



A4	Appropriate Services	Inclusion and Relationships Policy and Procedures
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What this policy aims to do	Provide people who use MASS services with the support they need to participate fully in their community, form and maintain positive, rewarding relationships with other people and pursue recreation options
Who this policy applies to	All people who use MASS services and all staff and volunteers involved in service delivery
Who is responsible for carrying out this policy	The Director or responsible managers and service delivery staff
What words used in this policy mean	<p>'Inclusion' means participating in and feeling a sense of belonging and being valued as a member of the community</p> <p>'Relationships' can include family relationships, friendships and intimate relationships between adults</p>
Legislation this policy is based on	<p>National Disability Service Standards</p> <p>Victorian Human Services Standards</p> <p>UN Convention on the Rights of Persons with Disabilities</p>
Other relevant policies	<p>A2 Decision Making and Choice</p> <p>A1 Person-centred Planning</p> <p>A3 Involving Family and Advocates</p> <p>HS13 Duty of Care</p>

Version	Date	Author/Editor	Approved by	Notes
1.0	26/8/2016	Peter Lane		
1.1	31/5/2018	D Stephenson		Update format
1.2	15/5/2020	S Walker	S Reeves	Minor edit procedures

Inclusion and Relationships Policy

MASS will make sure people using our services can be as much part of their communities as they want to be, by providing people with the support they need to participate in the community and activities of their choice, and to make a valuable contribution to community through their individual interests and activities.

As part of creating individual support plans, every person using MASS services will be asked what kinds of activities they would like to be involved in. Support to engage in community activities may be provided by MASS staff or volunteers, from the person's own natural support network or through other service providers.

MASS will support people who access our services to form and maintain human relationships. MASS staff will respect each person's choice of friends and will provide encouragement and support for people using services to maintain relationships with people they choose.

Adults using our services will be encouraged and supported to fulfil their right to make informed decisions about how they wish to live and if/how they form adult relationships. MASS staff will be trained and informed about how to support appropriate decision-making in human relationships.

If MASS staff believe there is the potential for exploitation or abuse in a relationship, or people using services make any complaint of exploitation or abuse, then staff will take action (as defined in the relevant MASS policies).

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- ☑ When creating Individual Support Plans, every person using MASS services (adults , children and young people with ASD and their families) will be asked what kinds of community activities they would like to be involved in. Where necessary, staff will use photographs and pictures of a diverse range of options to support people to make choices
- ☑ Staff will work with service users, families and members of natural support networks to plan how the person can join in the activities they are interested in, and what support they will need to do so
- ☑ Staff will not limit people's choices by what support they think is available - they will always start by listening to what each person wants to do, and then plan what support they will need to make it work
- ☑ Staff will offer adults the opportunity to participate in group activities, however where possible these will be self-selected
- ☑ Staff will match activities with service user's interests and where possible will use outside supports (volunteers, friends) to facilitate full participation
- ☑ MASS staff will regularly review (with the service user and/or members of their natural support network) how well the plan is working and if the person is getting the access and involvement they want. If it isn't working, they will do what they can to improve the situation, or change the plan if that's what the person using services would prefer
- ☑ MASS will encourage adults using our services to access support from their NDIS Support Co-ordinator, families and members of natural support networks to choose holidays, travel and to stay in new places overnight as they wish to and have funding to enable this, either through their NDIS Plan or personal finance
- ☑ MASS staff will support clients to work with their Support Co-Ordinator to access family, friends, administrators or guardians as appropriate to help the person taking the holiday get support and (if they need it) money and consent
- ☑ MASS staff will work with participants to access their NDIS Support Co-Ordinator's to help prepare information the person taking the holiday or overnight stay, can take with them to tell others about the support they want, medication and other needs
- ☑ MASS staff will aim, where possible, not to accompany people who use our services on holidays or overnight stays - staff will work with the person who uses our services and their natural support networks to make sure each person has the support they want to travel safely and comfortably. If participants request for MASS staff to accompany them on holidays and provide support, the costs will be met by the person taking the holiday either through their NDIS Plan or personal finance
- ☑ People who access our services will be supported to form and maintain human relationships including entertaining guests in their own homes if they desire

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- ☑ Staff will respect each person's choice of friends and will provide encouragement and support for people using services to maintain relationships with people they choose
- ☑ Staff will, with members of each person's natural support networks, help with education and advice as needed about building relationships (for example, about respect, privacy, personal care or personal space)
- ☑ If staff believe there is potential for exploitation or abuse in a relationship, or people using services make any complaint of exploitation or abuse, then staff will take action (as defined in the relevant MASS policies).