

# Participation Policy

## 1. PURPOSE

The purpose of this policy is to assist members to become more involved in decision-making that affects them at The Junction and to develop their skills and self-confidence.

By making clear statements about opportunities for members to be involved in the planning and delivery of our service, and how we enable members to express their views. We actively promote participation and open pathways for skills-development and self-reliance. Our policy expresses the value we place on what our members think about us and explains how we draw on the unique experiences of members to shape our services and their Clubhouse – The Junction.

Related documents	
Related policies and procedures, how-to task lists, forms, registers, or other organisational documents of The Junction	<ul style="list-style-type: none"> <li>• Member Service Charter</li> <li>• Access Policy</li> <li>• Feedback Policy</li> <li>• Complaints by Members Policy</li> </ul>
Other standards	<ul style="list-style-type: none"> <li>• National Mental Health Standards</li> <li>• International Standards for Clubhouse Programs</li> <li>• NDIS Practice Standards</li> <li>• Human Services Quality Standards</li> </ul>
Legislation or other requirements	<ul style="list-style-type: none"> <li>• Human Rights Act 2019 (QLD)</li> </ul>

## 2. Scope

This policy applies to all employees, members, contractors, volunteers, and visitors involved in the operations of The Junction Clubhouse Cairns Ltd.

## 3. Policy Statement

The Junction is committed to empowering members to play an active role in decisions that affect their lives. Specifically, we will:

- Inform members about the opportunities for participation
- Explain to members the way in which they can take advantage of these opportunities
- How we assist and support members to participate
- How we enable members to be involved in decisions that affect them and the service they receive

## 4. Procedures

### 4.1 Information strategies to ensure understanding of our services

The Junction provides information strategies to inform our members, volunteers, and visitors about the opportunities for participation at each stage of the service they receive, and for broader participation in service development, evaluation, planning and in organisational management.

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The Junction Communicates through a variety of ways such as, posters, flyers, newsletters, agency visits, electronic media, house meetings, daily meetings, one-on-one, white-boards, members' handbook, access policy, member service charter etc.

### 4.2 Support to participate

The Junction encourages and actively supports members to make the best use of the opportunities provided for active participation. This includes information and specific assistance to members who may experience physical, mental, cultural or language barriers, or who may need specialised advocacy or support to take full advantage of the opportunities.

### 4.3 Strategies to involve members in the planning and delivery of services they receive

The Junction uses strategies to encourage active participation by members in service decisions that affect them directly, at each stage of their involvement with the service.

These opportunities include:

- Being listened to and asked about their wishes and preferences, including standard feedback forms, member surveys and evaluation of specific activities
- Having input into service-planning processes
- Being involved in decisions about service planning
- Self-management of aspects of the service
- Taking part in social and educational activities
- Mutual support and mentoring other members

### 4.4 Strategies to encourage participation in service development and organisational management

The Junction encourages members to be involved in service development and organisational management. This may include contributing feedback, having complaints heard, consultation processes, and involvement in committees and governance bodies.

These opportunities might include:

- Taking part in member surveys and feedback forums
- Input when new services or activities are being developed
- Representation on member committees or groups
- Attending sector training or conferences
- Active membership of the organisation
- Standing for the Board

The Junction Clubhouse Cairns Ltd (The Junction) – Participation Policy		
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