



# PROCEDURE 5.0 - PARTICIPATION & INTEGRATION

<i>Number</i>	<i>Procedure</i>	<i>Related National Disability Insurance Scheme Quality Practice Standard</i>
5.0 (A)	<i>Providing quality services that respect the right to actively participate and be a part of the community for every person with a disability and/or mental health issue</i>	1,2,3
5.0 (B)	<i>Firm commitment to Community Connectedness</i>	
5.0 (C)	<i>Training in Community Connectedness</i>	
5.0 (D)	<i>Community Information Support</i>	
5.0 (E)	<i>Affiliations and Partnerships</i>	
5.0 (F)	<i>Community Connecting for Valued Roles and Relationships</i>	
5.0 (H)	<i>Volunteering and Employment</i>	
5.0 (I)	<i>Skill Development</i>	
5.0 (J)	<i>Friendship Support</i>	
5.0 (K)	<i>Providing Support to Promote Participation in Better Together</i>	
5.0 (L)	<i>Presenting a Positive Image to the Broader Community when supporting a person with a disability and/or mental health issue</i>	

The following procedure are to go along with the Human Rights Policy. All Better Together Service have the right to access and participant in all areas of their community whilst being supported to be viewed in a supportive and valued way.

### **Procedure**

**5.0 (A) Providing quality services that respect the right to actively participate and be a part of the community for every person with a Disability and/or mental health issue**

### **Rationale**



Better Together is committed to providing quality services that respect the right to actively participate and be a part of the community for every person with a disability and/or mental health issue and/or mental health issue

### ***Detailed procedure***

Facilitation of this commitment in relation to Participation and Integration is supported by:

- Ensuring all levels of management and staff understand, comply with, and apply the intent of this policy.
- Having written policies and procedures framed in a way to provide progressive opportunities for those supported to actively participate and be involved in the community and develop and maintain a variety of ties/connections and making these available in appropriate formats to those who use the service.
- Providing services that support every person in receipt of a service to reach personal goals and aspirations (in line with the stated/ funded purpose of the service received) and enjoy lifestyles that support the attainment of a reasonable quality of life in the least restrictive way of their rights.
- Ensuring that individual plans developed are working towards active participation as equal and valued community members in line with the stated/funded purpose of the service received and the informed choice of each person.
- Encouraging and facilitating access to and understanding of information (as needed and appropriate to their ability and cultural background) to support the right of each person to make informed decisions about the manner and extent of their participation in the community.
- Promoting, encouraging and facilitating information about how to use and access general community facilities/services and working to reduce limitations and barriers where they exist.
- Taking a pro-active role in the broader community to foster the rights of dignity and respect for all people with a disability and/or mental health issue.
- Taking proactive steps to ensure the concept of participation is culturally appropriate by seeking input from and/or consultation with the people supported and guidance from relevant specialist services (where appropriate), including but not limited to:
- Working in partnership with local Aboriginal and culturally and linguistically diverse (CALD) communities/ agencies/ services to benefit the application of this policy.
- Seeking assistance from interpreters (linguistic and/or sign), communication specialists (to facilitate the use of augmentative communication aids) and relevant advocacy agencies/services as required.
- The review of processes and systems as part of scheduled and as needed policy and procedure reviews, including where possible input from those who use the service.
- Ensuring adherence to policies and procedures in place through the quality assurance audit process to maximise the design, delivery and implementation of a quality service.

## **5.0 (B) Firm commitment to Community Connectedness**

### ***Rationale***



Better Together's Beliefs underpin everything we do and are the foundation of our service delivery. All committee members, volunteers and staff must commit to these beliefs to be a part of Better Together

### ***Detailed Procedure***

All committee members, staff and volunteers have a shared commitment to Better Together's views on community.

- Moreton Bay is a better and richer community because of the inclusion and participation of people with disability and/or mental health issue, that people with disability and/or mental health issue can and do contribute to the development of the community
- That Moreton Bay Citizens will go out of their way to welcome people with disability and/or mental health issue.
- That there are many people in Moreton Bay who would not only be willing, but who would bend over backwards, to make a positive change in the life of a person with a disability and/or mental health issue, if they were presented with the opportunity to do so
- That our community is asset and leadership rich and that our role is to bridge this to community need
- That people with a disability and/or mental health issue are entitled to a lifestyle which is based on the same rights and opportunities as other citizens;
- That people with disabilities, with varying amounts of assistance, can participate as equals in the social, economic and civic life of the community
- Better Together believes that although there are many different experiences of inclusion in valued community roles and relationships, there are common elements that contribute to making people feel included. These include:
  - Being there;
  - Feeling like you belong;
  - Being missed if you are not there

## **5.0 (C) Training in Community Connectedness**

### ***Rationale***

All Lifestyle Coaches can complete optional training in Community Connectedness.

