Community Member Engagement Policy

Scope

This policy applies to Brook RED Community Members, Nominated Support People, Board Members, employees, volunteers, and students on placement.

Purpose

To ensure that Community Members are engaged in the planning, delivery, and evaluation of Brook RED services and supports. Community Members are valued members of the Brook RED community and their engagement is central to providing a service that is relevant and meaningful.

Principles

Consistent with our self-determination values, Community Members know what is correct for them therefore their experiences must inform everything that we do. Through participation in planning, delivery, and evaluation, Community Members can develop skills and confidence leading to increased social inclusion and improved mental health and wellbeing. Community Member engagement helps us to improve, makes us more responsive, and diversifies our services.

Policy

Brook RED will:

- Have Community Member positions on the Board of Directors
- Have regular and open planning and feedback meetings that encourage active participation of Community Members
- Empower Community Members to be involved in meaningful tasks
- Engage Community Members in decision making forums such as committees and meetings
- Conduct an annual Community Member survey to provide feedback regarding Brook RED services and supports and implement this feedback where possible
- Involve Community Members in training opportunities
- Invite Community Members to participate in conferences and community events
- Ensure that management has an 'open door' approach which ensures that Community Members are able to directly communicate with them
- Include Community Members engagement as a standing agenda item at the Managers Meeting

References

Brook RED Person-Centred Practice Policy
Brook RED Recovery Oriented Practice Statement
Brook RED Vision, Mission, and Guiding Principles

Community Member Engagement Policy

Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	January 2017	Eschleigh Balzamo	Introduction of new policy	-
Version 02	April 2017	Eschleigh Balzamo	Change of format	January 2018
Version 03	May 2017	Eschleigh Balzamo	Change to version control	January 2018
Version 04	September 2019	Eschleigh Balzamo	Review and Update	January 2021
Version 05	June 2021	Eschleigh Balzamo	Review and Update	July 2023
Version 06	August 2023	Eschleigh Balzamo	Review and Update	August 2025

The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.