says My answer. | Anyone can tell Standards Australia what they think.  There are different ways to make comments. |

# Question 9: How can I comment on the Standard?

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| A mouse cursor and arrow pointing to a link | You can comment on the [Standards Australia](http://www.standards.org.au/) website.  Here is how. |
| A screenshot of a computer  Description automatically generated | 1. You will need to [make an account](https://standards.my.site.com/idppoc/s/login/SelfRegister?loginPageRef=%7B%22type%22%3A%22comm__namedPage%22%2C%22attributes%22%3A%7B%22name%22%3A%22Login%22%7D%2C%22state%22%3A%7B%22ec%22%3A%22302%22%2C%22inst%22%3A%22Mn%22%2C%22startURL%22%3A%22%2Fidppoc%2Fidp%2Flogin%3Fapp%3D0sp4a000000002H%26RelayState%3D%252FDrafts%252Fe818656a-9bc7-45a9-9beb-04b76cd4229f%26binding%3DHttpPost%26inresponseto%3D_3f91d2ba-ce7a-400d-bfc2-5fd547984a4e%22%7D%7D) and log in.   You can [do that here](https://standards.my.site.com/idppoc/s/login/SelfRegister?loginPageRef=%7B%22type%22%3A%22comm__namedPage%22%2C%22attributes%22%3A%7B%22name%22%3A%22Login%22%7D%2C%22state%22%3A%7B%22ec%22%3A%22302%22%2C%22inst%22%3A%22Mn%22%2C%22startURL%22%3A%22%2Fidppoc%2Fidp%2Flogin%3Fapp%3D0sp4a000000002H%26RelayState%3D%252FDrafts%252Fe818656a-9bc7-45a9-9beb-04b76cd4229f%26binding%3DHttpPost%26inresponseto%3D_3f91d2ba-ce7a-400d-bfc2-5fd547984a4e%22%7D%7D). |

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| A search bar with hands typing on a keyboard  Description automatically generated | 1. Then you can [go to this link](https://comment.standards.org.au/).   Or you can search for **AS 5391**. |
| A person with their hand on their chin. A speech bubble above them says My answer. | 1. The website will tell you how to make your comment. |

# Question 10: Are there other ways to comment on the Standard?

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| Group of people with speech bubbles. | You can tell Standards Australia what you think about the Standard at a forum.  Forums are a group of people talking about an issue.  Each person gets to have a say. |
| Three logos with a handshake. | We will hold forums with OPAN and DANA.  OPAN are the Older Persons Advocacy Network.  DANA are the Disability Advocacy Network Australia. |

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| A mouse cursor and arrow pointing to a link | See our websites for more information about forums:   * [OPAN](https://opan.org.au/).website * [DANA](https://www.dana.org.au/) website * [Standards Australia](http://www.standards.org.au/) website |

# Word List

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| A group of people holding signs that say 'Listen to our needs' and 'Hear our voices'. | **Advocacy**  Advocating is telling other people what you think and what you need.  You can advocate or someone can do it with you. |
| A book with check marks and a cross | AS 5291 Advocacy in Aged Care and Disability  This is the full name of the Standard. |
| A group of people sitting a table talking. | **Committee**  A committee is a group who gives advice. |
| DANA logo | DANA  DANA are the [Disability Advocacy Network Australia](https://www.dana.org.au/). |
| A hand with arrows and a dollar sign. | Funding  Funding is money governments give to services to do their work. |
| Parliament House | Governments  Governments run a country, state or area. They make decisions for people. |
| 3 older people and 2 people with disabilities. | **Lived Experience**  Having your own experience of disability or older age is lived experience. |

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|  | Minimum  Minimum means the least or the smallest amount. |
| A group of yellow smiley faces with red circle around them  Description automatically generated | Quality  This is how OK something is.  Minimum quality is good enough but not great. |

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| --- | --- |
| OPAN logo | OPAN  OPAN are the [Older Persons Advocacy Network](https://opan.org.au/). |
| A book with check marks and a cross | Standards  Standards are like rules.  They tell people what is expected. |

Easy Read document written by Jacqueline Gibb, Kathryn Carter, [The Easy Read Toolbox](https://www.easyreadtoolbox.info/) for Capacity Services including images and text.