### ***Detailed Procedure***

Evidence of community connectedness training is monitored through the staff file training audit. Service User satisfaction surveys, staff performance appraisals, as well as individual support reviews, which view outcomes achieved.

Principles of Better Together Lifestyle coaches



- You have to believe that your role is about supporting the community to become a better place by facilitating the inclusion of people with disability and/or mental health issue
- You have to believe that people with a disability and/or mental health issue have a place in the community, and the capacity to contribute to the development of community.
- You have to believe that many community members have the capacity and willingness to welcome people with a disability and/or mental health issue.
- You have to let go.

#### Role of the Lifestyle Coach

- Making our community a better place by facilitating the full inclusion of people with disability and/or mental health issue
- Facilitating the development of relationships and belonging.
- See your job as helping people have relationships and friends and rather than doing community activities
- Spend energy maintaining and enhancing the relationships already in a person's life
- See the community as a potential of friendships - who knows who and could introduce who to whom
- Measure success as interdependence rather than independence
- Prefer quality one in one time rather than quantity group time
- Work on your own community connecting skills - be a model
- Don't give up - it may take time but all life changes do

## 5.0 (D) Community Information Support

### *Rationale*

All people supported by Better Together will be able to receive information about Better Together and to take advantage of links, community information, and community connection opportunities that are located in the Moreton Bay Region and promoted by Better Together.

### *Detailed procedure*

- Better Together provides different forms of Community Information. (*see Service Access Procedure (B) community information support*)
- People can also access information via our Better Together Face Book Page, and website.
- Secondly Better Together can provide information sessions and or training to groups, businesses and associations on how they can include more people with a disability and/or mental health issue in their activities. Through our Better Responses program
- Better Together also has a website, [bettertogether.net.au](http://bettertogether.net.au) which provides information to businesses, government, clubs and venues on how to increase and maximise their inclusiveness of all people.



## 5.0 (E) *Affiliations and Partnerships*

### *Rationale*

Better Together Assoc Inc. has been active in sponsoring the development of and working in partnership with developing groups to develop sustainable community organisations so as to increase participation and integration of all people.

### *Detailed Procedure*

Better Together will continue to maintain the following partnerships and affiliation:

- Caboolture Community Work Cooperative Ltd
- Caboolture Disability and/or mental health issue Support Network Incorporated
- Lagoon Creek Café and Function Room

Better Together Assoc Inc has retained formal links and continues to support these affiliated partners. These formal links are by means of membership, representative roles on Boards of Management and/or a Formal Memorandum of Understanding.

## 5.0(F) *Community Connecting for Valued Roles and Relationships*

### *Rationale*

Better Together is able to support people with a disability and/or mental health issue to achieve their goal of having meaningful valued roles and relationships within the social, civic and economic life of Moreton Bay Community.

### *Detailed procedure*

- Better Together will assist the individual to identify their needs for and desired roles and relationships, work with the person with the community, match formal or informal support to achieve goals and aspirations and monitor support (see Policy 5.1 Civic Advocates, Informal Supports).
- Better Together will assist the individual to develop the image, skills and competencies needed to attain their desired valued roles and relationships (see Procedure 6.0 Valued Roles)
- facilitate service user planning sessions (see procedure 2.0 (C) Development of Individual Plan NDIS) to address the different community needs of an individual's life, including:
  - Age appropriateness
  - Cultural appropriateness
  - Right relationships - right connections
  - Informal as well as formal support
  - Being involved in regular community event and activities



- Focus on what valued roles and relationships the person wants support in, in relation to the economic life of the community, the social life of the community and the civic life of the community.
- Focus on what image and competencies need to be developed and maintained

## **5.0(G) Volunteering and Employment**

### **Rationale**

Many people with a disability and/or mental health issue express a desire to contribute to our community through some form of paid or unpaid work. We know that meaningful employment is, for many people, essential for optimum well-being, self-esteem, confidence and a sense of belonging and inclusion. Employment not only allows an individual a chance to feel valued by making a contribution, it allows greater access to networks and relationships and in essence the potential for a more hopeful future.

### **Detailed Procedure**

- Better Together will seek out these opportunities and once again match supports to ensure that these arrangements are sustained.
- Better Together has an on going relationship with the Caboolture Community Cooperative. Through the CO-OP, individuals will have the opportunity to gain employment or establish business opportunities they may be interested in.
- Better Together is also working alongside the Caboolture Community Work Cooperative in operating the social enterprise - Lagoon Creek Cafe and Conference Room.
- facilitate service user planning sessions to address the different community needs of an individual's life, including:
  - Age appropriateness
  - Cultural appropriateness
  - Right relationships - right connections
  - Informal as well as formal support
  - Being involved in regular community event and activities
  - Focus on what valued roles and relationships the person wants support in, in relation to the economic life of the community, the social life of the community and the civic life of the community.
  - Focus on what image and competencies need to be developed and maintained

