

2.1.1	CLIENT PARTICIPATION AND SOCIAL INCLUSION
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Applies to: Staff and Management Committee	Version: 1.1
Specific responsibility: Coordinator	Date approved: December 2014
	Next review date: December 2016

Policy context: This policy relates to	
Standards or other external requirements	Standard 1: Rights Standard 2: Participation and Inclusion
Legislation or other requirements	
Contractual obligations	ADHC Funding Agreement 2013-15

POLICY STATEMENT

PODC is a parent organisation, run by parents in support of other parents and carers. PODC is committed to empowering and supporting families to fully participate in their community and by doing so build their capacity to support their deaf child – including parents and carers of children who are deaf with additional needs.

The organisation will:

- support families to participate in communities and activities of choice respecting their choices and plans regarding communication, education and leisure.
- enable families to be involved in decisions that affect them and the services they receive
- encourage and support families to be involved in deciding on the direction of PODC and in the organisation as a whole.
- seek parent and carers input regarding strategies for engaging, supporting and assisting other families.
- develop links with other groups to promote greater opportunities for family/parent connections and their meaningful participation in the community.

PROCEDURES

Information about participation opportunities is provided to families through the following mechanisms:

Individual support worker (Coordinator or Administrative Assistant), PODC website, PODC magazine Sound News, Flyers, PODC client service charter, PODC Brochure.

Assistance and support

PODC supports families to participate in their community by linking them to information, advocacy and referrals services directly targeted at their need. PODC does this in many ways:

- Coordinator provides individual support either face to face, via phone or via email, to determine the needs of the parent or carer and then putting in place a plan to meet their needs.
- PODC refers clients onto other organisations if they cannot meet their needs or if another organisation can assist.
- PODC provides information evenings/training workshops to build families network and skills.
- Advocacy – individual support to assist them with parenting/educating their child.
- Linking parents to a trained parent mentor

PODC believes that well informed, connected families are the best advocates for their deaf child and the organisation is committed to supporting the development of families by providing:

- workshops for families – developing self- confidence, skills building
- free events/information sessions/workshops that are Auslan interpreted.
- information in a range of mediums (written, images, verbal, video)
- Training of parents as mentors to build new skills to enable them to mentor a new family.
- Coordinating a network of parent support groups in NSW.
- Linking parents to each other in the community through these groups.

Service development and organisational management

Families are encouraged and supported to become involved in service development and organisational management, if they choose to do so.

- PODC Management Committee is elected annually at Annual General Meeting. All existing members can nominate for an office bearer role.
- Clients have an opportunity to give feedback and ideas to the organisation at any time via social media or website.
- PODC provides opportunity for clients to give feedback and to participate in the development of policies and procedures that affect their rights. PODC does this by having PODC by having policies and procedures available on the PODC website.
- Clients have an opportunity to give PODC feedback via an annual survey to clients about PODC and its services.
- Clients are informed about any subcommittees or projects relating to issues of deafness/children with a disability that they may be interested in participating in.

DOCUMENTATION

Documents related to this policy	
Related policies	1.1 PODC Service Charter 1.1.2A Service Provision – INFORMATION Policy 1.1.2B Service Provision – ADVOCACY Policy
Forms, record keeping or other organisational documents	

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every two years	Coordinator	President

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	December 2014	President	December 2016
2			
3			

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