

Policy

COMMUNICATION

1. Purpose and Scope

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.

The policy has been framed around the National Disability Insurance Scheme Act 2013, NDIS Code of Conduct and NDIS Practice Standards.

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

2. 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.

3. Procedures

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 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 representative to implement initiatives via attending training and conferences as opportunities arise.

5. Review of Policy

This policy will be reviewed on a two year 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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