

# **STANDARD FIVE: INTEGRATION AND PARTICIPATION**

**Each person with a disability is supported and encouraged to participate and be involved in the life of the community.**

## Standard 5.1

# **PARTICIPATION AND INTEGRATION**

### **5.1.1 Purpose and Scope**

This policy guides staff in supporting people using to a service to develop a community presence and enhance their status within the community.

### **5.1.2 Definitions**

**Community Integration:** is the outcome of person with a disability being seen in ordinary places, joining in every day activities, sharing experiences, interacting with others and gaining independence.

**Integration:** is when a person is part of a community and involved with other community members. It refers to social processes that offer a person with a disability the same chances and choices as other people to participate in activities and become members of the community.

**Participation:** is when a person has roles and shares in the life of the community. This is an essential element in the person's development and wellbeing.

### **5.1.3 Principles**

Samaritans recognises the importance of assisting and supporting people to participate actively and meaningfully in all areas of their lives and to be integrated into their community.

### **5.1.4 Policy**

Samaritans provides support and skills training that enhances the persons' participation in chosen aspects of community life.

## 5.1.5 Procedures

- The needs of each person for participation and integration are identified and addressed through the individual support planning process and are documented as goals.
- The development of the skills and responsibilities required for meaningful participation and integration in community life are practised and acquired through participation in aspects of the service, including decision-making.
- Staff members act as resource people providing information to facilitate people's access to events, facilities and activities in the community.
- Support and encouragement is given to people to:
  - a) participate in all aspects of the service's planning, development and evaluation
  - b) access community activities of their individual choice
  - c) develop networks and friendships with members of the community
  - d) promote relationships of their personal choice.
- People are supported to participate in the community in ways that reflect community involvement and good citizenship e.g. member of Neighbourhood Watch.
- Staff members support and assist people to develop their networks where ever possible, beyond paid carers, to meaningful relationships with other members of the community.
- Staff members support and assist people to participate in routine activities and facilities in the community in order to achieve genuine integration.
- Staff members provide modelling and training to people on appropriate community standards to promote integration and acceptance. This includes appropriate dress and hygiene.
- Staff members support and assist people to participate in educational and employment opportunities within the community to gain skills and status towards meaningful integration.

## **Community Access**

- When going into the community, staff:
  - a) take address books of important numbers
  - b) take the Coordinator's card, to be given out where incidents may arise
  - c) inform someone (or record in the communication diary) of the destination and estimated time of return
  - d) take petty cash (if necessary).
  
- Community access, where possible should be individualised, with group activities limited to two to four people at a time. Decisions about the number of people to accompany staff are based on the following:
  - a) the amount of support each person requires
  - b) the amount of support available at the current destination
  - c) the ability of the person to comprehend requests
  - d) the travel skills of the people to be accompanied
  - e) the skills of the staff about to escort the individuals
  - f) the amount of time required to carry out quality skills training.
  
- Staff members are not permitted to take a person using the service to the staff members' home.

## 5.1.6 References

Human Rights and Equal Opportunity Commission Act 1986 Schedule 4 & 5  
NSW Disability Services Act 1993 Objects 3 (a, b(i, ii, iii) & e), Principles and Applications of Principle 1(b, d & g) 2 (a, b, c, f, g & j)  
NSW Disability Services Standards - Standards 3, 5 & 6  
Samaritans Disability Services Policy and Standards -  
**Complaint and Dispute Management**  
**Decision Making and Choice**  
**Duty of Care and Dignity of Risk**  
**Individual Support Planning and Review**  
**Missing Person**  
**Valued Status**

## 5.1.7 Person Responsible

It is the responsibility of staff members to:

- support people using the service to sample and select community activities
- support people using the service to access chosen community activities and venues
- respond effectively to questions from people in the community in ways that promote respect for people with disabilities
- Provide contact details to people in the community who wish to make complaint or are raising concerns.

It is the responsibility of the Coordinator to:

- Respond effectively to complaints or concerns raised by members of the community.

## 5.1.8 Implementation and Evaluation

People using the service are involved in a range of community activities.  
People using the service are active members of the community.

## 5.1.9 Documentation

Goals are listed in the person's Individual Support Plan. Daily records note the activities and outcomes of community integration opportunities.

