

Commitment to Community Policy

1. Purpose

The Commitment to Community Policy articulates the values and principles that guide the implementation and delivery of all Inala Community House (ICH) services and activities. This Policy operates pursuant to the mission, vision and values of ICH and seeks to ensure that services and activities are delivered in accordance with these.

This policy articulates the ICH values, what they mean and how they should be applied in a service delivery context. This policy seeks to provide clear and consistent expectations for all workers.

2. Scope

This policy applies to all people who engage with Inala Community House

3. Definitions

Vision: the future that ICH seeks to achieve

Mission: a statement which encompasses what ICH does to achieve the vision.

Values: are principles which communicate how ICH seeks to provide services.

4. Policy

ICH exists to provide high quality responsive services and activities to benefit individuals, families and communities.

We recognise that the provision of these services and activities is central to our mission:

“To strengthen local communities through the provision of high-quality responsive services.”

As we work towards our mission, we remain focused on the realisation of our vision:

“To see strong communities where all people are safe, valued and empowered.”

ICH recognises four values which we consider fundamental in providing services and activities consistent with our mission and vision. These four values are:

- *Focusing on People*
- *Providing Safe and Supportive Spaces*
- *Working Together*
- *Delivering Quality Services*

This policy seeks to provide guidance about how these values apply when providing services.

Focusing on People

We are committed to supporting people by building professional relationships which are founded upon respect. We recognise each person as an individual with differing needs and preferences, and provide responsive services which equip and empower them to achieve their goals.

Professional relationships based upon respect are critical when working with people to equip and empower them to achieve their goals. Building a strong professional relationship requires good communication, clear expectations, and a non-judgemental outlook, each of which contributes to establishing a mutual trust between each party and helps to improve the overall effectiveness of the service being provided.

We recognise that to create professional relationships, we need to have workers who are appropriately trained, supervised and are clear on the scope of the services being provided.

We provide services to a diverse range of people each with different needs, strengths, and preferences. We seek to provide services which are responsive to these differences, and which equip and empower them to achieve their goals and aspirations.

Our services are purposeful and planned in how they are delivered. It means that we seek to empower people to achieve their goals while recognising that we may only be walking with them through part of their journey.

We provide services which act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with relevant laws and conventions.

Providing Safe and Supportive Spaces

We are committed to providing supportive services which are welcoming and inviting, where all people can feel supported and valued. We provide safe and inclusive spaces where people are respected and included.

We seek to provide environments which are safe and supportive for all people by ensuring that:

- Our physical environments and how we interact with others is welcoming and inviting
- People feel supported and valued by providing non-judgemental and tailored services which are guided by the service user's needs and preferences
- We identify barriers which may impact upon a person's ability to receive or engage in services and seek to address them
- We recognise and celebrate diversity and promote inclusivity
- We uphold and promote individual human and legal rights

We seek to ensure that all services are physically, emotionally and culturally safe for all people. We aim to safeguard people's safety by having processes in place to prevent, recognise and respond to harm, abuse, neglect, exploitation and discrimination.

Working Together

We are focused on working together with individuals, community and government to build and strengthen local communities. We seek to foster a sense of belonging through the development of strong networks and by promoting community connectedness.

We work collaboratively with service users, their families or support networks and other service providers. This means that holistic and integrated support can be delivered to the service user in a way which seeks to optimise outcomes for the person. We also recognise that engaging with a service user's family and support networks is vital in acknowledging and respecting their role in accordance with the service user's wishes.

To strengthen the community, we rely on developing strong partnerships and engaging effectively with local community networks. To do this we will:

- Communicate the range of services and support which is available to the community through our diverse networks
- Work collaboratively with other community organisations on joint projects and events which meet community needs
- Share our knowledge, skills and resources to support and strengthen other community organisations
- Engage with all levels of government to advocate for community needs

We recognise that by working collaboratively, we can more effectively meet service user and local community needs. By working collaboratively we aim to promote community connectedness within our services and foster a sense of belonging for people within the community.

Delivering Quality Services

We are focused on delivering high quality and meaningful services which uphold strong ethical standards in accordance with community needs and expectations. We focus on continually improving our services to deliver better outcomes for individuals and the community.

We recognise that for services to be high quality and meaningful for individuals and the community, they must be optimised to empower individuals, meet community needs and achieve better outcomes.

We strive for excellence in service delivery and uphold strong ethical standards, this means we:

- Act fairly and transparently
- Have integrity in our dealings with others
- Seek to comply with all required legislative and funding requirements
- Have policies which provide guidance to workers about how services should be delivered
- Focus on continually improving our services

We seek to give all people an opportunity to be involved in the quality of services by having feedback, complaints and consultation processes in place. These processes are fair, impartial and ultimately seek to recognise what we do well and where we can improve.

Through delivering high quality services, we aim to promote public confidence in the integrity and value of ICH's services and deliver better outcomes for individuals and the community.

Responsibilities

Board:

- To establish a culture which upholds ICH's mission, vision and values

All people involved in leadership including the Board, CEO and Managers:

- To uphold and promote the mission, vision and values
- To ensure that services are delivered in a way which are consistent with the mission, vision and values
- To model the mission, vision and values

All workers:

- To work in a manner which is consistent with the mission, vision and values

5. Review

This policy shall be reviewed every 3 years.

This policy remains in effect unless otherwise determined by resolution of the Board of Directors.

6. Related Documents

Policies

ICH Code of Conduct Policy
ICH Conflict of Interest Policy
ICH Confidentiality Policy
ICH Privacy Policy
ICH Human Rights Policy
ICH Service User Support Policy
ICH Service User Protection Policy
ICH Quality and Compliance Policy

Procedure

ICH Working with Diverse Peoples Procedure

Other Documents

ICH Child and Youth Risk Management Strategy
ICH Client Service Charter