

Organisations have legal obligations in relation to providing a service which allows participation without discrimination. They also have moral obligations in relation to establishing standards of access, choice, privacy, status, complaint mechanisms, service management, protection and recruitment of personnel.

These guidelines are designed not to take away from the core business of serving people but to guide interactions and compliment organisational practice. Nican envisages these guidelines will enhance services provided to people and endeavour to promote an entirely personal approach.

These guidelines have been written to enable any organisation to use, personalise and adopt. An electronic template of this document is available from the Nican website, www.nican.com.au or by emailing info@nican.com.au

BACKGROUND

Nican is a national information service in the areas of recreation, tourism, sports and the arts. Nican aims to create active and dynamic links between people, places and resources that enables access to recreational opportunities for people with disabilities and their community.

PURPOSE of the NICAN NATIONAL RECREATION POLICY

The purpose of these guidelines is to assist in the further development of consistent and meaningful, individualised recreation opportunities for people with a disability.

It has been developed utilising the following principles:

- Recreation and leisure are major contributors to quality of life.
- People with a disability are individuals and have the same rights and responsibilities as all citizens.
- People with a disability should not have barriers to participation and inclusion.
- Participation in recreation is skill related.
- Participation in decision making is essential.
- Continuous improvement is required to obtain optimal outcomes for all.

Nican has created a set of National Recreation Guidelines to assist organisations commit to service user participation in planning, implementation and evaluation, and to continuously improve performance in order to achieve the best possible outcomes for participants.

DEFINITION OF TERMS

Recreation

Recreation is activity a person chooses to participate in during their discretionary time which generates an attitude characterised by feelings of enjoyment and satisfaction.

Leisure

Leisure is referred to as a state of being, an attitude of mind, or a quality of experience. It is distinguished by the individuals perceived freedom to act.

Inclusive Recreation

A person with a disability can participate as fully as he or she is wanting in any community recreation activity that is available to a person of similar age and interest.

CONCLUSION

Recreation is valuable in creating a healthy society as it has social, psychological and physical outcomes for an individual and for communities at large. Recreation builds skills used in other parts of people's lives.

Recreations' role in the building of social capital is under-recognised. Recreation permeates all aspects of society including the economy and community identity. It is important that all members of our society have fair and equitable access to recreation.

Those involved in delivering recreation should embrace the need to have policies in place as a proactive step in delivering good service. These guidelines will enable users to be solution focused rather than operating in an environment which is inhibited by real and perceived problems. The difference between a poor and great service is often attitude and planning.

Give it a go!

ACKNOWLEDGEMENTS

The first national recreation policy was developed by the National Recreation Network auspiced by Nican in 1994, this policy was further reviewed and circulated extensively in 1999. These present guidelines are the culmination of ongoing consultation with key stakeholders throughout Australia from 2003 to 2006.

The intent of these guidelines is that they align with National Disability Service Standards and therefore can be adopted by any organisation.

FOR FURTHER INFORMATION VISIT:

Disability Discrimination Act

www.hreoc.gov.au/disability_rights/dda_guide/dda_guide.htm

Disability Standards and Guidelines

www.hreoc.gov.au/disability_rights/faq/stanfaq/stanfaq.html

Association of Consultants in Access, Australia Inc

www.access.asn.au

Federation of Disability

www.afdo.org.au

Nican's

National

Recreation

Guidelines



For more information, please call **1800 806 769**
or visit our website at www.nican.com.au



CHARACTERISTICS EXPERIENCED BY PEOPLE WHO ARE NOT MEMBERS OF A COMMUNITY

1. A feeling of separateness from the real world
2. A life of constant boredom
3. Loneliness
4. Dependence or total isolation
5. Restricted freedom
6. Being controlled
7. No sense of future
8. Limited scope for growth and new challenges
9. Failure

CHARACTERISTICS ARISING FROM LEISURE EXPERIENCES

1. Belonging to and being part of communities
2. Adventure and challenge
3. Companionship, increased social networks, new and stronger friendships
4. Interdependence
5. Sense of freedom
6. Control and power over own lifestyle
7. Improved self image through achievement of goals
8. Hope and enthusiasm for the future
9. Achievement

GUIDELINE STATEMENT 1

Access

Each person with a disability seeking a recreation experience has access to a service based on need, interest and available resources.

Indicators

- 1.1 Physical access to the recreation facility is not a barrier to the participant.
- 1.2 Services that are available are clearly identifiable to potential participants.
- 1.3 Personnel demonstrate an understanding of service requirement for individuals with varying needs.
- 1.4 Documentation of policies and procedures in relation to fair and equitable service.

GUIDELINE STATEMENT 2

Individual Requirements

Participants receive recreational experiences and where necessary are tailor made, flexible and adaptable to the particular needs of each individual.



