



POL 0005	Communication Policy
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Responsibilities and Delegations	
The Policy Applies To	Committee of Management Administration Staff Support Workers Program Managers / Program Developers / Assistant Program Manager Services Directors Executive Director
Specific Responsibilities	Committee of Management Administration Staff Support Workers Program Managers / Program Developers / Assistant Program Manager Services Directors Executive Director
Policy Approval	Committee of Management (Aurora Support Services)

Policy Context – this policy relates to :	
Standards	NDIS Practice Standards Core Module 1, Rights and Responsibilities - Person Centred Supports
Legislation	Australian Human Rights Commission Act 1986 Disability Act 2006 Anti Discrimination Act 1991 The Equal Opportunity Act 2010 The MultiCultural Victoria Act 2011 NDIS Quality and Safeguards Commission
Contractual Obligations	NDIS Terms of Business Aurora Support Services Individual Participant Agreements Continuity of Support Program Funding Agreement Department of Environment, Land, Water and Planning
Organisational Related Policies / Procedures	<ul style="list-style-type: none"> • Participant Service Charter • Diversity and Cultural Inclusion Policy • Participant Right Policy • Participation and Inclusion Policy • Individual Needs Policy • Providing Participant Advocacy and Support Policy
Organisational Related Forms / Documents	

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Purpose

The aim of this policy is for Aurora Support Services to support a culture of communication and provide a sustainable approach to service users with a focus on increasing their communication through participation, decision making and choice.

This policy applies to all of Aurora Support Services programs and activities.

Policy Statement

Aurora Support Services is committed to ensuring the culture of communication for all is supported throughout the organisation and the participants are given every opportunity to increase their communication through participation, decision making and choice.

Procedure

The following procedures are to be implemented to enable the organisation to meet its policy objective of ensuring participants are given every opportunity to increase their communication through participation, decision making and choice.

Aurora Support Services will:

- 3.1 Have a Participant Advocacy and Communication Facilitator representative from each service to share and disseminate communication related information to their colleagues.
- 3.2 Encourage participants to develop their skills by holding quarterly Individual Service Users meetings.
- 3.3 Support the Participant Advocacy and Communication Facilitator representative to implement initiatives via attending training and conferences as opportunities arise.

Continuous Improvement

The Services Director/s is responsible for reviewing and updating this policy on a two yearly 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 will be reviewed immediately and amended accordingly.

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