## Standard 6 policy template updated

## Involvement policy

This procedure template is general in nature and is provided as a guide only. This template was developed in April 2019. Please check for any changes to Terms of Business, NDIS Rules or other instructions.

This Template has considered the core NDIS Practice Standards. Organisations will need to adapt this template to suit their organisation. Organisations applying any of the supplementary NDIS Practice Standards will need to ensure they include any associated additional requirements in their procedures.

**Policy statement**

[Organisation] 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 [Organisation] 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 [Organisation] 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.

**Scope**

This policy applies to staff including permanent and casual, contract workers, temporary agency workers, and volunteers. Staff are expected to be familiar with and apply this policy. This policy is owned by the Board.

**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.
* [Organisation] 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.

**Key actions**

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

[insert relevant position] 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.

[insert relevant position] is responsible for ensuring people with disability, family and carers are invited to participate in any development or review of policy and procedures.

[insert relevant position] is responsible for ensuring people with disability, family and carers are invited to participate in any development or review of services.

**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.

**Related policy and procedures**

* Involvement procedure
* Promoting and protecting rights policy
* Code of conduct
* Choice and control policy
* Complaints policy

**Relevant legislation and policy**

* 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

**Approvals**

Date of approval: [insert date]

Date of review: [insert date]

Signature of CEO: [insert signature]

Signature of Board Chair: [insert signature]