



FEELS LIKE HOME SUPPORT SERVICES

CORE MODULE: INCLUSION AND ACCESS

Legal name: Feels Like Home Support Services Pty Ltd

Business/trading name: Feels Like Home Support Services

Head office: Suite 303 – 7 Clunies Ross Court, Eight Mile Plains, QLD

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Rev.1

Date: 21 March 2023



INCLUSION AND ACCESS POLICY

POLICY

This evidence guide is about the way in which the organisation ensures that its services are accessible to all people eligible to access a NDIS service provider.

Feels Like Home Support Services Pty Ltd is committed to social inclusion and community participation in the delivery and expansion of services to Participants who are disadvantaged and work in partnership with the community, Aboriginal and Torres Strait Islander people, culturally and linguistically diverse groups, people with different sexual-orientations and those with disabilities.

Feels Like Home Support Services Pty Ltd will follow the principles and promotion of inclusion. Staff will be trained to follow these principles and promotion strategies.

This policy applies to Feels Like Home Support Services Pty Ltd staff and management.

PROCEDURES

This participation may include:

- Education
- Shopping
- Work
- Social activities
- Volunteering or joining clubs or groups
- Interacting with others; with similar interests.

Community participation and integration is a practice that places people at the heart of all activities. This participation is carried out by people and with people, rather than on people or to people. Community participation also known as community engagement or community action.

Feels Like Home Support Services Pty Ltd promotes inclusion by:

- Working closely with a network of health and allied health professionals to be able to support the holistic needs of our Participants.
- Building effective partnerships with Participants and their families and support people to discuss and build on shared priorities and the Participant's individual needs and goals.
- Focused efforts on building social inclusion and participation opportunities within the range of services provided.
- Providing information on community events and other relevant networks that meet Participant's needs and identified goals.



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- Working within the Participant's networks and supports including childcare, kinder, school or home environments, which allows Feels Like Home Support Services Pty Ltd to assist the Participant to foster relationships and participate in familiar surroundings.
- Having a community linkages policy that outlines the ways in which Feels Like Home Support Services Pty Ltd will work with other communities for the betterment of their Participants.
- Operating within the Feels Like Home Support Services Pty Ltd equity and access policy to ensure all people can access our service.

REFERENCES

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Act 1992 (Commonwealth)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act (1988)
- NDIS Practice Standards and Quality Indicators 2018

MEASURING SUCCESS

1. Annual Participant satisfaction survey.