
QUALITY – Standard 4 - Participation Policy

Purpose of Policy Knoxbrooke will ensure that each client is supported and encouraged to be involved in the life of the community in a meaningful and valued way and to exercise his/her rights as a citizen.

Definitions

Policy Knoxbrooke supports and encourages people to exercise choice and control in service delivery and their life decisions.

Knoxbrooke supports people to actively participate in their community by identifying goals and pursuing opportunities including those related to health, education, training and employment.

Knoxbrooke supports people to maintain connections with family and friends, as appropriate.

Where applicable, Knoxbrooke will support people to maintain and strengthen connection to their Aboriginal and Torres Strait Islander culture and community.

Knoxbrooke supports and encourages people to maintain and strengthen their cultural, spiritual and language connections.

Knoxbrooke supports and encourages people to develop, sustain and strengthen their independent life skills.

QUALITY – Standard 4 - Participation Procedure

Procedure **Supporting people to exercise choice and control in service delivery and their life decisions**

Knoxbrooke ensures that people are satisfied with the choices they are provided, where possible, regarding the services that are delivered to them.

Knoxbrooke supports people in their decision making by their advocate and/or their appointed representative, as appropriate.

Knoxbrooke ensures that people's right to dignity of risk is respected.

Knoxbrooke supports people to access technology, aids, equipment and services that increases and enhances their decision making and independence.

Knoxbrooke supports people to develop and maintain their personal, gender, sexual, cultural, religious and spiritual identity.

Knoxbrooke:

- provides people with information, in a format that facilitates understanding, to enhance informed decision making and choice
- involves family members and significant others (as appropriate) to assist with decisions and choices

Supporting people to actively participate in their community by identifying goals and pursuing opportunities

Knoxbrooke supports people to:

- identify and access community resources and facilities
- identify and overcome barriers that may prevent or restrict their participation in the community
- participate in a range of education, recreation, leisure, cultural and community events that reflect their interests and preferences
- participate in social roles in line with their interest and preferences
- access information about their community

Knoxbrooke ensures that people are satisfied with the support they receive to meet the goals they have set in relation to community participation.

Knoxbrooke supports people to move freely in their environments and communities, including accessing public transport.

Knoxbrooke supports people to access a range of affordable housing options.

Supporting people to maintain connections with their family and friends

Knoxbrooke supports people to establish, maintain and enhance links with their families, friends or other support networks, as appropriate.

Knoxbrooke ensures that people are satisfied with the support they receive to maintain connections.

Supporting people to maintain and strengthen connection to their Aboriginal and Torres Strait Islander culture and community

Where applicable, Knoxbrooke will provide culturally competent services which respects a person's Aboriginal and Torres Strait Islander cultural identity.

Where applicable, Knoxbrooke will maintain appropriate community linkages and collaborate with Aboriginal services to meet the cultural needs of Aboriginal and Torres Strait Islander people.

Where applicable, Knoxbrooke will undergo assessment, planning and actions to promote cultural safety and connectedness and respect the cultural and spiritual identity of Aboriginal and Torres Strait Islander people.

Supporting people to maintain and strengthen their cultural, spiritual and language connections

Knoxbrooke provides culturally competent services which respects a person's cultural and linguistically diverse identity.

Knoxbrooke maintains appropriate community linkages and collaborates to meet the cultural, spiritual and language needs of people, where applicable.

Knoxbrooke engages interpreters as required, to support more effective communication.

Knoxbrooke supports people with culturally and linguistically diverse backgrounds and assists them to maintain their cultural identity and connection to community, where applicable.

Supporting people to develop, sustain and strengthen their independent life skills

Knoxbrooke supports people to develop and maintain their independence, problem solving, social and self-care skills appropriate to their age, development stage and cultural circumstances.