

# CONDUCTIVE EDUCATION WAIKATO

Early Intervention and Habilitation Provider

## CONSULTATION POLICY

### Rationale:

The staff and management of Conductive Education Waikato Trust will consult with clients and their families or whanau, and the wider community to assist them to meet the objectives of the organisation.

### Objectives:

- (1) Families will be consulted in order to understand and consider their views on:
  - a. Policy and Procedure development.
  - b. Service Delivery development.
  - c. Programme development for their child.
- (2) Staff will be consulted in order to understand and consider their views on:
  - a. Policy and Procedure development.
  - b. Development of Pathways for service delivery.
  - c. Operational matters.
  - d. Health & Safety concerns
  - e. Employment Relations
- (3) Information and feedback will be sought from the wider community to aid ongoing evaluation of service provision:
  - a. Identify areas for development
  - b. Improve service delivery.

### Procedures:

#### Families and Whanau:

- (a) Parents' will be notified of areas of review through newsletters, personal contact and written information (handouts/notices).
- (b) Parent Surveys and Feedback Forms will be carried out to canvas the views and thoughts of parents/mātua, family/whānau in respect of service delivery and outcomes.
- (c) Two formal Conductive Education Plan meetings per year will be held with family/whānau/carers to discuss their child's needs. Parents/mātua and other key team members will be invited to contribute aims and goals in writing prior to this meeting. Other key people involved with the child may attend by invitation of the family - refer to Conductive Education Plan Process.
- (d) Time is available at the end of each programme to discuss a family's issues.

#### Staff:

- (a) Staff meetings will be held fortnightly to share information, listen to staff views and seek consensus for decision making where appropriate. Minutes will be kept.
- (b) Staff will be consulted in regard to review of policy, procedure and review of service pathway.
- (c) Staff will be asked to take part in surveys and questionnaires about the organisation. Their views will assist in shaping the service delivery, and identifying target areas for review.
- (d) Appraisal of staff will be carried out in consultation with staff members - refer Performance Appraisal Policy and Appraisal Scheme.

#### *Conductive Education Waikato Trust*

P. O. Box 12066 Chartwell Square, Hamilton 3248  
Telephone: +64 7 855 7013 Mobile: 027 8557014  
e-mail [admin@conductiveeducationwaikato.nz](mailto:admin@conductiveeducationwaikato.nz)  
Website: [www.conductiveeducationwaikato.nz](http://www.conductiveeducationwaikato.nz)



- (e) Staff will have the opportunity to be represented as contributing to management and governance via a Staff Representative to the Trust.

Wider Community:

- (a) Memorandums of understanding will be developed with other providers and agencies to develop relationships which may assist with shaping the service delivery.
- (b) Staff and management will seek feedback from Community Services to support confirmation of service provided, opinion of outcomes from engagement and areas for ongoing development.

REVIEWED: March 2024

REVIEW CYCLE DATE: March 2027

Trust Chairman: \_\_\_\_\_