
D033 – INVOLVEMENT POLICY & PROCEDURES

1. Scope

This policy applies to:

- board members
- all staff, including managers and supervisors; full-time, part-time or casual, temporary or permanent staff; job candidates; student placements, apprentices, contractors, sub-contractors and volunteers

2. Policy Statement

District 360 is committed to consulting with people with disability, and their families, friends, carers and advocates about its services, and involving them in decisions about the design and delivery about the services they use.

This policy explains how District 360 engages, consults, co-designs and communicates with key stakeholders. The principles of this policy also apply to any co-design of services.

This policy supports District 360 to implement the National Standards for Disability Services Standard 1: Rights and Standard 6: Service Management. It supports organisations to implement the NDIS Practice Standards for Rights and Responsibilities (Person Centred Support) and Provider Governance and Operational Management.

3. Definitions

Co-design – a voluntary process where stakeholders, such as people with disability, their families and carers, contribute their experience and ideas to design workable, useful services. Co-design can include shared decision making.

Supported decision making – where a person makes a decision by themselves with some level of support or assistance from other people.

4. Principles

- Staff will assume people with disability have the capacity to determine their own best interests and make decisions that affect their own lives.
- People with disability will be supported to maximise their choice and control over matters that affect them.
- Active decision-making and individual choice are supported for each person we support
- When needed, each person is supported to make informed choices about the benefits and risks of the options under consideration.
- District 360 acknowledges and respects the role of families, carers and other significant persons in the lives of people with disability.

- With the consent of people with disability, consultation occurs with them and their family or other key stakeholders on decisions that impact them.
- People with disability are given opportunities to contribute to the governance of the organisation and have input into policy and processes about their rights and supports.
- People's legal and human rights are understood and incorporated into everyday practice.
- People's culture, language and preferred communication style is respected and supported.
- Information gathered during consultations is confidential unless previously agreed by all parties.
- Information is timely and uses the language, mode of communication and terms suited to the person.
- Consultation occurs across a spectrum of collaboration, co-design, cooperation, and information provision.

5. Key Actions

People with disability are invited to join a consultation register when they commence with the service.

Manager adds the person's contact details to the Consultation register.

Each person's guide the development of their service plan including deciding who is involved.

Managing Director is responsible for ensuring people with disability, family and carers are invited to participate in any development or review of policy and procedures.

Managing Director/Manager is responsible for ensuring people with disability, family and carers are invited to participate in any development or review of services.

6. Procedures

This procedure explains how District 360 will implement its policy to involve people with disability (and family/carers) in service design and delivery. It supports the application of the National Disability Services Standards, particularly Standard 6 Services Management. It supports District 360 to implement the NDIS Practice Standards for Rights and Responsibilities and Provider Governance and Operational Management.

All staff are expected to be familiar with and to comply with this procedure.

Planning and Support

District 360's staff will rely on advice and insight from people with disability and their families to determine how often general communication is needed for each person and the preferred communication method.

District 360's staff need to always communicate with people with disability and their families about important changes or events in their life and do that in the person's preferred communication style.

When there is an opportunity for consultation on changes to services, a review of services or designing new services, District 360's staff will actively include people with disability and key stakeholders. District 360 will support their participation by:

- Inviting people to participate and covering any costs incurred to participate
- Explaining the scope of the work and being open about any limitations
- Offering information in a range of formats to ensure accessibility
- Tailoring information and engagement formats to the audience i.e. age, literacy, language culture, interest
- Allowing appropriate time for engagement and involvement
- Providing support for decision making about the benefits and risks of the options under consideration where required
- Providing feedback on how any information is used and the outcomes of the involvement process, within two weeks where possible
- Acknowledging people's contribution in any public information.

Involvement processes can include consultation, co-design and citizen-led decision making. Consultation occurs where individuals help District 360 to decide between a range of options, such as input their policies or future direction. Co-design occurs where individuals work with the organisation to identify and develop the options as well as making decisions about what to do. Citizen led decision making occurs when individuals lead the process and determine what needs to be done and how it will be done.

Involvement processes need to be flexible and respond to the needs of people with disability, families, carers and advocates. This may include meeting after hours and /or the use of alternative formats.

If any issues of concern or a complaint are identified during the process, the Manager overseeing the involvement process will support the person to make a complaint or service improvement suggestion.

Responsibility

The person managing the involvement process is responsible for supporting people with disability to identify who else could be involved such as family, friends and advocates.

The relevant manager is also responsible for supporting people with disability to maximise their choice and control and develop their capacity to make independent decisions.

Where another person is delegated responsibility for engaging with individuals and families about an involvement process, the manager is responsible for ensuring the staff person has sufficient skills, knowledge and ability to implement the procedure.

Senior managers are responsible for encouraging people with disability, family, friends, carers and advocates to be involved on specific issues, contribute to policy development and participate in quality evaluations when these arise.

Reporting

Reports on any formal consultation, co-design or other involvement process as well as any relevant actions must be provided by Managers to the Board of Management who will report to the Board on the involvement of people with disability in service management. This is part of District 360's commitment to continuous improvement.

The Managing Director is responsible for monitoring the implementation of this procedure.

Review and Evaluation

People who participate in consultations or co-design should also be invited to provide feedback on ways to improve the consultation process. This feedback should be collated and provided to the Board.

Other feedback mechanisms such as complaints will be monitored by the Managing Director to identify opportunities to improve levels of involvement within the organisation

People with disability, families and carers will be involved in any District 360 self-assessment conducted for quality evaluation purposes.

7. Other relevant policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies, including:

- Client Decision Making and Choice Policy
- Code of Conduct
- Feedback, complaints and Ideas Policy

8. Relevant legislation and standards;

- Carers Recognition Act 2004 (WA)
- Disability Discrimination Act 1992
- Disability Services Act 1993 (WA)
- Universal Declaration of Human Rights
- National Standards for Disability Services
- NDIS Quality and Safety Practice Standards 2018

9. More information

If you have a query about this policy or need more information, please contact the management team at info@district360.com.au

10. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Coco Johnston
Approval Date	14 April 2021

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Next Review Date*	30 July 2025
Last amended	- Reviewed to check that information was all up to date.