

Interchange Policy & Procedure Manual

Policy 2.6 Participation & Inclusion

DATE OF BOARD ENDORSEMENT	JANUARY 2008
LAST REVIEW DATE	OCTOBER 2015
NEXT REVIEW DATE	OCTOBER 2017
CURRENT VERSION	V1.3

Reference Documents

- National Standards for Disability Services (Standard 2)
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Policy Statement

Interchange is committed to ensuring that to the maximum extent possible with our available resources, customers will:

- ✓ Enjoy access to the same facilities and services as the rest of the community.
- ✓ Receive support alongside others in the community.
- ✓ Have the opportunity to socialise and build enduring relationships within their local communities.

Interchange will promote the connection of our customers with their families, friends and chosen communities. We work together with our customers to enable their genuine participation and inclusion based on the individual's interests, identity, heritage and aspirations.

Procedures

Interchange will:

- Work together with individual customers to connect to family, friends, and their chosen communities and to promote community inclusion and participation.
- Ensure staff understand, respect and facilitate individual interests and preferences, in relation to voluntary work, learning, social activities and community connection.
- Actively engage with, and work in partnership with, mainstream community organisations and identify opportunities for customers to participate, according to their personal goals and abilities, in community activities and events that are accessed by other members of the community.
- Provide its services in ways that make the greatest use of general community facilities and services, and that facilitate the integration and participation of service recipients with other members of the general community.
- Seek out volunteers who can demonstrate involvement and connection with the wider community.
- Seek to involve other community members in the integration of the service recipient in community activities.

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- Avoid placing multiple service recipients in the same community setting if they risk becoming congregated, segregated or socially marginalised.

Equity and Access Considerations

Interchange is committed to ensuring fair and equal access to physical environments, information, communication and services. For the communication and implementation of this policy, this may include:

- Considering the suitability of physical environments
- The use of augmentative and alternative communication methods to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language. These methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Cultural Diversity

Employees are to ensure that services are provided with sensitivity to and an awareness of the cultural beliefs and practices of clients from culturally and linguistically diverse backgrounds. This includes an awareness of the needs of Aboriginal and Torres Strait Islander people, their families and communities.

Communication about this policy should be done in a way that suits each individual with regard to their cultural background e.g. if required, the use of an interpreter or easy English documents.

Interchange will develop connections with culturally appropriate organisations and groups to influence the meaningful participation of people with disability.

Where relevant, when attempting to strengthen relationships with people from Aboriginal and Torres Strait Islander backgrounds, Interchange will firstly utilise the advice and influence of key community members and organisations.