## **5.0(H) Skill Development**

### **Rationale**

Better Together can support people to develop the skills and competencies they need to fulfil valued roles and relationships in their local community

### **Detailed procedure**



- Through support planning and ongoing reflective practice, Better Together can assist individuals to identify what skills they wish to develop and link them into community opportunities that will assist them to develop those skills.
- Our staff can assist to achieve goals by teaching new skills, providing opportunities to practice new skills, and encouragement and motivation to maintain the new skill.
- facilitate service user planning sessions to address the different community needs of an individual's life, including:
  - Age appropriateness
  - Cultural appropriateness
  - Right relationships - right connections
  - Informal as well as formal support
  - Being involved in regular community event and activities
  - Focus on what valued roles and relationships the person wants support in, in relation to the economic life of the community, the social life of the community and the civic life of the community.
  - Focus on what image and competencies need to be developed and maintained

### **5.0(I) Friendship Support**

#### **Rationale**

Better Together values the role of friendships in the lives of people with a disability and/or mental health issue and/or mental health issue.

#### **Detailed Procedure**

- When friendships develop, Better Together can assist organise activities to do together and help plan arrangements as part of a person's identified support.
- facilitate service user planning sessions to address the different community needs of an individual's life, including:
  - Age appropriateness
  - Cultural appropriateness
  - Right relationships - right connections
  - Informal as well as formal support
  - Being involved in regular community event and activities
  - Focus on what valued roles and relationships the person wants support in, in relation to the economic life of the community, the social life of the community and the civic life of the community.
  - Focus on what image and competencies need to be developed and maintained

### **5.0 (J) Providing Support to Promote Participation in Better Together**





### **Rationale**

Better Together will encourage active participation by individuals and their families/carers in service decisions.

### **Detailed Procedure**

Better Together will:

- encourage service users to become members of the organisation;
- invite service users to the Annual General Meeting;
- ensure that service users (and their significant others where appropriate) are the lead in the development and review of support plans (see Policy 2.0 Individual Needs, Values and Planning);
- advise service users of their right to access information held in their Better Together file (see Policy 4.0- Providing a Service User with Information from their File);
- promote open communication and seek informal feedback from service users regarding their support;
- provide individuals with a participant handbook with information in easy English versions for service users (see Policy 1.0 - Providing Service User Information);
- provide service delivery information in an appropriate format for service users who require assistance with communication (see Policy 3.0- Communicating Effectively with Service Users);
- facilitate service user planning sessions to address the different community needs of an individual's life, including:
  - Age appropriateness
  - Cultural appropriateness
  - Right relationships - right connections
  - Informal as well as formal support
  - Being involved in regular community event and activities
  - Focus on what valued roles and relationships the person wants support in, in relation to the economic life of the community, the social life of the community and the civic life of the community.
  - Focus on what image and competencies need to be developed and maintained

## **5.0 (K) Presenting a Positive Image to the Broader Community when supporting a person with a disability and/or mental health issue**

### **Rationale**

Better Together will actively promote a positive image of people who have a disability and/or mental health issue in all their dealings with the community in accordance with the mission and objectives of the organisation. While respecting a person's uniqueness, a supported individual will be assisted to present in a way which will foster community inclusion.

### **Detailed Procedure**





Better Together staff will:

- present themselves professionally and wear clothes that do not identify them as a 'support worker' e.g. uniforms and/or badges;
- abide by the Code of Conduct (*see Policy 10.0- Promoting Ethical Conduct*);
- encourage a service user to wear tasteful, well maintained and age appropriate clothes;
- assist a service user to maintain a high level of oral and personal hygiene;
- if necessary, discreetly remind a service user to interact in a socially acceptable manner;
- support in the least restrictive way (*see Supplementary Policy 9.01 Positive Behaviour Support and Reduction of Restrictive Practices*);
- respect diverse cultural backgrounds;
- assist a service user with social interaction if the individual has complex communication needs;
- enhance individual decision-making and choice (*see Policy 3.0 Choice, Control and Consent*);
- adapt to a service user's changing needs (*see Policy 2.0 Individual Needs, Values and Planning*);
- progressively build on an individual's skills and capabilities (*see Procedure 2.0 (C) Developing Individuals Support Plan NDIS*);

#### **Related BETTER TOGETHER Policies and Procedures**

Policy 1.0 Service Access

Policy 2.0 Individual Needs, Values and Planning

Policy 3.0 Choice, Control and Consent

Policy 4.0 Privacy, Dignity and Confidentiality

Policy 5.1 Civic Advocates, Informal Support

Policy 6.0 Valued Status

Policy 7.0 Complaints and Disputes

Policy 9.01 Positive Behaviour and Reduction of Restrictive Practice

Policy 10.0 Staff Recruitment, Employment and Development