Community Connections

POLICY & PROCEDURE

PARTICIPATION AND CHOICE

POLICY

Community Connections promotes the rights and responsibilities of people using its services by:

- Giving young people and family information about services provided to them
- Assisting young people and family to take part in making decisions that are relevant to them
- Providing opportunities for young people and family to participate in service planning, development, delivery and evaluation.
- Promoting, encouraging and empowering young people and family to express their view, valuing and using their perspective to improve services at all levels.

PROCEDURE

Community Connections provides a Client Services Charter titled 'Some important things you need to know about Community Connections' to all young people and families who enter the service.

Community Connections Workers consistent with the Community Connections Mission Statement will engage with young people and family in ways which promote young people and family choice and self reliance. Consistent application of these practice principles are to be monitored and reinforced through supervision and case meeting reflection.

Community Connections offer young people and families the opportunity to participate in the:

Development

Evaluation, and

Improvement of services through joint planning of projects, engaging young people and families in project development, and through evaluation of the effectiveness of projects.