



# MICROCREDENTIALS



**Queensland  
Government**



**Infinite Education  
& Training Pty Ltd**

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# Introduction

**Rights in Action**, an Independent Advocacy organisation, is proud to partner with **Infinite Education and Training PTY LTD** to present the first Microcredential, titled “Practice and Foundational Principles of Independent Advocacy” in a series of ten.


This in-depth Microcredential offers a solid foundation in advocacy practices, created for both experienced and aspiring independent advocates, equipping them with the essential knowledge and skills to support individuals in need.

The program is designed to help individuals deepen their understanding of advocacy principles and practices, especially in applying strength-based and rights-based approaches to community engagement, incorporating practical learning through real-world case scenarios to develop and enhance skills.

The program offers flexible learning options, both online (designed with Universal Design for Learning principles) and face-to-face, to cater to various learning styles.

Thanks to support from the Queensland Government, fully funded places are available for eligible participants. However, these places are limited, so be sure to apply as soon as possible to secure your spot. This offers a fantastic opportunity to enhance your knowledge and skills without financial barriers.

If you're ready to take your advocacy skills to the next level, or if you're simply looking to learn more about the importance of independent advocacy, apply today! Empower yourself with the knowledge and skills to advocate for change. Join us on this journey to make a difference in the lives of others.



Focused on one-on-one support for a person's specific needs.



Involving community members who voluntarily support individuals over the long term.

## MC 1: Practice and Foundational Principles of Independent Advocacy in Queensland

Microcredencial 1 offers a comprehensive and general overview of independent advocacy in Queensland. It provides both a broad and deep foundation to understand landscape of Independent Advocacy in Queensland.

### Learning 1:

Understanding of independent advocacy practices and principles

### Learning 2:

Application of strength-based and rights-based approaches to advocacy

### Learning 3:

Effective community engagement and partnerships





## MC 2: Entitlements and Access to Independent Advocacy within Queensland

Microcredential 2 introduces you to the scope of practice of independent advocates within Queensland. It covers the advocating of various applications and access pathways option for clients.



### Prerequisite:

- Participants must have completed MC1: Practice and Foundational Principles of Independent Advocacy.

### Learning Area 1:

Understanding statutory entitlements and advocacy rights

### Learning Area 2:

Barriers to advocacy faced by marginalised populations

### Learning Area 3:

Effective advocacy strategies for rural, remote, and very remote Queensland settings



## MC 3: Foundations of Independent Advocacy within Australian and Queensland Law

Microcredential 3 introduces participants to the application of advocacy principles within Australian legal processes, including appeal procedures. It includes identifying and describing the application of major laws, regulations and treaties relevant to advocacy in Queensland, and the advocates role in supporting clients through the appeals processes.

### Prerequisite:

- Participants must have completed MC1: Practice and Foundational Principles of Independent Advocacy

### Learning Area 1:

Knowledge of key legal frameworks relevant to independent advocacy

### Learning Area 2:

Advocacy principles to support clients in legal and appeals processes

### Learning Area 3:

Utilisation of problem-solving skills to navigate complex advocacy scenarios





## MC 4: Advanced Communication and Relationship Skills for Independent Advocates

Microcredential 4 introduces advocates to use specialised communication methods when engaging with clients. It includes skills such as active listening and using trauma-informed care perspectives, in addition to conflict resolution practices while maintaining a client-centred approach.

### Prerequisite:

- Participants must have completed MC1: Practice and Foundational Principles of Independent Advocacy



### Learning Area 1:

Application of specialised communication techniques to support client engagement

### Learning Area 2:

Conflict resolution and capacity building with clients

### Learning Area 3:

Development and implementation of action-oriented advocacy plans





## MC 5: Foundations in Independent Advocacy for Clients within the Tribunal Processes in Queensland

Microcredential 5 introduces advocates to the utilisation of knowledge regarding the specific processes for federal and state tribunals. It includes preparing clients for hearings by explaining the process, roles, and expectations of tribunal proceedings working with all levels of government and relevant stakeholders to assist clients in navigating tribunal processes.

### Prerequisite:

- Participants must have successfully completed MC1: Practice and Foundational Principles of Independent Advocacy and MC3: Foundations of Independent Advocacy within Australian and Queensland law



### Learning Area 1:

Knowledge of federal and state tribunal processes

### Learning Area 2:

Application of advocacy skills to support clients through tribunal processes

### Learning Area 3:

Engagement in stakeholder collaboration to enhance client outcomes



## MC 6: Independently Advocating for Children and Young People

Microcredential 6 introduces advocates to the use of specialised knowledge and skills to advocate independently for children and young people. It includes advocating for children and young people in care and collaborating with a range of support agencies and stakeholders to create environments where children feel empowered.

