

# Community participation and inclusion

Easy Read version



## Why do we have this policy?



At New Horizons we believe everyone has the right to take part in their community, and be included.



We will help you do this.



We will support you to do the things that are important to you.



We will work with other service providers to give you more opportunities.

We will help you to connect with your family, friends and support networks.

This document explains how we will make these things happen.

## Helping you to take part



Staff will support you to take part in your community.



They will do this by using person centred practice.



You can read our Person Centred Practice Policy.



There is an Easy Read version of the document.



Staff will:

- support you to experience different activities



- help remove any barriers that are stopping you from taking part



- encourage you to take part in activities that suit your background and heritage



- help you to have better relationships with your family, friends and support networks



- support you to make decisions about what you want to do



- give you information about things you can get involved in at New Horizons



- ask you to give us feedback on how well we are doing.

Staff encourage the use of services that will increase opportunities for you to take part. These

include:



- mental health workers
- physical therapy workers
- social workers
- advocacy services – people that can speak up for you
- community health services
- local councils
- cultural interest groups
- seniors groups.



If you are an Aboriginal or Torres Strait Islander person, or if you are from another cultural background, staff will encourage you to be connected to your community and culture.



Staff will work with your family, friends, carer or advocate.

We will show them how important it is for you to take part in your community.



## What we do in the community



We work with the community to make it easier for you to be involved, and be valued for your contribution.



Over time this will mean more opportunities for you to take part.



We do this by:

- our offices being easy to access for services and activities
- looking for information about other services that can help you achieve your goals and dreams
- working with other organisations and people in the community



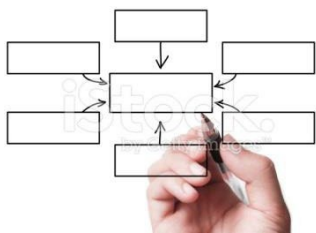


- checking in with other community services to see if there is a better way to do things together



- providing information to the public about what services we offer, and what customers can achieve with our support.

## What we do at New Horizons



We have systems and processes in place to make sure staff are supporting you to take part.



Sometimes people in the community ask us questions about what we do.



We will always answer questions in a way that encourages respect for you and the other customers.



Staff will be trained to help you find and use:

- services in the community
- events in the community.



They will focus on services and events that meet your needs.

Staff will have opportunities to take part in:



- meetings



- conferences



- activities with other organisations.



This will help staff learn more about opportunities that are available for you.



They will share what they learn with other staff.

Then everyone can learn more.



Staff will understand and respect the things you are interested in.





They will help you to take part in the community the way that you want to.



You will have opportunities to take part in New Horizons committees.



A committee is a group of people chosen for a special reason.



You will also have opportunities to take part in special groups.

These groups represent different service delivery areas at New Horizons.



For example, a group might look at things to do with social activities.



A group might look at things to do with work health and safety issues.

This is whether we are doing things safely.



Or a group might focus on quality reviews.

This is how well we are doing things.

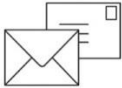
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