



NEW HAVEN FARM HOME VALUED STATUS POLICY STATEMENT

New Haven Farm Home acknowledges that all individuals, regardless of their support needs, gender, race, ethnicity, religion or nationality, have the right to opportunities that will enable them to enhance, fulfil and demonstrate a valued role in their community.

New Haven Farm Home 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.

The services and support programs we offer will incorporate opportunities for clients to develop, to use and maintain skills and abilities that are considered meaningful within the rest of the community.

New Haven Farm Home will actively promote the concept of valued status in its public relations, client services and community involvement.

New Haven Farm Home will demonstrate its commitment to and promotion of a valued status by ensuring:

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