Indicators

- 2.1 Individuals have an avenue for advising organisation of their requirements.
- 2.2 Individual support strategies are identified and implemented according to needs and goals.
- 2.3 Organisation ensures that services are flexible enough to accommodate changing needs.
- 2.4 Personnel are trained to appropriately assist individuals.

GUIDELINE STATEMENT 3

Choice and Decisions

The individual has ownership of choice and decision making including planning, participating and evaluating recreation opportunities.

Indicators

- 3.1 Opportunities and assistance (when required) are available for participants to make informed decisions on their choices of recreation.
- 3.2 Organisation develop strategies and demonstrate the ability to respond to a participant's changing needs.
- 3.3 Organisation take reasonable care to avoid risks whilst maintaining an individuals ability to decide or chose a recreation experience in the least restrictive alternative.

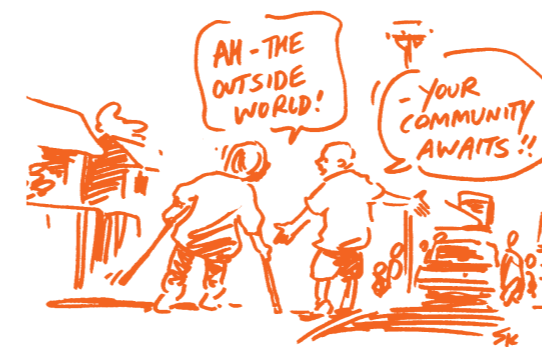
GUIDELINE STATEMENT 4

Privacy, Dignity and Confidentiality

Organisation ensures that relevant ethical practices are upheld in relation to confidentiality and privacy legislation and that individuals are treated with dignity and respect.

Indicators

- 4.1 Organisation has policies and procedures addressing privacy and confidentiality.
- 4.2 Personnel demonstrate the ability to implement privacy and confidentiality policies and procedures at all times.
- 4.3 Recreational participants are advised of the usage, storage and disposal of personal information.
- 4.4 A Code of Conduct is developed for all relevant stakeholders.



GUIDELINE STATEMENT 5

Inclusion

Organisation develops and implements when necessary the least restrictive alternative guidelines which ensures that individuals can participate in recreation opportunities within their community.

Indicators

- 5.1 Organisation recognise and develop strategies to address barriers to participation in recreation opportunities.
- 5.2 Stakeholders encourage the development of formal and social networks to enhance the recreation opportunities of the individual.
- 5.3 Strategies are developed and implemented that build on participants' ability and skills to access further community participation.



GUIDELINE STATEMENT 6

Valued Roles

Recreation opportunities are developed to enhance individual skill and abilities to promote a positive and valued role within the community.

Indicators

- 6.1 Organisation provide the opportunity for individuals to contribute to recreation as valued members of the community.

6.2 Organisation develop and implement strategies that prevent discrimination and negative community perceptions.

6.3 Stakeholders develop and encourage participation in capacity building of individuals.



GUIDELINE STATEMENT 7

Grievance Process

Encourage and promote an evaluative process that fosters a continuous improvement model which is accessible to all stakeholders and ensures satisfactory resolution is achieved.

Indicators

- 7.1 Organisation develop and implement frameworks that provide accessible complaints and dispute resolution system.
- 7.2 Participants are provided in appropriate format the complaints and dispute procedure.
- 7.3 Organisation develop a system to link complaint resolutions to their continuous improvement plan.

GUIDELINE STATEMENT 8

Organisational Management

High quality standards in the delivery of recreation are achieved through sound management practice and governance

Indicators

- 8.1 Organisations corporate governance including structure, values, objectives and practices complies with legislative, Standards, administrative, financial and performance requirements.

8.2 Organisation develop strategies to review and assess operating performance.

8.3 Organisation through a continuous improvement model demonstrate effective service delivery.

GUIDELINE STATEMENT 9

Legislation and Human Rights

Organisation abide by relevant legislation and human rights standards to ensure a positive recreation experience.

Indicators

- 9.1 Organisation has Member Protection Guidelines in place and ensures they are adhered to.
- 9.2 Organisation train personnel to be knowledgeable of rights and develop strategies for the recognition, reporting and assisting people who have been identified at risk

GUIDELINE STATEMENT 10

Human Resources

Organisation recruit, employ and develop personnel that are committed to furthering their values, skills and knowledge to ensure recreation opportunities are facilitated within regulatory requirements and "good practice" standards

Indicators

- 10.1 Organisation has transparent policies and procedures in place for the recruitment and selection of personnel.
- 10.2 Position descriptions outlining roles and responsibilities are in place for all paid and unpaid personnel.
- 10.3 Appropriate personnel induction procedures are in place.
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