



Community Member and NDIS Participant Engagement Policy

Scope

This policy applies to Brook RED Community Members/NDIS Participants, Nominated Support People, board members, employees, volunteers, and students on placement.

Purpose

To ensure that Community Members/NDIS Participants are engaged in the planning, delivery and evaluation of Brook RED services and supports. Community Members/NDIS Participants are valued members of the Brook RED community and their engagement is central to providing a service that is relevant and meaningful.

Principles

Consistent with our self-determination values, Community Members/NDIS Participants know what is correct for them therefore their experiences must inform everything that we do. Through participation in planning, delivery and evaluation, Community Members/NDIS Participants can develop skills and confidence leading to increased social inclusion and improved mental health and wellbeing. Community Member/NDIS Participant engagement helps us to improve, makes us more responsive and diversifies our services.

Policy

Brook RED will:

- Have Community Member/NDIS Participant positions on the Board of Directors
- Have regular and open planning and feedback meetings that encourage active participation of Community Members/NDIS Participants
- Empower Community Members/NDIS Participants to be involved in meaningful tasks
- Engage Community Members/NDIS Participants in decision making forums such as committees and meetings
- Conduct an annual Community Member/NDIS Participant survey to provide feedback regarding Brook RED services and supports and implement this feedback where possible
- Involve Community Members/NDIS Participants in training opportunities
- Invite Community Members/NDIS Participants to participate in conferences and community events
- Ensure that management has an 'open door' approach which ensures that Community Members/NDIS Participants are able to directly communicate with them
- Include Community Members/NDIS Participant engagement as a standing agenda item at the Managers Meeting

References

Brook RED Person-Centred Practice Policy
Brook RED Recovery Oriented Practice Statement
Brook RED Vision, Mission and Values

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Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	January 2017	Eschleigh Balzamo	Introduction of new policy	-
Version 02	April 2017	Eschleigh Balzamo	Change of format	January 2018
Version 03	May 2017	Eschleigh Balzamo	Change to version control	January 2018
Version 04	September 2019	Eschleigh Balzamo	Review and Update	January 2021
Version 05	June 2021	Eschleigh Balzamo	Review and Update	June 2023

The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.