### Prerequisite:

- Participants must have successfully completed MC1: Practice and Foundational Principles of Independent Advocacy and MC3: Foundations of Independent Advocacy within Australian and Queensland law



### Learning Area 1:

Understanding of the role and responsibilities of advocates for children and young people

### Learning Area 2:

Application of advocacy skills to safeguard children and young people

### Learning Area 3:

Supporting children and young people through child-centered and safe practices



## MC 7: Independently Advocating for People within Social Care

Microcredential 7 introduces participants to the utilisation of specialised knowledge and skills to independently advocate for individuals within social care. It introduces the importance of person-centred advocacy in upholding the rights and dignity of individuals, and advocating for compliance with safeguarding policies.

### Prerequisite:

- Participants must have successfully completed MC1: Practice and Foundational Principles of Independent Advocacy and MC3: Foundations of Independent Advocacy within Australian and Queensland Law



### Learning Area 1:

Understanding of the role and responsibilities of an independent advocate in social care

### Learning Area 2:

Application of advocacy skills to support individuals through review processes

### Learning Area 3:

Safeguarding individuals in social care from unauthorised restrictive practices



## MC 8: Independent Mental Health Advocacy

Microcredential 8 introduces advocates to the implementation of Independent Advocacy Support within current Guardianship and Administration Legislation. It includes introducing the role and responsibilities of independent advocates within the Mental Health Review Tribunal (MHRT) and fostering collaboration between all relevant stakeholders.

### Prerequisite:

- Participants must have successfully completed MC1: Practice and Foundational Principles of Independent Advocacy and MC3: Foundations of Independent Advocacy within Australian and Queensland law

### Learning Area 1:

Knowledge of the role, responsibilities, and legal frameworks relevant to independent mental health advocacy

### Learning Area 2:

Application of advocacy skills to support mental health clients in inpatient and outpatient settings

### Learning Area 3:

Facilitation of collaborative partnerships and navigate barriers to mental health support





## MC 9: Foundations of Documentation and Record Keeping as an Independent Advocate

Microcredential 9 introduces advocates on the utilisation of documentation and record-keeping skills necessary to effectively advocate for a client. This microcredential is suitable for all advocates, regardless of their role, and is crucial to ensure clients experiences are documented appropriately for a range of purposes, including for the Administrative Review Tribunal (ART).

### Prerequisite:

- Participants must have successfully completed MC1: Practice and Foundational Principles of Independent Advocacy and MC3: Foundations of Independent Advocacy within Australian and Queensland Law

### Learning Area 1:

Understanding of the principles and importance of effective documentation in advocacy

### Learning Area 2:

Application of documentation skills to maintain accurate and ethical advocacy records

### Learning Area 3:

Utilisation of specialised documentation techniques to ensure accuracy and professionalism





## MC 10: Reflective Practices as an Independent Advocate

Microcredential 10 introduces advocates to the use of reflective practices to critically assess and evaluate one's own performance. This microcredential is suitable for advocates with varying levels of experiences, and upskills professionals on the application of reflective practices as per current best practice.

### Prerequisite:

- Participants must have successfully completed MC1: Practice and Foundational Principles of Independent Advocacy.

### Learning Area 1:

Understanding of the importance of reflective practices in advocacy

### Learning Area 2:

Application of reflective techniques to enhance professional development and decision-making

### Learning Area 3:

Implementation of strategies to minimise conflict of interest and ensure effective case closure





Rights in Action is a leading independent advocacy organisation based in North Queensland, Australia. It is dedicated to supporting and empowering individuals with disabilities, particularly those who are vulnerable. To enable them to make informed decisions and advocate for their own needs by promoting and protecting their rights through offering personalised support and advocacy. This includes social, economic and legal rights.

The organisation provides advocacy services that help individuals navigate complex systems, such as healthcare, education, and legal services, ensuring they have a voice and their rights are upheld within the community and broader societal systems.

The organisation also provides education and training for advocates, helping to build skills in independent advocacy and promote awareness of the rights of people with disabilities.

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## Infinite Education & Training Pty Ltd

Infinite Education and Training understand relationships are the cornerstone of success. We prioritise building strong and meaningful connections with our clients and partners by fostering collaborative and support environments. We create opportunities for shared learning, growth and success.

Infinite Education and Training, as Educational Consultants and Learning and Development Specialists, offer bespoke consulting services to equip students and organisations with the practical skills required to excel, with a focus on real-world application and industry relevance.

The organisation partners with other institutions and advocacy groups, such as Rights in Action, to offer specialised programs and microcredentials that help individuals build expertise in specific areas, such as independent advocacy and community engagement. Their training programs often include a combination of online and face-to-face learning options to suit diverse learning needs.

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