

Participation and Inclusion

POLICY AND PROCEDURE

Policy Statement

Subee is passionate about helping people lead happy, healthy lives. We celebrate diversity of ability, age, ethnicity, faith, sexual orientation, intersex variation, and gender identity and welcomes everyone exactly as they are.

Subee Newlake believes that every person receiving supports should be active, visible and independent within their community and society in general. Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose. This will require the organisation to provide options and resources to promote opportunities to maximise independence and support those choices made by each person in being an active and meaningful member of their chosen community.

Purpose

The purpose of this policy is to outline Subee commitment to ensure that the concept of inclusion is culturally appropriate. Subee Pty Ltd is committed to work in collaboration and partnership with local Aboriginal and Torres Strait Islanders (ATSI) and culturally and linguistically diverse (CALD), Lesbian, Gay, Bisexual, Transgender, Gender Diverse and those with an Intersex variation (LGBTI) or other minority groups, communities, agencies and services to benefit the application of this policy.

ensuring people with a disability are encouraged and supported to contribute to social and civic life in their communities in ways that are important to them. The policy describes the processes to be implemented to facilitate the participation and inclusion into community and civic life for each participant accessing Subee Pty Ltd as their chosen service provider. Subee Pty Ltd will strive to build opportunities to create an inclusive culture/environment in which differences and capabilities are recognised and value based on each participants choice and level of participation.

Scope

This policy applies to:

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

Definition

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

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- Inclusion: a sense of belonging developed when a person is accepted by others, seen as an individual, has interaction with others and not excluded.
- Client: a person who is accessing Subee Pty Ltd to be involved in specific program activities.
- Civic life: participating in the life of the community of which one is a part.

Principles

To facilitate this commitment,

Subee Pty Ltd 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,

Subee Pty Ltd 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 families/carers.
- 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 participant current community connections and informal supports;
- Record examples of community participation and inclusion;
- Review service user 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

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

Planning meeting

These meetings 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

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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. Subee Pty Ltd will obtain feedback around its performance from participants and their families/carers during planning and review functions and through annual Participant, Family and Carer, and Staff surveys.

Informal Conversations and Feedback

These conversations occur on an irregular 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 Website

Subee promotional material, brochures, social media platforms, website and staff portal provide specific examples of how participants actively and meaningfully participate in community and civic life facilitated by Subee. They are a mechanism of showing inclusion, documenting participant's achievements and sharing these with the wider community.

Staff Training

Training is an essential part of any organisation. Training at Subee Pty Ltd 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 participate in community and civic life actively and meaningfully. This begins with the induction of staff once employed by Subee

Staff induction includes Altura eLearning modules:
Working with Cultural Diversity
Rainbow of Difference
Promoting Equality, Diversity & Inclusion

Responsibilities

Management Representatives are responsible for approving and monitoring the implementation of this policy.

The Management Team is responsible for ensuring that:

- all stakeholders are aware of and understand their rights and responsibilities in relation to participation and inclusion principles.
- all employees, coordinators and managers have been provided with training in relation to this policy as required.
- ongoing support and guidance are provided to all employees in relation to implementing this policy.

Quality Manager is responsible for ensuring that:

- Feedback in relation to participation and inclusion gathered from participants and their families/carers is analysed annually and use to inform systems improvements.

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- providing access to a copy of the Policy, for example on the Subee Pty Ltd website.
- providing updates or development of the Policy to participants, families/carers and staff of Subee.

All employees are responsible for ensuring that:

- all procedures, guidelines in accordance with this policy are implemented.
- are aware of and understand this policy and procedures and seek clarification if they do not understand.

Stakeholders are responsible for:

- Using this policy to develop collaborations with Subee Pty Ltd to achieve community participation and inclusive networks.

Working with families/Carers

Subee Pty Ltd recognises the great contributions families and carers make to the service and to their local communities in their individual carer roles. Subee has adopted key principles to guide the way Subee staff, management and volunteers interact with families and carers of those people provided supports and services by our organisation.

Subee Pty Ltd acknowledges the importance of Aboriginal culture, disability, age, gender, cultural and religious backgrounds and beliefs of all families and carers of service participants.

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

- Recognise the contributions that families and carers make and values the support they provide to the individuals they care for;
- Being mindful of the health and well-being of families and carers;
- Listening to the opinions and feedback of families and carers of participants.
 - Respect and support the choices made by families and carers, their knowledge and experiences as carers;
 - Work with families to identify what support and services families and carers may require and refer them to these resources and services;
 - Show respect for the relationships between families, carers and participants of Subee;
 - Demonstrate recognition that carers are all different, and that families and carers of our participants have needs outside of their caring role;
 - All families and carers associated with Subee Pty Ltd have the same rights choices and opportunities as any other person;
 - Subee acknowledges the difficulties faced by families and carers living in rural and isolated areas

Rainbow Tick accreditation in aged care and Pride in Diversity membership

In 2019, Subee was reaccredited with the Rainbow Tick. The Rainbow Tick is a national accreditation program for organisations that are committed to safe and inclusive practice, and service delivery for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people. This has been promoted on our office door and foyer plus the Subee Newlake webpage.

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Breaches of this policy

All Staff are expected to follow this policy. Failure to follow Subee Pty Ltd policies and procedures will be treated seriously and may result in disciplinary action. Serious breaches of policy resulting in gross misconduct could result in instant dismissal.

Related Policies

Service Delivery
 Cultural Diversity
 Dignity of Risk
 Client Centered Approach
 Equal Opportunity Policy
 Client Rights and Responsibilities
 Complaints Management
 Code of Conduct, Child safe inc

Quality Standards

- The Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW),
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
- National Disability Insurance Scheme amendment (Quality and Safeguards Commission and Other Measures) Act 2017
- Applicable codes of conduct, professional standards or quality assurance standards, and

- NSW Disability Services Standards (NSW DSS) or relevant comparable standards. Comparable standards include National Standards for Disability Services
- Australian Community Industry Standards (2018)
- The Aged Care Act 1997
- Aged Care Quality & Safety Standards, Home Care Standards
- All other relevant laws of NSW and Australia



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