

Policy

Stakeholder Participation

Policy Statement

Beyond Housing will provide stakeholders, in particular clients, with opportunities to participate and make choices which may influence service planning, policy development, setting priorities and quality issues in the delivery of our services and client outcomes.

Policy Application

This policy applies to all Beyond Housing employees and includes all permanent and casual staff, volunteers, work experience students, management, and the Chief Executive Officer (CEO). For the purposes of this document, all parties will be referred to throughout this policy as workplace participants.

Responsibility & Authority

- The Board of Beyond Housing has responsibility for ensuring compliance with legal and regulatory requirements at a Governance level.
- This policy is operational and therefore the Chief Executive Officer (CEO) is responsible for ensuring:
 - Appropriate and effective policies and systems are in place to operationalise legal and regulatory requirements and therefore implement this policy in accordance with that responsibility.
 - All managers and workplace participants are aware of this policy.
 - Support for workplace participants to undertake their responsibilities under this policy is provided.
- The CEO may delegate specific responsibility to managers or workplace participants to ensure that the objectives relating to this policy are met.
- Managers and Team Leaders are responsible for informing workplace participants about their responsibilities under this policy.
- All workplace participants are responsible to familiarise themselves with this policy and comply with its requirements.

Policy Detail

Beyond Housing values advocacy, fairness, innovation, quality and collaboration. These values underpin service delivery and in the context of this policy Beyond Housing will:

- Provide clients with the opportunity to give feedback as well as actively seeking it.
- Ensure clients understand the role of feedback and their participation, and the scope of its use.
- Provide opportunities for participation that are meaningful and have benefit for clients to increase their capacity.
- Provide opportunities for stakeholders to have input into decisions about the organisation.
- Ensure that stakeholder participation is embedded in all levels of service delivery.
- Promote stakeholder participation activities throughout the organisation
- Recognise that stakeholder participation is an important means for improving service delivery.
- Support clients to participate in communities and activities of choice respecting their choices and plan regarding employment, education, leisure, and their social lives
- Enable clients to be involved in decisions that affect them and the services they receive
- Encourage and support clients to be involved in service development, evaluation, and planning
- Seek client input regarding client participation information strategies, assistance and support, service involvement and development

- Develop links with other groups to promote greater opportunities for connections and meaningful participation in the community

Information Strategies, Assistance and Support

Clients are provided with information about participation opportunities at each stage of service:

- At triage provision of support person or advocate is offered
- Intake and Assessment includes explanation of feedback form and how to raise a complaint
- Case plan development and review
- Case closure and post follow up

Participation opportunities are advertised in reception and on our website/social media e.g., biennial client satisfaction survey or client focus groups. Our website has a wide range of information to assist clients navigate our service via G | Translate and Accessibility menu.

Case Managed Programs - Self-reliance and social inclusion

For services that focus on case management (STAR, Tenancy Plus, PRAP Plus and ITAR) we build in client's personal strengths, skills, and motivation to enhance self-reliance and social inclusion through the following strategies:

- Identifying areas of social interest of clients and encouraging and assisting them to develop their social networks (e.g., joining a local club or attending a local course)
- Provide training for workplace participants to understand, respect and support clients in their skill development
- Providing opportunities for clients to take part in social and educational activities

Service Development

Clients are encouraged and supported to become involved in service development if they choose to do so. These opportunities might include:

- Taking part in client surveys and feedback forums including design of surveys and forms
- Input when new services or activities are being developed
- Participation in client focus groups
- Post service follow up

Training

Beyond Housing will use induction, supervision, and professional development to ensure that all workplace participants understand and promote people's rights to participation.


Definitions

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| Advocacy | The process of promoting, supporting and representing the rights and interests of people. It also involves the protection of an individual's rights and interests to obtain justice |
| Advocate | A person who supports or represents a client with regard to a particular issue, ensuring their interests and rights are given proper consideration |
| Stakeholder | A person who has an interest, concern or investment in something. Stakeholders may include clients, renters, their family/friends/carer or advocates, support agencies and external service providers. This may also include neighbours of surrounding properties. Beyond |

Housing explicitly accepts the role of a client advocate whether statutory or voluntary, with the consent of the client.

Related

| Document Reference | Document Type |
|---|---------------|
| Privacy and Data Protection Act 2014 (Vic) | Legislation |
| Charter of Human Rights and Responsibilities Act 2006 (Vic) | Legislation |
| Health Records Act 2001 (Vic) | Legislation |
| Privacy Act 1988 (Cth) | Legislation |
| Advocacy | Policy |
| Case Management | Policy |
| Compliments and Complaints | Policy |
| Homelessness Assistance | Policy |
| Rights and Responsibilities | Policy |
| Service Development | Policy |
| Engaging Clients | Procedure |
| Victorian Protective Data Security Standards | Other |
| Beyond Housing Feedback & Complaints | Other |
| Beyond Housing Vision-Purpose-Values | Other |

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