

# Participation and Inclusion Policy

## 1. POLICY STATEMENTS

The House Operator will actively promote the genuine connection and active inclusion of people with disability in community and civic life in ways that are important and meaningful to them. To facilitate this commitment the House Operator will:

- Develop connections and promote opportunities for Participants to have meaningful and active participation in civic life within the scope of its role as a disability service provider under the NDIS.
- 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 members and support workers
- 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 civil life
- Maintain and develop community connections
- Record examples of community participation and inclusion
- Train staff in the importance of community participation and inclusion. This includes how to encourage and support Participants to actively and meaningfully participate in community and civic life within the scope of services provided by the House Operator.

## 2. DEFINITIONS

<b>House Operator</b>	The House Operator is a not-for-profit co-operative or other corporate entity, is a Corporate Member of SILC and has signed a House Operator Agreement with SILC.
<b>Inclusion</b>	The action or state of including or being included within a group or structure.
<b>Participant</b>	Participants of the National Disability Insurance Scheme (NDIS) residing in a residence operated by the House Operator.
<b>Participant's Representative</b>	Family member or guardian representing the Participant.
<b>Participation</b>	The action of taking part in something.

### **3. MINIMUM PROCEDURES**

All House Operators must comply with the following minimum procedures:

#### **a) NDIS Plans**

NDIS Plans support and encourage Participants to realise their goals, dreams and aspirations. They focus on acknowledging Participant's formal and informal supports as well as connections. Staff must read and understand NDIS Plans and support Participants to investigate opportunities for community participation and inclusion (consistent with their NDIS Plans) and identify strategies to address barriers.

#### **b) Surveys**

Surveys record level of satisfaction amongst staff members and families. They provide indications of the level of satisfaction that Participants have with their community participation and highlight areas of need for increased community inclusion. SILC and House Operators will collect feedback around its performance from Participants and families during planning and review functions and through annual family member and staff surveys, in accordance with the *SILC Continual Improvement Policy*.

#### **c) Informal conversation and feedback**

Informal conversations happen on an irregular basis and can be face to face or over the phone. They highlight specific instances of community participation and integration for individual Participants and often involve looking at changes in supports to accommodate individual preferences. Conversations are documented within participant records as per the *SILC Privacy Confidentiality, Consent & Records Management Policy*.

#### **d) Communication plan**


Communication plans are specific to individuals and document information about the Participant's journey towards set goals. They are critical when it comes to documenting a Participant's ability to participate in or integrate into the community. This evidence is used to identify how to move an individual from incidental participation to active inclusion in their community.

#### **e) Staff training**

Training for House Operator staff includes focus on the importance of community participation and inclusion. Specific training is provided to assist staff to build their skills and capacity so they can encourage participants to actively and meaningfully participate in community and civic life. This begins with induction of staff upon employment.

#### 4. REVIEW PROCEDURE

SILC policies and procedures will be reviewed every year. However, if at any time the legislative, policy or funding environment is so altered that this document is no longer appropriate in its current form, the policy and procedures will be reviewed immediately and amended accordingly.

Policy Description	Authorised by Chairperson of SILC Board	Policy Ratification Date	Review Date
Participation and Inclusion Policy		28 February 2020	28 February 2021