## Standard 5.2

# LIAISON ACROSS PROGRAMMES AND SERVICES

### 5.2.1 Purpose and Scope

The purpose of this policy is to guide and instruct Samaritans staff when supporting people with disabilities to access other services. The policy outlines Samaritans' obligations to communicate effectively to maximise outcomes for people with disabilities.

### 5.2.2 Definitions

**Generic Services:** services available and used by the general community e.g. local doctor.

**Interagency Liaison:** active communication across agencies to coordinate service for and maximise access to services for people with disabilities.

**Intra-agency Liaison:** active communication and coordination within the agency to coordinate the service provided by Samaritans.

**Specialist Services:** services provided for a particular group of people e.g. specialist dental services for people with disabilities.

### 5.2.3 Principles

Samaritans recognises that each person has equal rights with other members of the community to access a range of services.

### 5.2.4 Policy

Samaritans promotes and supports people accessing services, by providing information about other services. Samaritans supports the person in any decision-making process by providing information, training and access to advocacy. Samaritans promotes the use of generic services where possible.

## Procedures

### Intra-agency Liaison

- The Coordinator is responsible to ensure that where the needs of a person are identified and can be appropriately met through Samaritans, an internal referral occurs. This referral is with the person's approval and is accompanied by adequate information to ensure the receiving service can effectively meet the identified needs. Any such internal referral is considered as part of individual support planning.
- Where a person using the service is receiving support from two (or more) Samaritans services the following decisions are made by the Disability Services Manager and the Coordinator of each service involved:
  - a) appropriate allocation of resources
  - b) service primarily responsible for individual support planning
  - c) location of master file
  - d) mechanisms to ensure master file is accurate and up to date
  - e) schedule of communication
  - f) proposed strategies to manage possible conflicts.

### Interagency Liaison

- Where appropriate, people are supported and encouraged to access local generic services and facilities.
- Where necessary, people are supported to access services provided by specialist services in recognition of the need, at times, for services only available from a specialist or specialist service. Use of these services reflects conventions of by the general community for a need to access a specialist.
- Wherever possible, the use of specialist services is replaced by a generic service when one becomes available.
- People are provided with information and supported by staff, family members or their advocate, to make informed decisions regarding the type of service they wish to access to meet their needs.
- Samaritans promotes and develops links between itself and other services in order to facilitate a coordinated system of services that are continuous and appropriate without gaps or duplication.
- Samaritans staff members provide assistance to generic services to ensure the needs of people using the service are met.

- Samaritans may be requested to provide information about people by the generic or specialist service. Release of information follows the policy guidelines of Personal Information and Records.
- Staff members are available to facilitate and coordinate the person's access to generic and specialist services as required.
- Through the individual support planning process staff members and the person receiving the service regularly review the role of the agencies the person is accessing.
- Samaritans assumes an ongoing advocacy responsibility ensuring current and future services continue to provide access and satisfaction to all people with disabilities.
- Samaritans liaises with networks representing Aboriginal and Torres Strait Islander communities and people from non-English speaking backgrounds to develop awareness of their needs. Samaritans is flexible and adjusts the supports offered to these groups based on the feedback received and within available resources.
- Where a person is receiving a service from another agency Disability Services Managers and Coordinators are responsible to maintain sound communication between services.
- Where a specific issue leads to the need for liaison between services the Disability Services Manager or approved delegate approves and oversees the contact.

## 5.2.6 References

NSW Disability Services Act 1993 - Principle 1(g)  
NSW Disability Services Standards - Standards 1, 2, 3 & 4  
Samaritans Disability Services Policies and Standards  
**Entry**  
**Individual Support Planning and Review**  
**Individual Files**  
**Key Worker Role in Individual Support Planning**  
Samaritans Policy and Procedural Guidelines  
**Maintenance of Files - Release of Information**

## 5.2.7 Person Responsible

It is the responsibility of the support worker and key worker to:

- support the person to make decisions about appropriate services to access
- provide appropriate information to the generic or specialist agency
- promote the use of generic agencies where appropriate
- support the person to move from specialist to generic agencies when appropriate.

It is the responsibility of the Coordinator to:

- monitor the support staff actions
- liaise with other involved agencies to promote service outcomes to people with disabilities
- provide feedback to Disability Services Manager on services received.

## 5.2.8 Implementation and Evaluation

All decisions, strategies and referrals are made within the individual support planning process.

## 5.2.9 Documentation

Decisions and actions are documented in the Individual Support Plan. Referrals to other agencies are filed in the person's file.