



# Community Inclusion Policy

## 1. Policy Statement

The City of Playford Enterprises Business unit through the Community Inclusion Team provides a range of services and programs to increase community inclusion and enhance the quality of life of our consumers.

Council works closely with other relevant agencies to support consumers to have equity of access to community activities, services, information and advocacy that will assist them to maintain or improve their quality of life in accordance with their rights.

Services and activities are planned in partnership with the community and provided to meet individual requirements, ensure choice and control, encourage personal growth, focus on strengths, and increase active participation in community life.

## 2. Scope

This Policy applies to the programs and services offered by the Community Inclusion Team.

## 3. Definitions

**Consumer** a person who receives services.

**HACC** home and community care

**Staff** includes Council staff, contractors, volunteers and all others who perform work on behalf of Council.

## 4. Legislation and References

Aged Care Act 1997 (Cth)  
Disability Discrimination Act 1992  
Disability Services Act 1993  
Food Safety Standards  
HACC Home Support Standards  
HACC Master Agreement  
Passenger Transport Act 1994  
Privacy Act 1988 (Cth)  
Service Program Manuals

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## **5. Policy**

Council through the Community Inclusion team is committed to the following principles and will establish relevant procedures to ensure programs and services are implemented in accordance with these principles.

### ***Access to Service***

- To ensure each client has fair and equitable access to a service – in terms of priority, level and on-going need based on an assessment in accordance with the eligibility criteria.

### ***Information and Consultation***

- To ensure that each client is informed about their rights and responsibilities and the services available.

### ***Advocacy***

- To ensure each consumer has access to an advocate of their choice

### ***Coordination, Planning and Reliable Service delivery***

- To ensure that each consumer receives coordinated services that are planned, reliable and meet their specific on-going needs.
- To ensure each consumer receives an appropriate Assessment and individual care plan that assists the consumer to reach their full potential and participate in the community to the fullest extent possible.
- To provide consumers and /or their representatives opportunities to participate in decision making about the services that they receive. This includes goal setting and evaluating outcomes.

### ***Privacy, Confidentiality and Access to Personal Information***

- To ensure consumers rights to privacy and confidentiality are protected.

### ***Duty of Care***

- To ensure staff, volunteers, consumers and their personal belongings are safe from injury, harm, loss or damage during delivery of services .

### ***Special Needs Groups***

- To ensure programs and services are accessible & inclusive of people with Special Needs.
- To ensure the service is encompassing of individuals special needs as required.

### ***Complaints and Disputes***

- To ensure that each client and their family, carer, advocate or legal guardian has access to fair, equitable and timely processes for dealing with complaints and disputes

in relation to services provided by Council, or the behaviour of an employee, volunteer or another person using the service.

- To deal with a client complaint or dispute.

## 6. Responsibilities

The Community Inclusion Team will be responsible for developing and implementing procedures to support the Policy. The Practice Manager Community will be responsible for communicating and monitoring compliance to the Policy.

## 7. Relevance to Strategic Plan

Outcome 1.1 Liveable City with mix of services and facilities

Outcome 1.5 Enhanced reputation

## 8. Supporting Documentation

Children and Vulnerable Persons Policy

Records Management Policy

Volunteer Management Policy

WHS UVR & Inclement Weather Procedure

## 9. Approval and Change History

Version	Approval Date	Approval by	Change
1	13/03/15	Practice Manager – Community (ECM Document 2596231)	New Policy