

POLICY 1: RIGHTS

All employees, volunteers, families and friends of Forsight Australia (hereinafter called Forsight in this document) are committed to being Active in protecting Human Rights of Deafblind adults and all Stakeholders, and if discovered to report any denial of any person's rights, immediately and as required by law and Forsight Policy.

PROCEDURES:

- 1.1 All employees, volunteers, families and friends of Forsight respect the right each person with a sensory disability to have Person-Centred plans in Alternative and Augmentative communication methodology available to them in whatever format to meet their individual needs regardless of the uniqueness of each person's communication needs.
- 1.2 All Forsight Operating Policies and Workplace Health and Safety Policies contain references to Rights, Choice-making and Person-Centred planning and Inclusion. The Forsight Strategic Plan includes a major Goal: that people with a disability are in control and have choices over all aspects of their lives. Forsight Strategic Plan includes a Vision that reflects this goal.
- 1.3 All employees, volunteers, families and friends of Forsight respond positively at all times to Forsight's marked emphasis on respecting choices, preferences for communication and participation of each person accessing the range of Forsight Deafblind Services in the Sensory Accommodation Support program.
- 1.4 All employees, volunteers, families and friends of Forsight, think, speak, practice and act in a Person-Centred way to demonstrate at all times that all people are expected to respect privacy and confidentiality in accordance to the Forsight Policies and Procedures, including Privacy & Confidentiality, Ethics and Mutual Respect Policies and Procedures.
- 1.5 All employees, volunteers and families and friends of adults who are Deafblind regularly participate in the development and review of organisational policy and communication processes that promote strategies for equality and upholding human rights.

Trish Wetton
28 April 2014

POLICY 2: PARTICIPATION AND INCLUSION

Forsight Australia (hereinafter called Forsight in this document) believes all people with disabilities will experience inclusion in respect of all domains of their lives, have opportunities to participate with an interpreter to have a say about how and where they live and work, including personal and wider relationships, recreation and socialising with others in the community.

PROCEDURES:

2.1 All employees, volunteers, families and friends of Forsight use inclusion when speaking about/discussing and planning Person-Centred services and plans for adults with disabilities accessing Forsight sensory accommodation programs. Making houses into 'homes' reinforces inclusion. Forsight group homes do not stand out as group homes.

2.2 All Forsight Policies contain references to Rights, Choice-making, Person Centred Planning and Inclusion for all people with disabilities at home and in the community.

2.3 Forsight values and publically recognises long-term relationships with Corporate Partners and Community Groups and Clubs that provide specific donations to improve the lives of people with a sensory disability. Relationships are fostered with neighbours to foster inclusion in the community.

2.4 Forsight develops new connections with Corporate Partners, Service and Community Clubs and Organisations through regular engagement, meaningful inclusion and reverse integration projects where the local community come to Forsight to share friendships, volunteering partnerships and learning new skills through participation in craft, art and social days.

2.5 Forsight continues to work collaboratively with the Community through the setting up of a support program for people with acquired deafblindness and other support needs.

2.6 All people with a disability can share time with people from the Community at Forsight external functions where they mix freely together and at social activities at Forsight facilities.

2.7 Thinking, Feeling and Willing Principles are will emphasised through community living programs, learning and working opportunities and socialising in the community with other Service Providers and Generic Community Providers.

2.8 Annual CQI and survey is undertaken to measure against KPI's and Forsight Quality Assurance Standards to identify any issues. All issues are recorded on an Action Sheet to be rectified and reviewed by the Chairman and members of the Homes' Committee.

Trish Wetton

28 February 2014

Reviewed 20 September 2014

POLICY 3: INDIVIDUAL OUTCOMES

Forsight Australia (hereinafter called Forsight in this document) respects each individual's entitlement to have a Person-Centred Plan in alternative and Augmentative format that reflects their own decisions, that is designed using the principles of Person-Centred thinking, speaking and practices, plus ensure each person's preferred communication method is at the centre of all decision making.

PROCEDURES:

3.1 All residents, employees, volunteers, families and friends of Forsight are given a level of training to understand the concept of Person-Centred Planning at every level they will be working or socialising with people with sensory disabilities that will ensure truly individual outcomes are achieved, recorded and reviewed regularly and places the person at the centre of decision-making.

3.2 All Forsight policies contain references to Rights, Person Centred Planning, Choice-making and Inclusion with a major focus on Person-Centred thinking, speaking and practices that put each person at the centre of all decision making.

3.3 All residents, employees, volunteers, families and friends of Forsight are respected individually and are assisted to gain knowledge about their rights under the Carers (Recognition) Act NSW and be afforded that recognition by Forsight to ensure all caring responsibilities and duties can be met to the best of Forsight's ability.

3.4 All residents, employees, families and friends of Forsight are entitled to have access to information about other Service Providers, Service Clubs and Community groups that provide inclusive services such as Freedom Across Australia by the Lions' Club and Recreation and Social groups to support each other to participate in the broader community.

3.5 All Stakeholders are encouraged to contribute to a database of innovative and creative supports for recreational and vocational supports that can be individualised to meet individual and cultural needs.

3.6 Sensory Communication methods including Alternative and Augmentative Communication are included in daily routines at each community group home and in the community.

Trish Wetton
28 April 2014

POLICY 4: FEEDBACK AND COMPLAINTS

Forsight Australia (hereinafter called Forsight in this document) encourages open and transparent discussions utilising all alternative and Augmentative communication methods to ensure that each person can have choices and control over the way they communicate that they are unhappy.

