



# JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

<b>St 2 a</b>	<b>CLIENT PARTICIPATION AND SOCIAL INCLUSION</b>
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<b>Applies to:</b>
<b>Specific responsibility:</b>

<b>Version:</b>
<b>Date approved: 5 Aug 2014</b>

<b>Policy context:</b> This policy relates to	
Standards or other external requirements	NDIS Practice Standards
Legislation or other requirements	Disability Services Act
Contractual obligations	National Disability Insurance Agency

## POLICY STATEMENT

Jumbunna is committed to empowering and supporting clients to fully participate in the community and in this organisation

The organisation will:

- support clients to participate in communities and activities of choice respecting their choices and plans regarding, education, leisure and their social lives
- enable clients to be involved in decisions that affect them and the services they receive
- encourage and support clients to be involved in service development, evaluation, planning and organisational management
- seek client input regarding 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.

## PROCEDURES

### Information strategies

Information about participation opportunities is provided to clients through a variety of means,

Eg. Information Book and Service Charter, front foyer, Parent Newsletter, Family Service Coordinators and Social Media.

### Assistance and support

Strategies to support and assist client participation are reviewed at least annually with clients and updated as necessary. Clients are actively supported to participate by a variety of strategies including:

- Training workshops for clients –
- Training for staff on how to support 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**

Strategies that build on client's personal strengths, skills and motivation to enhance self-reliance and social inclusion can include the following:

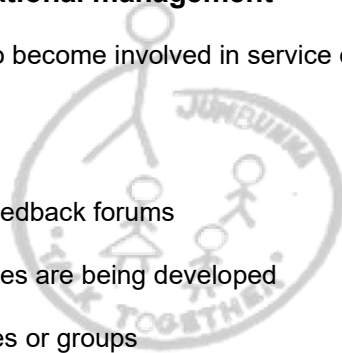
- Training workshops for clients
- Providing clients with information and support
- Identifying areas of social interest of clients and encouraging and assisting them to develop their social networks
- Provide training for staff and volunteers – to understand, respect and support clients in their skill development
- Providing opportunities for clients to take part in social and educational activities
- Encouraging clients with special interests to link up with a group in the local community

### **Service development and organisational management**

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

These opportunities include:

- taking part in client surveys and feedback forums
- input when new services or activities are being developed
- representation on client committees or groups
- attending training or conferences
- active membership of the organisation
- standing for the board or management committee.



## DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

<b>Policy Name:</b>	<b>Client Participation &amp; Social Inclusion</b>	<b>Policy Number:</b>	
Date Approved:	24 August 2023	Approved By:	Board of Management
Date Issued:	31 August 2023	Review Date:	30 June 2025
Version 1.5	This version of the policy was approved 24 August 2023 and replaces the version approved 28 July 2022.		

