

Interchange Policy & Procedure Manual

Policy 2.7 Valued Status

DATE OF BOARD ENDORSEMENT	JANUARY 2008
LAST REVIEW DATE	OCTOBER 2015
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CURRENT VERSION	V2.0

Reference Documents

- National Standards for Disability Services (Standard 1 & 3)
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Policy Statement

Interchange is committed to ensuring that all service recipients have the opportunity to participate in community-based activities that enable them to enhance, fulfil and demonstrate a valued role in their community. Our programs will incorporate opportunities for customers to develop, use and maintain skills and abilities considered meaningful within the community.

Interchange works with each customer to create services which are individually tailored to each individual's strengths and needs and designed to deliver positive outcomes. This includes an individual's disability as well as their age, gender, culture, heritage, language, faith, sexual identity, relationship status and other relevant factors. The services play an important role in enabling the contribution and inclusion of the individual and their valued participation in the community in areas of their choosing.

We believe individual outcomes require collaboration between the individual customer and Interchange to ensure active choice and decision making. This requires joint effort based on mutual respect and includes the two parties working together to review progress against planned and measureable outcomes.

Procedures

Interchange will:

- Actively promote the concept of valued status and a valued role for our customers in areas of their own choosing.
- Actively promote the concept of valued status and a valued role in working with other community organisations, in its promotional materials, in the way it provides services to its customers and in its broader community involvement;
- Actively seek out opportunities for customers to participate in activities that are valued by the broader community; and
- Structure its programs and services in a culturally normative and age appropriate manner, and deliver customer centred services in the least restrictive manner.
- Work together with the individual and, with consent, their family, friends, carer or advocate to identify their strengths, needs and life goals.
- Planning, provision and review of services is based on individual choice and is undertaken with the customer in a manner that is responsive to diversity including disability, age, gender, culture, heritage,, language, faith, sexual identity, relationship status and other relevant factors.

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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.