## Standard 6 procedure template

## Involvement procedure (updated)

This procedure template is general in nature and is provided as a guide only. This template was developed in May 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.

This procedure explains how [Organisation] 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 [Organisation] 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**

[Organisation] 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.

[Organisation] 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,[Organisation] staffwill actively include people with disability and key stakeholders. [Organisation] 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 [Organisation]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 senior managers to the Chief Executive Officer who will report to the Board on the involvement of people with disability in service management. This is part of [Organisation’s] commitment to continuous improvement.

The Chief Executive Officer 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 [Quality Manager or other relevant position] to identify opportunities to improve levels of involvement within the organisation.

People with disability, families and carers will be involved in any [Organisations] self-assessment conducted for quality evaluation purposes

**Key contact**

Questions about how to implement this procedure should be directed to [position] on [email] or [mobile phone].

**Approvals**

Date of approval: [insert date]

Date of review: [insert date]

Signature of CEO: [insert signature]

Signature of Board Chair: [insert signature]