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| 9.13 | CLIENT PARTICIPATION AND SOCIAL INCLUSION |
| Applies to: Clients, Staff | Version: 1 |
| Specific responsibility: Staff | Date approved: 5.8.14 |
| | Next review date: Aug 21 |
| Policy context: This policy relates to | |
| Standards or other external requirements | |
| Legislation or other requirements | |
| Contractual obligations | |

POLICY STATEMENT

HECIS 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 the child's education and development
- 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 the following mechanisms:

1. The HECIS Manual
2. The Summary Information Handbook
3. The HECIS website www.hecis.org.au

To ensure clients can easily access these documents they are available in multiple locations. Documents 1 & 2 are available at the HECIS Office and available to be viewed on the HECIS website.

Clients are also provided with information about participation opportunities at initial referral and invited to attend our AGM and join our Management Committee.

Assistance and support

Strategies to support and assist client participation are reviewed with clients and updated as necessary. Clients are actively supported to participate by:

The strategies might also include:

- Training workshops for clients – developing self- confidence, skills building
- Providing information in a range of mediums (written, images, verbal)
- Provision of a support person (where applicable and staffing is available)

HECIS: Client Participation and Social Inclusion

Self reliance and social inclusion

Client Families are encouraged to build skills and a network of support (where applicable).

The strategies might include:

- Training workshops for clients – developing related skills
- Providing clients with information and support to enroll in courses which would enhance their skills and knowledge of their child's needs
- Provide training for staff – to understand, respect and support clients in their skill development
- Providing opportunities for clients to take part in educational activities
- Encouraging clients with special interests/needs to link up with a similar 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 might include:

- taking part in client surveys and feedback forums including design of surveys and forms
- 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 management committee.

DOCUMENTATION

| Documents related to this policy | | |
|---------------------------------------------------------|----------------------------------------------------------------------|----------------------|
| Related policies | | |
| Forms, record keeping or other organisational documents | The HECIS Manual Summary Information Booklet The HECIS Website | |
| Reviewing and approving this policy | | |
| Frequency | Person responsible | Approval |
| Annually | HECIS Co-Ordinator | Management Committee |

| Policy review and version tracking | | | |
|------------------------------------|---------------|--------------------|-----------------|
| Review | Date Approved | Approved by | Next Review Due |
| 1 | 19.8.15 | HECIS Co-Ordinator | Aug 2016 |
| 2 | 4.8.16 | HECIS CoOrdinator | Aug 2017 |
| 3 | 15.8.17 | HECIS CoOrdinator | Aug 2018 |
| 4 | 6.9.18 | HECIS CoOrdinator | Aug 2019 |
| 5 | 17.9.19 | HECIS CoOrdinator | Aug 2020 |
| 6 | 15.9.20 | HECIS CoOrdinator | Aug 2021 |