P022 - Community Understanding and Engagement Policy

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| Version | Approved: | Comments | Next review date |
| 1.0 | 01/09/2016  12/05/2020 | Wording change | 01/09/2019  12/05/2023 |

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| Applies to: |
| All staff |

# PURPOSE

First Call is committed to strengthening its Community Understanding and Engagement, to improve the services we provide, and to tailor these services to the needs of our clients.

# POLICY

* First Call aims to include the Community through participation, consultation, engagement and involvement, and to conduct Community Engagement through the principles of honesty, inclusion, consideration, and input.
* First Call is committed to undertaking comprehensive engagement with our community in order to include our community and clients in decisions which may affect them.
* First Call works with the community and clients in order to allow them to provide input on decisions, and incorporate their needs, values and desires into any of our processes and services that may affect them.
* Commitment to community understanding and engagement in implementing services will benefit the community by enabling First Call to tailor services that will enable clients to access and be involved in their community.

# PROCEDURE

Community engagement and understanding is an ongoing activity and continual review and identification of our community profile will be undertaken.

**Information is collected in order to identify:**

1. If clients are aware of their rights and responsibilities.
2. Cultural values and beliefs.
3. Service gaps.
4. The demographic profile of those in the community and our clients.
5. Those in our community who are most in need of services, most disadvantaged and those who have limited access to services due to factors such as cultural or linguistic barriers or special needs.

**Information on our community is conducted by:**

1. Conducting client visits in order to discuss and share information regarding community issues and needs; cultural values and beliefs; ascertain what clients and/or carers require and expect from First Call’s services.
2. Community newsletters.
3. Attendance at aged care and disability forums.
4. Membership of APNS.
5. Membership of ACIA.