PROCEDURES:

4.1 All residents, employees, volunteers, families and friends of Forsight, are provided with information in Newsletters, Reviews and Reports which communicate that making a complaint is a very normal process to improve the quality of service and can be talked about without fear of retaliation at any time.

4.2 All Forsight policies contain references to Rights, Person Centred Planning, Choice-making and Inclusion. All Stakeholders have right to complain and be supported to raise a complaint. Issues raised improve the services being provided.

4.3 All residents, employees, volunteers, families and friends of Forsight, are regularly invited to raise any matter or complaint. Raising a complaint is on all meeting Agendas throughout Forsight. At meetings all Stakeholders are thanked for raising complaints for Continuous Quality Improvement (CQI).

4.4 Forsight rewards and thanks all Stakeholders who report incidents involving themselves and their colleagues, for missed medication, damage to vehicles and poor practice. Forsight provides additional support and training to all employees.

4.5 Forsight's Whistle-blower Complaint Policy enables complainant who prefers to remain anonymous to make a complaint in accordance with this legislation. External Mediation is offered to all Stakeholders to attempt to resolve conflict if requested.

4.6 All residents, employees, volunteers, families and friends of Forsight are provided with training in how to raise a complaint. How to make a complaint is available in Alternative and Augmentative communication methods to provide access to all Stakeholders.

Trish Wetton
28 April 2014

POLICY 5: SERVICE ACCESS

Forsight Australia (hereinafter called Forsight in this document) ensures that all people coming to Forsight are given a current Annual Review of the organisation, including an Organisational Chart and details of the Forsight website. Access to all information in alternative and Augmentative format needed to inform any debate a person wishing to approach Forsight needs or wishes to have in order to make informed decisions will be readily available on the web or in hard copy, including Braille.

PROCEDURES:

5.1 The Forsight Mission Statement and Objectives, plus Policies and Procedures, Annual Review and Newsletters will be kept current on the Forsight website www.forsightfoundation.org.au to keep the public informed of the organisation's Strategic Plan, Goals and Objectives.

5.2 Forsight provides all corporate and organisational information in Alternative and Augmentative communication methods.

5.3 All Forsight policies contain references to Rights, Person Centred Planning, Choice-making and Inclusion for people with disabilities.

5.4 Forsight provides an Organisational Chart showing all departments and locations of Forsight group homes in the community. The Vacancy Management Committee handles vacancy management and exit procedures and works closely with the person with a disability their Case Worker, family members, Advocates and friends.

5.5 Forsight conducts an Annual Survey to obtain feedback from all Stakeholders annually or as and when necessary and Update of all Family or Trustee & Guardian Information to update the Forsight Data Base.

5.6 Forsight involves all employees to network with other Organisations in fulfilling this Standard.

5.7 All information is available in Alternative and Augmentative communication methods to meet the individual needs of each Stakeholder.

5.8 Alliances with two other Organisations increase communication flows between Service Providers to share information collectively and objectively. Forsight works with Alliances to share professional expertise and use economies of scale to purchase equipment.

POLICY 6: SERVICE MANAGEMENT

Forsight Australia (hereinafter called Forsight in this document) communicates on the website and in print and Alternative and Augmentative communication methods that Person Centred Planning as the centrepiece of its Sensory Accommodation Support Program supported by a One Team One Forsight approach by all employees who have the same values and attitudes. Corporate Governance information is available in all formats.

PROCEDURES:

6.1 A Person-Centred Approach is taken to planning Service Management to focus on the individual's receiving a Forsight service. Workplace Health and Safety is a priority in the group homes. Facilitation of day programs and supported employment services provide a holistic approach to total care.

6.2 All Forsight Operating and Workplace Health and Safety Policies contain references to Rights, including the right to be safe, Person Centred Planning, Choice-making and inclusion in the community.

6.3 The Forsight Sensory Accommodation Program is implemented in a Forsight purpose built group home as an individual, flexible and innovative program that is reviewed annually to ensure all aspects meet individual needs.

6.4 All Stakeholders are involved in 12 monthly reviews of Policies and Procedures, CQI Surveys Strategic Planning and Evaluations and Communication methodology. Forsight emphasises the importance of the organisation supporting active involvement of all people with a sensory disability, their family members, Advocates and friends in strategic planning, policy development and review, including active participation in the Continuous Quality Improvement (CQI) of Forsight.

6.5 All Board members have their specific Role and Responsibility clearly documented to meet all Corporate Governance legislative requirements. Each director is given a Forsight package that includes the Terms of Reference for each Board Committee, Codes, Conflict of Interest P&P and AICD publication 'The Not-for-Profit Director'. Training is planned when each director is appointed to the Board to ensure Corporate Governance and Strategic planning skills of Board members are maintained. Person-Centred planning skills' training and a copy of the six (6) NSW Disability Service Standards are included as a priority.

6.6 All employees and volunteers receive a Contract of Employment or Terms of Engagement, a clear Duty Statement and Employee Booklet prior to commencement of employment, that contains all policies relating to employment, Active Caring and Person Centred Planning, Resident Personal Care and information about the Forsight Body Corporate. Self-evaluation development of a list of training needs and a Review of Contract is conducted annually.

6.7 Forsight's Person-Centred Planning, Code of Ethics, Code of Conduct, Mutual Respect, Human Rights and Privacy and Confidentiality Policies are to be signed by each employee before commencing employment.

6.8 Forsight's Trans-disciplinary Service approach ensures all employees working with people with sensory disabilities across Forsight's twelve community group homes plus the Forsight Group Home Support Centre (GHSC) are informed and competent to work in a Person-Centred model of care.

Trish Wetton
27 April 2014