



TITLE

Drop-In Policy

PURPOSE

The purpose of this document is to ensure that members have regular opportunities to network and engage with the Network and each other in an informal setting.

POLICY

The Network aims to provide a safe and inclusive space where workers and members alike can undertake Network business and maintain a healthy social network. To meet this purpose the Network provides regular Drop-In periods where consumers can access facilities and receive assistance on Network and self-advocacy related activities. This enhances cohesive work practices, ensures the completion of Network activities and responsibilities, and meets Work Health and Safety guidelines.

1. Whenever practical the Network Members Area will be open for Drop-In between 10am-1pm on Thursdays, excluding public holidays and other office closure periods.
2. Drop-In can only be operated if there are at least two workers on duty—either two employees or one employee and one skilled volunteer. Wherever possible, employees will not schedule absences, such as external meetings and other appointments, during Drop-In time.
3. The Network will aim to have information and/or assistance sessions once per month, attached to Drop-In time, for the benefit of consumers. Consumers who run such sessions will be reimbursed in line with the Consumer Representative Program Reimbursement Policy and procedures.
4. The Network may need to be closed for Drop-In if either
 - Unavoidable activities such as training, meetings, forums require the use of the Members Area; or
 - Expected or unexpected circumstances result in fewer than two workers being on duty during Drop-In period e.g. leave or illness and no volunteer is available.
5. Where possible, Drop-In closures will be advertised to members as soon as practicable in the following ways:
 - in the Network News;
 - by email to members;
 - using a notice on the door; and
 - by any other appropriate means as practicable.