

## 1.1 Resident Participation and Choice Policy and Procedure

### Policy Statement

Maybanke Association actively supports client participation in governance and service delivery. We encourage skills development and self-reliance so that our clients can participate to the level they choose.

Maybanke Association is committed to providing services that:

- Encourage and support clients to make informed choices, exercise control and maximise their independence relating to the supports provided
- Support service delivery that promotes, upholds and respects an individual's freedom of expression, self-determination and decision-making
- Are grounded in best practice frameworks
- Respect, support and recognise clients' diversity, values and beliefs
- Uphold the legal and human rights of clients, members and staff
- Support clients and others to make a complaint or provide feedback
- Acknowledge, respect and maintain clients' privacy and dignity
- Protect clients from abuse, neglect, harm and exploitation
- Are delivered within an ethical and regulated framework that:
  - Meets the requirements of Human Services Quality Framework and Common Risk & Safety Framework
  - Meets the needs of our professional registration board, membership and supervision
  - Maintain the standards of the professional Code of Conduct and Code of Ethics.

### Scope

This policy and procedure applies to Maybanke Association Inc. as a whole.

### HSQF Related Standards

Human Services Quality Standards Indicator 1.6

Human Services Quality Standards Indicator 4.4

Human Services Quality Standards Indicator 4.5

### Related Legislation

Human Rights Act 2019, section 13

### Principles

The principles that support Maybanke Associations Client Participation and Choice Policy, Procedure and practice are:

- Human rights - services are planned and delivered in a manner that respects and upholds the individual's human rights
- Social inclusion - services are planned and delivered to promote opportunities for people to be included in their communities
- Participation - people using our services are included in decision making about the service they receive
- Choice - people using services have the opportunity to make choices about the services they receive and where and how they receive them within our available resources
- Safe – we have zero tolerance for abuse, neglect, harm and discrimination.

#### Procedure

##### Participation in governance and management

We make sure that Residents are aware of their opportunities for participation at each stage of the service they receive (or community development process) and for broader participation in service development, evaluation, planning and in organisational management. Our communication strategies include:

- A Resident Charter of Rights and Responsibilities which all staff and Maybanke Management Committee members must adhere to and which is displayed in the office and provided at intake.
- Support planning meetings and open door policy to discuss any arising needs and issues
- We provide the support Residents need to participate, wherever possible, including using technology, interpreters, or translating information. A Resident can also choose to bring a support person to any event or meeting.
- Where appropriate or necessary, we will also endeavour to provide Residents with training, skill development or mentoring to enable their participation where possible, e.g. by providing them with information related to the topic, or partnering them with a Resident experienced in a certain area.
- We will keep confidential records of Resident engagement in our governance and management processes.

##### Participation and choice in service delivery

Residents being involved in their services is a principle that is very important to us. Within this principle we acknowledge that there can be barriers to participation, resource limitations, or communication and/or geographical barriers. We will always endeavour to meet the needs of our Residents within our program guidelines, and if this is not possible, we will record our attempts and outcomes in the Resident's record.

We use the following strategies to ensure that our Residents are involved throughout their time with our organisation:



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- Regular support planning meetings with the Case Worker to assist the Resident to develop her own goals and monitor progress

Strategies for individual Residents will vary and will be recorded in their electronic file.

#### Supporting Documents

Welcome Booklet

Resident Charter of Rights and Responsibilities

Version Control

Version	2	Approved: Next Review:
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