

## ASSOCIATION SERVICE PRINCIPLES

### INTENT

The intent of this document is to present the overarching principles that drive all Lifestyle Connections Association Inc.'s policy documents and are the basis for provision of a quality service.

### MISSION STATEMENT

Lifestyle Connections Association Inc. provides people with one-on-one lifestyle supports and assistance so that they have opportunities to connect with their community in a valuable and genuine way.

### VISION

For all people with disabilities to achieve *their* vision of an ordinary life and have a valued role in community.

### PHILOSOPHY

Lifestyle Connections Association Inc. believes that:

- The opportunity to live an ordinary life within community is a basic human right. This right can be achieved by inclusion in community.
- Regardless of the type or degree of disability, everyone is entitled to access services and have the necessary support.
- The value of existing family bonds and social networks are recognised and respected.
- Participation in community activities, including recreation and leisure, is facilitated by individual support.
- Including people one at a time in community is the best form of community education, and the best means of gaining community support.
- Choice is the key element in all services provided and these services are tailored to meet individual needs and goals appropriate to the age, culture and interests of the person using the Service.

### TARGET GROUP

Lifestyle Connections Association Inc. provides support to people with disabilities who:

- meet the definitions of disability in the *Disability Services Act 2006* and/or the *National Disability Insurance Scheme Act 2013*
- are 16 years of age or older and of any gender or ethnic background
- need support and opportunity to enable them to participate in their community
- live within the area bounded by Palm Cove in the north, Gordonvale to the south and Smithfield to the northwest

### OBJECTIVES

Lifestyle Connections Association Inc. aims to:

- provide a service which upholds the value of all individuals and recognises inherent rights of individuality, dignity and respect
- provide experiences in the community that positively contribute to the individual's lifestyle
- be a means by which mutually beneficial connections can be made between people
- provide a flexible service for the changing needs of the individual

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- provide support on a one to one ratio in the home and generic community settings
- provide individualised support of their choice that is appropriate to the age, culture and interest of the person using the Service
- provide support where the goal is to increase the independence of the person with a disability using the Service
- provide well planned and flexible support through ongoing monitoring on an individual basis
- enable people using the Service, and/or family members/advocates to have involvement in the selection of support people
- be a family governed service

### OUTCOMES

People using Lifestyle Connections Association Inc. have the opportunity to:

- be part of general community
- become full members in community-based activities
- exercise personal choice and preference in their selection of lifestyle activities
- meet and enjoy the company of other members of the community
- acquire living and social skills related to their chosen lifestyle
- receive ongoing support in line with their current needs
- enhance their self confidence and self esteem
- be exposed to a wide variety of life's experiences

### COMMITMENTS

Lifestyle Connections Association Inc. has the following commitments:

- to uphold the founding belief that every person with a disability has the right to be a member of the community, lead a normal life, be given support to attain this lifestyle and not be congregated or segregated because of their disability
- to remain a community-based body administered by a Management Committee composed mainly of family members/advocates of people using the Service
- to encourage the Service User to make their own lifestyle choices and gear support to individual need
- to support a Service User's wish to attend an event with a friend depending on the support needs of the people involved and circumstances surrounding the request.
- to negotiate, monitor and evaluate support on an individual Service User level, so the Service User/Family Member/Advocate are involved in planning their support and the Service is flexible enough to meet their needs
- choose Support Persons with consideration to age, gender, cultural background and interest in each individual Service User case, taking care to match people
- employ Support Persons to support one or more Service Users, but adhere to the one to one ratio
- make every effort to provide support as negotiated

**AMENDMENTS/REVIEWS:** Reviewed: 21/06/1995 Reviewed: 21/04/1999 Reviewed: 18/01/2007: Reviewed 17/04/2008 Amended: 17/02/2009 Reviewed: 09/12/2010 Amended: 17/01/2013 Amended: 26/08/2014 Amended: 26/05/2016 Amended: 31/10/2019 (Major QMS Review)