

## Consumer Voice Commitment statement

Our core business is the inclusion of the people we support. Vinnies has a deep commitment to a world that promotes inclusion and participation. We are committed to the cultural safety of Aboriginal and Torres Strait Islander people; the cultural safety of people from culturally and/or linguistically diverse backgrounds; the safety of children and young people; and providing a safe environment for people with a disability.

We value the lived experience of people we support and see them as experts in their own lives. We operate our services through a safe and ethical process that affirms agency and upholds dignity.

We centre the voice of people we support at an:

**Individual level** to make decisions about their own lives and how they engage with our services including children and young people.

**Service level** where participants:

- influence service planning
- service design
- service delivery, and
- safety and quality measurement and evaluation

**Organisational level** where participants are involved in the ongoing development of policy and broader strategies.

### *The why*

The consumer voice is essential to guide and inform our decision making and influence innovation and changes to our service. It's also essential for measuring consumer satisfaction among our current consumers. Exploring and understanding how consumers experience our support and how they interact with the organisation more broadly is invaluable to our work. It allows us to plan and implement services that genuinely meet the needs of the people we assist and not just the needs we perceive them to have.



We acknowledge the systemic barriers of oppression that often remove agency and further marginalise people we assist. Centering the voice and valuing the experiences of people we work with ensures we do not further contribute to these barriers.

Information and stories fed back to us by the people we support can be used to improve consumer experience, consumer support, and assist marketing teams and their efforts. The insights we gain from seeking this information assist with keeping our services relevant for and responsive to the needs of the people we support.

### ***The benefits***

We recognise that the long-term benefits of engaging with the people we support include:

- better informed policies and programs that promote inclusion and prevent discrimination
- increased awareness of the issues and needs of the people we support and vulnerable groups in our community
- the identification of barriers to accessing services

### ***We will achieve this by:***

1. Actively listening to and involving the people we support in decision making.
2. Providing opportunities for the people we support to steer the direction of the services we deliver
3. Providing opportunities for the people we support to participate in the evaluation and monitoring of our services

### ***This means we will:***

#### **Commitment**

Provide opportunities for the people we support to give feedback on the services, programs, and projects they have participated in.

Provide both formal and informal ways of gathering consumer feedback and hearing the consumer voice.

#### **Compassion**

Support people to make informed choices by explaining options, possible benefits and harms of those options and the likelihood of those benefits and harms to occur.



<b>Respect</b>	Respect the right of people we support to make decisions regarding their services and the supports they receive.
<b>Integrity</b>	<p>Respond to questions from the people we support about the support we provide, to actively engage them in decision-making.</p> <p>Provide opportunities for the people we support to provide input into any internally or externally conducted service evaluations</p>
<b>Empathy</b>	<p>Uphold the experiences and perspectives of people we support with dignity</p> <p>Provide respectful and thoughtful responses to questions asked.</p>
<b>Advocacy</b>	<p>Provide opportunities for the people we support to participate in service level audits and service reviews whenever practical and appropriate</p> <p>Provide opportunities for people we support to participate in the development of policies and advocacy of The Society</p>
<b>Courage</b>	Use the information and insights provided by consumers in our continuous quality improvement processes and do our best to make any appropriate changes and improvements to our service delivery.

