Purpose

We want our clients to be empowered by their experience with using our services. We aim to assist our clients to become more involved in decision making that affects them and to develop their skills and self-confidence.

By making clear statements about opportunities for our clients to be involved in the planning and delivery of our services, and how we enable our clients to express their views, we actively promote participation and open pathways for skills development and self-reliance. This policy expresses the value we place on what our clients think about us, and explains how we draw on the unique experiences of clients to shape our services and our organisation.

Scope

This policy relates to all clients and their families, carers, staff, volunteers, programs and services of Cafs.

This policy applies to everyone mentioned herein including:
- Aboriginal and Torres Strait Islanders;
- LGBTIQ+
- People of different race, ethnicity, cultural background
- People of all abilities;
- People of all religions or religious beliefs.

Policy Statement

Cafs is committed to:
- Providing clients with information to help them understand our services
- Obtaining feedback on service issues, options and decisions
- Working directly with clients to understand and consider their concerns and aspirations
- Partnering with clients in developing options and making decisions
- Placing final decision making in the hands of clients
- the integration of client participation in all strategic planning activities
- the identification of a range of client participation opportunities in operational plans
- maintaining a suitable feedback process for clients, carers and the community
- the creation and sustainability of the Consumer Advisory Board Sub-Committee (mid 2020)
- the development and monitoring of the Cafs Client Participation and Feedback Framework.

More Information

Definitions for this manual can be found in the Cafs Definitions and Acronyms Manual.