

Q111	CUSTOMER PARTICIPATION and SOCIAL INCLUSION POLICY
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Policy statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to empowering and supporting Customers/Clients to fully participate in the community and in this organisation.

The organisation will:

- support Customers/Clients to participate in communities and activities of choice respecting their choices and plans regarding employment, education, leisure and their social lives as well as promoting healthy eating and healthy activities
- enable Customers/Clients to be involved in decisions that affect them and the services they receive
- encourage and support Customers/Clients to be involved in service development, evaluation, planning and organisational management
- seek Customer/Client input regarding Customer/Client 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

In support of this policy, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service has established a 2-year plan with the goal of enabling full accessibility to its head office premises. The plan incorporates the development of building extensions subject to council approval. Both employees and external consultants will be advising management throughout this process.

This document complies with NDIS 2018, standard 1.4 Independence and Informed Choice and ACIS 2013, section 1.5 Independence and Informed Choice and 1.6 Participation. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Policy context: This policy relates to	
Legislation or other requirements	Equal Opportunity Act 2010
Contractual obligations	Customer Service Agreements

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Participation Methods

Information strategies

Information about participation opportunities is provided to Customers/Clients through the Customer Rights and Service Charter.

To ensure Customers/Clients can easily access these documents they are available in multiple locations. These documents are available upon request from the Service Delivery team.

Customers/Clients are also provided with information about participation opportunities at each stage of service provision from engagement to exit.

Assistance and support

Strategies to support and assist Customer/Client participation are reviewed annually with Customers/Clients and updated as necessary. Customers/Clients are actively supported to participate through:

- The Continuous Improvement Committee
- The Member Reference Group
- Customer/Client satisfaction surveys
- Feedback submission

The strategies might also include:

- Training workshops for Customers/Clients – developing self- confidence, skills building
- Developing a toolkit for employees – on how to support Customer/Client participation
- Covering expenses of participation
- Providing information in a range of mediums (written, images, verbal, video)
- Provision of a support person

Self-reliance and social inclusion

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is commitment to the goals and outcomes of individual Customers/Clients facilitated by individualised, person-centred and strength based service delivery.

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The strategies include but are not limited to:

- Training workshops for Customers/Clients
- Providing Customers/Clients with information and support to enrol in courses which would enhance their independence
- Identifying areas of social interest of Customers/Clients 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 employees – to understand, respect and support Customers/Clients in their skill development
- Providing opportunities for Customers/Clients to take part in social and educational activities
- Encouraging Customers/Clients with special interests to link up with a group in the local community

Service development and organisational management

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

These opportunities might also include:

- taking part in Customer/Client surveys and feedback forums including design of surveys and forms
- input when new services or activities are being developed
- attending training or conferences
- active membership of the organisation
- standing for the board or management committee.

Documentation

Documents related to this policy	
Related policies	Q102 - Customer Rights and Service Charter