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Participation and Social Inclusion

Life Choice is committed to empowering and supporting participants to fully participate in the community and in this organisation.

The organisation will:

- support participants to participate in communities and activities of choice respecting their choices and plans regarding employment, education, leisure and their social lives;
- enable participants to be involved in decisions that affect them and the services they receive;
- encourage and support participants to be involved in service development, evaluation, planning and organisational management;
- seek participant input regarding participant participation information strategies, assistance and support, service involvement and development;
- develop links with other groups to promote greater opportunities for connections and meaningful participation in the community.

Record of policy development

Version	Date approved	Date for review
2020/2	September 2022	September 2024

Responsibilities and delegations

This policy applies to	Participants, all staff
Policy approval	Quality & Risk Committee

Policy context – this policy relates to:

Standards	<u>NDIS Practice Standards and Quality Indicators</u> 2. Governance and operational management 3. Provision of Supports <u>NDIS Code of Conduct</u> Human Services Standards National Standards for Disability Services
Legislation	<u>Disability Act QLD</u> <u>Disability Discrimination Act</u> <u>National Disability Insurance Scheme Act</u>

References	<u>Yooralla</u> <u>National Disability Services</u>
Organisation policies	Participant Advocacy and Support Choice and Control Policy Participant Service Charter Participants Rights Privacy Policy
Forms, record keeping, other documents	

Procedures

Information strategies

Information about participation opportunities is provided to participants on the Life Choice website, <http://lifechoicewbb.org/> and our Facebook page.

Participants are also provided with information about participation opportunities at each stage of service from intake, assessment and service review.

Assistance and support

Life Choice provides services and support to a diverse range of participants and tailors participant engagement to meet the needs of these groups. Some participants take an active role in designing their support and some rely on their families, carers, advocates, appointed decision makers. Life Choice responds to their needs to ensure their rights are protected and best interests are met.

To support participation the following strategies are used:

- Day programs, home support and community access for participants – developing self-confidence, capacity and skills building;
- Providing information in a range of mediums (written, images, verbal);
- Provision of a suitable support person.

Strategies to support and assist participants are reviewed at least annually and updated as necessary.

Self-reliance and social inclusion

Life Choice is committed to developing strategies focusing on participants personal strengths, skills and motivation to enhance self-reliance and social inclusion.

The strategies might include:

- Day programs and community access – developing employment related skills;
- Providing participants with information and support to enrol in courses which would enhance their independence e.g. training in basic budgeting, cooking;
- Identifying areas of social interest of participants and encouraging and assisting them to develop their social networks (e.g. joining a local club or attending a local community college course);
- Provide training for staff and volunteers – to understand, respect and support participants in their skill development;

- Providing opportunities for participants to take part in social and educational activities;
- Encouraging participants with special interests to link up with a group in the local community;

Service development and organisational management

Participants are encouraged and supported to become involved in service development and organisational management, if they choose to do so.

These opportunities might include:

- taking part in participant surveys and feedback forums including design of surveys and forms;
- input when new services or activities are being developed;
- representation on participant committees or groups;
- attending training or conferences;
- active membership of the organisation;
- standing for the Board

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