

Participation and Inclusion POLICY
SD - 15



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Approved by/date:	Jalisa Kress / 1/9/16
Review Due	1/9/17
Consultation Mechanism	Policy Review Team

Relevant Legislation	NSW Disability Service Standards, NDIS Scheme Act
Relevant Disability Service Standards	6.2
Relevant Home Care Standards	2.1, 2.4, 2.5
Relevant Internal Forms	<ul style="list-style-type: none">• Survey results• Participant files• Meeting minutes• Staff training register

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POLICY

Biala Services recognises that all people have the right to feel valued and have the opportunity to participate fully in life in society as they choose. Biala is committed to promoting a positive image of people with a disability and elderly members of society recognising that this can positively influence self-esteem and provide opportunities for enhanced citizenship through their inclusion in the community.

Biala Services will ensure that the concept of inclusion is culturally appropriate and will work in collaboration and partnership with local CALD and ATSI communities to benefit Biala participants.

This policy applies to:

- All people who are currently provided supports and services at Biala Services
- All people who will use supports and services provided by Biala in the future
- All service types and models of support offered by Biala
- All Biala policies, practices and systems that relate to people who use our services receiving support

Definitions

Participation: taking part in and sharing activities with people with similar interest to achieve personal goals

Inclusion: a sense of belonging developed when a person is accepted by others, seen as an individual, has interaction with others and not excluded.

Participant: A person who is accessing Biala to be involved in specific program activities.

Civic Life: participating in the life of the community of which one is a part.

Biala is committed to ensuring that each person is encouraged and supported to participate in community and civic life in ways that are important and meaningful to them.

It is the intention of Biala Services to provide people with disabilities and members of the community over the age of 65 the same opportunities, rights and responsibilities enjoyed by other people in the community. This includes the right to access community services, resources and facilities.

To facilitate this commitment, Biala will develop connections in the community to promote opportunities for participants to have active and meaningful participation in community and civic life.

To ensure this commitment, Biala will:

- Support and encourage participants to realise their goals, dreams and aspirations
- Implement person centred planning principles and guidelines to ensure control and decision making is afforded to the person and their family/carer/advocate

- Support and encourage participants to identify how they would like to live their life
- Develop plans which outline ways in which participants can actively and meaningfully participate in community and civic life
- Maintain and develop community connections
- Facilitate linkages between the participant and the community
- Enhance participants current community connections and informal supports
- Record examples of community participation and inclusion
- Review participant engagement and participation in community and civic life, train staff in the importance of community participation and inclusion. This would include how they can encourage and support participants to actively and meaningfully participate in community and civic life.

PROCEDURE

Biala Services will develop connections and strategies that promote and build community participation and engagement opportunities to create and develop community networks.

Planning Meeting

These meetings aim to support and encourage participants to realise their goals, dreams and aspirations. They focus on acknowledging a participants formal and informal supports as well as their community connections. Planning meetings also investigate opportunities for community participation and inclusion.

Surveys

Surveys record levels of satisfaction amongst participants, stakeholders and families. They provide indications of the levels of satisfaction participants have with their community participation and highlights areas of need for increased community inclusion. Biala will obtain feedback via a survey on an annual basis.

Family Forums

These forums provide families with an informal mechanism of providing feedback to Biala. Biala will hold one of these forums at least half yearly.

Informal conversations and feedback

These conversations occur on a regular basis and can be face to face or over the phone. They highlight specific instances of community participation and integration for individuals and often involve looking at changes in supports to accommodate individual preferences.

Brochures and newsletter

Biala brochures provide specific examples of how participants actively and meaningfully participate in community and civic life facilitated by Biala. They are a mechanism of documenting participant's achievements and sharing these with the wider community.

Calendar of Events

The calendar highlights specific events throughout the year that are important at Biala. These events allow participants to actively participate and be included in their local community.

Staff training

Training at Biala focuses on the importance of community participation and inclusion. Specific training is provided to assist staff build their skills and capacity so they can encourage participants to actively and meaningfully participate in community and civic life. This begins with the induction of a staff member once employed by Biala Services.

WORKING WITH FAMILIES/CARERS/ADVOCATES

Biala Services recognises the great contributions that families/carers/advocates make to the service and to their local communities in their individual carer roles. Biala has adopted key principles to guide the way Biala staff, management and volunteers interact with families/carers/advocates of those people provided supports and services by Biala.

Biala acknowledges the importance of Aboriginal culture, disability, age, gender, cultural and religious backgrounds and beliefs of all family/carers/advocates of Biala participants.

Biala adopts the following principles when engaging with families and carers:

- Recognise the contributions that family/carers/advocates make and values the support they provide to individuals they care for
- Being mindful of the health and wellbeing for families/carers/advocates
- Listening to the opinions and feedback of families/carers/advocates of participants
- Respect and support the choices made by families/carers/advocates their knowledge and experience
- Work with families to identify what supports and services the participant may need and refer them to these services
- Show respect for the relationships between families/carers/advocates and the participants of Biala
- Demonstrate a recognition that carers are all different and that families/carers/advocates or our participants have needs outside their caring role
- All families/carers/advocates associated with Biala have the same rights, choices and opportunities as any other person

AUTHORISED BY

Signed: Jalisa Kress

Position: Manager Corporate Services

Date: 1/9/16