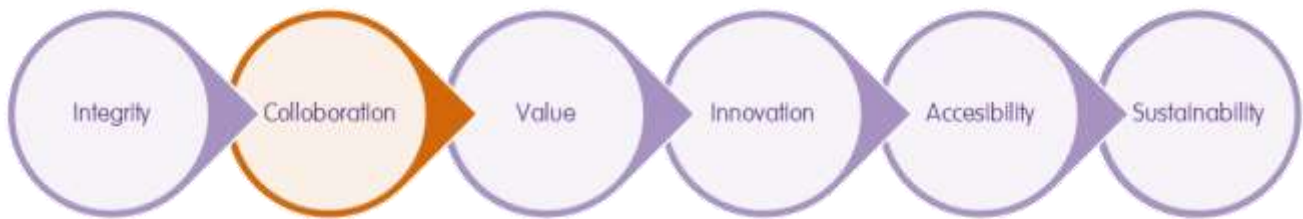


## HCA Disability Services Policy 2 Participation and Inclusion



Integrity, **Collaboration**, Value, Innovative, Accessibility and Sustainability - are the values that underpin all of our services and relationships.

## Policy Statement

HCA's Customer Service Charter represents our vision and core values and sets out what our customers can expect from HCA when they select us to provide their service. HCA's Customer Service Charter commits to:

- Providing a valuable service delivery
- Promote independence and person centred approaches
- Treating all people with, respect and dignity
- Listening intently to what is important to you
- Providing flexible and innovative options
- Responding to you in a timely manner
- Providing a safe, supportive and holistic inclusive environment for all people
- Informing customers about changes and challenges in delivering their service that may occur
- Welcoming and acting on your feedback and complaints to enhance your experience with us
- Customers are informed of their inherent human rights and are supported to exercise and empower their rights and responsibilities
- Customers are respected for their worth, dignity, individuality and privacy
- Strengthening customers cultural, spiritual and language connections, and including the cultural connections for Aboriginal and Torres Strait Islanders
- Customers have the right to their full potential in areas of their life

To deliver on the intent and principles of our Customer Service Charter, HCA is committed to protecting all individuals and safeguarding from abuse, harm, and neglect, while promoting the Charter of Human Rights.

HCA customers can expect that HCA will:

- Actively encourage and support the customer to make and maintain personal connections and participate in their community in ways that are important to them, their family and carers
- Actively encourage and support the customer, to participate and contribute to the economic life of their community in the way they choose as a valued community member
- Recognises that their interests, preferences and goals may change and require us to adapt to ensure we stay focused on what is important to the customer

## Purpose

Assist HCA customers to participate in the economic life of their community, enjoy a sense of belonging and experience life in ways that are important and meaningful to all

To meet or exceed HCA's Customer Service Charter and the National Disability Services Act and Standards and comply with all other relevant legislation

## Scope

The National Disability Services Acts and Standards relate to the provision of disability services for people with a disability and recognise the role of families, friends, carers and advocates.

This policy relates to all activities of HCA. Each area of HCA is required to take responsibility for ensuring full understanding of the commitments outlined in this policy and implement relevant systems, procedures, workflows and other strategies that will direct the development of HCA's culture of Customer Service.

This policy will also apply in full to all contractors, agents, visitors, consultants, suppliers and customers whilst they are on HCA premises, or providing any service to a HCA customer, their family or carers.

## Policy Details

HCA is committed to supporting our customers to participate in the economic life of their community, enjoying a sense of belonging and experience life in ways that are important and meaningful to them.

HCA will support each customer to achieve this by:

- Supporting customers their family and carers to find, use and access the community facilities/services they need and work with them to reduce any limitations or barriers where they exist
- Proactively seek and develop community connections to promote and increase opportunities for HCA's customers' active, meaningful participation in their community
- Providing customers with the support and information they need to make individual decisions about the full range of ways they can connect with their communities
- Respecting customers' choices and develop plans that will engage customers in their communities in relation to learning, leisure or employment that will meet their needs and achieve their goals
- Asking for each customer's consent to work with their family, carers, friends or advocate to achieve the inclusion and participation the customer wants in their communities
- Supporting HCA customers' interests and activities in ways that consider the rights and welfare of the community
- Training and supporting the HCA workforce so they understand, respect and include customers' culture, interests and skill development choices in a person centred way
- Developing and maintaining connections with the customers' local community to promote and increase the opportunities available to them
- Working with local Aboriginal and Torres Strait Islander people to enhance local cultural connections and increase options that could be beneficial to HCA customers
- Working with culturally and linguistically diverse (CALD) communities, agencies and services to enhance local cultural connections and increase options that could be beneficial to HCA customers

Working with interpreters (linguistic and/or sign), communication specialists and relevant advocacy agencies/services that can also assist customer participation and inclusion in their community based on their choices and needs

## References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Participation & Inclusion – Aboriginal & Torres strait Islander People Policy
- HCA Aboriginal Culturally Competent Statement

## Mapping to State Standards

While all states meet the requirements of the National Disability Standards, some standards are rearranged and titled differently to meet local requirements. The following table shows the national standard and how it aligns with alternative state standards. States not listed remain unchanged from the national standard.

National	Queensland	Victoria
2. Participation and Inclusion	3. Responding to individual needs	4. Participation

## Standard KPI's

- 2:1 The service actively promotes a valued role for people with disability, of their own choosing.
- 2:2 The service works together with individuals to connect to family, friends and their chosen communities
- 2:3 Staff understand, respect and facilitate individual interests and preferences, in relation to work, learning, social activities and community connection over time
- 2:4 Where appropriate, the service works with an individual's family, friends, carer or advocate to promote community connection, inclusion and participation
- 2:5 The service works in partnership with other organisations and community members to support individuals to actively participate in their community
- 2:6 The service uses strategies that promote community and cultural connection for Aboriginal and Torres Strait Islander people