



**Upper Great Southern Family Support Association**

Policy On  
**VALUED STATUS**

**Date Adopted: July 2002**

**Date Last Revised: April 2013**

**Review Date: April 2014**



**Upper Great Southern Family Support Association  
Policies and Procedures**

<b>Policy and Procedure:</b> Valued Status	<b>Date Adopted:</b> July 2002
<b>NUMBER OF PAGES: 3</b>	<b>Date of Last Review:</b> April 2013
<b>RELATED DISABILITY SERVICE STANDARDS:</b> 1,2,3,4,5,7	<b>Review Date:</b> April 2014

## **Valued Status**

### **Purpose of this Policy**

Upper Great Southern Family Support Association Inc. (UGSFSA) acknowledges that all individuals, regardless of their support needs, gender, race, ethnicity, religion or nationality, have the right to opportunities, which will enable them to enhance, fulfill and demonstrate a valued role in their community. UGSFSA is committed to supporting Service Users in the same opportunities to develop and maintain skills to participate in the same recreational, work, social and learning opportunities that are valued and accessed by the community.

### **The Policy**

Services and programs offered will incorporate opportunities for Service Users to develop, use and maintain skills and abilities that are considered meaningful within the rest of the community. The Organisation will actively promote the concept of valued status in its public relations, services and community involvement.

### **The Procedure**

UGSFSA is committed to supporting consumers in the same opportunities to develop and maintain skills to participate in the same recreational, work, social and learning opportunities that are valued and accessed by the community.

Services and programs offered will incorporate opportunities for consumers to develop, use and maintain skills and abilities that are considered meaningful within the rest of the community.

UGSFSA will actively promote the concept of valued status in its public relations, consumer services and community involvement.

UGSFSA will demonstrate its commitment to and promotion of a valued status by ensuring:

- Consumer input and participation into services they receive will be encouraged and welcomed.
- Consumers will be supported to participate in life activities that are relevant and meaningful to them.
- Information provided to consumers will be understandable and honest
- Both informal and formal opportunities will be provided where the opinions and requests of consumers will be heard, respected and responded to.
- Information about access to grievance or complaints procedures are made available to consumers and their families.
- Communication and interaction towards consumers will be of the same nature as that used towards any other community member.
- Information and training regarding valued status will be provided to all staff on the commencement of their employment at UGSFSA.

### **Review of the Policy**

This policy will be reviewed on an annual basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.