

Purpose

This policy describes Access4u's (we, our, us) commitment to:

- family involvement in supports,
- recognition of the critical role of families in our customers' lives, and
- the promotion of collaborative partnerships between us, our customers, and their family to enhance the overall quality of our care and supports.

Scope

Compliance with this policy is mandatory for all Access4u staff, leadership, student placements, contractors, volunteers, and board members, collectively referred to as 'employees' throughout this policy.

Application of this policy is relevant to our customers and their families.

Responsibilities and delegations

This policy applies to	Governing Body. Staff and Volunteers
Specific responsibilities	The Board – Responsible for ensuring effective governance mechanisms are in place. The CEO and Managers – Responsible for monitoring and ensuring adherence to Policy and related procedures. Ensure due diligence and take reasonable steps to ensure Access4u are meeting their obligations. Ensure objectives of the policy are achieved. Staff – Responsible for adherence to this and related policies, procedures and forms that support this policy.
Policy approval	CEO

Policy context – this policy relates to:

Standards	• Family and Community Services Act 1972 • National Disability Insurance Scheme Quality and Safeguarding Framework • National Standards for Out-of-Home care (NOOHCS) • The Office of the Guardian for Children and Young People - Charter of Rights
Legislation	• Children and Young People (Safety) (Transitional Provisions) Regulations 2017 • Children and Young People (Safety) Act 2017 • Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017 • Disability Discrimination Act (DDA) 1992 • Guardianship and Administration Act 1993 (SA) • National Disability Insurance Scheme (Code of Conduct) Rules 2018 (Cth)

	• National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 • National Disability Insurance Scheme Act 2013 • The Disability Act 2006 • The Disability Services Act SA 1993
Contractual obligations	• Government of SA, DCP Contract Management Framework • NDIS Code of Conduct
Organisation policies and procedures	• Privacy policy • Supported Decision Making and Consent Policy • Feedback and complaints policy • Cultural diversity and social inclusion policy • Zero tolerance policy • Protection of human rights and freedom of abuse policy • A4u Policy_Participants Feedback and Complaints Management
Forms, record keeping, other documents	• A4u Customer Complaints Form

Definitions for the purpose of this policy the following definitions apply:

Word	Definition
<i>Family</i>	refers to any 'person responsible', as defined in Section 3 of the Guardianship and Administration Act 1993 (SA).
<i>Person responsible for another person</i>	means— a) any of the following persons if he or she has a close and continuing relationship with the other person: i. a prescribed relative of the other person; ii. a parent of the other person (including an adoptive parent and a step-parent); iii. if the other person is under 18 years of age—an adult who acts in loco parentis in relation to the other person; iv. an adult friend of the other person; or b) an adult who is charged with overseeing the ongoing day-to-day supervision, care and well-being of the other person.

Policy Statement

We recognise and promote the vital role of families and carers in the provision of supports for our customers.

This policy emphasises collaboration, respect and effective communication between us, our customers and their families.

Policy objectives

Recognition of the role of family

We recognise and respect the expertise, knowledge, and unique perspective families have regarding our customer's individual needs, preferences and goals.

Family input and involvement in decision-making processes and service planning is actively sought and valued.

Collaboration and partnership

We establish collaborative partnerships with families, fostering open communication, trust and mutual respect.

Families are actively involved in discussions, planning, and evaluation of supports and services. Families may initiate conversations regarding the supports and services and expect to be responded to in a reasonable timeframe.

We welcome families to visit our services and invite them to be involved in special events and celebrations.

Information sharing and communication

We have a responsibility to provide families with accurate and timely information regarding available supports, services, and their rights and responsibilities.

We ensure this information is accessible, transparent, and communicated in a manner that is easily understood by all parties. We answer questions regarding information provided, clarifying further if it is not readily understood by its audience.

We maintain open and transparent communication channels with families, sharing relevant information about our customers' progress, challenges and any changes to support arrangements.

Consent and privacy

We obtain informed consent from our customers or their family for the collection, use, and disclosure of personal information.

Privacy laws and regulations are strictly followed, ensuring confidentiality and protection of personal information.

We inform families about their rights regarding privacy and confidentiality, as well as the mechanisms available to address any concerns or breaches in confidentiality.

Refer to our Privacy policy and Supported Decision Making and Consent Policy for more information.

Individualised care planning

Family perspectives are actively sought and considered during the development and review of individualised care plans.

The unique needs, goals, and preferences of our customers, as well as their families, are taken into account to ensure person-centred care.

Training, education and support

We offer training, education and support to families to enhance their understanding of disability-related issues, promote effective communication, and empower them to actively participate in decision making and advocate for the needs of our customers. This may include workshops, educational materials, and access to relevant resources.

We provide training and education to our employees to ensure they recognise the value and importance of family involvement and equip them with the necessary skills to engage effectively with families.

Feedback and complaints

We have clear procedures for families to raise concerns, provide feedback, and make complaints regarding the supports and services provided.

Complaints are addressed promptly, professionally, and in a manner that respects the dignity and rights of all parties involved.

We evaluate the effectiveness of family involvement initiatives, seeking feedback from our customers and their families. We use this feedback to inform ongoing improvements in service delivery and ensure this policy's objectives are being met.

Refer to our Feedback and complaints policy for more information.

Cultural sensitivity and diversity

We adopt culturally sensitive approaches and recognise the diversity of our customers and their families.

We respect and accommodate different cultural, linguistic, and religious backgrounds, ensuring supports and services are inclusive and accessible for all.

We listen to feedback about culturally safe practices, and if notified we seek to address any practices that are inadvertently not safe.

Refer to our Cultural diversity and social inclusion policy for more information.