



Consultation and Co-Design Procedure

This procedure explains how All About You – Disability Services will implement its policy on consultation and co-design. This procedure supports the application of the National Disability Services Standards, particularly Standard 6: Services Management.

Staff are expected to be familiar with and to comply with this procedure.

Planning and support

All About You – Disability Services will consult with people with disability and their families to determine how often general communication is needed for each person and the preferred communication method.

All About You – Disability Services will always communicate with people with disability and their families about important changes or events in their life, and do so as soon as practicable.

When there is an opportunity for consultation regarding a change to services, a review of services or designing new services, All About You – Disability Services will actively seek the involvement of people with disability and key stakeholders. All About You – Disability Services 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, culture, interest;
- allowing appropriate time for engagement and involvement;
- providing feedback on how any information is used and the outcomes of the consultation, no later than two weeks after the consultation has been completed; and
- acknowledging people's contribution in any public information.

Consultation 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 a consultation process identifies issues of concern or a complaint, the person should be supported to address this according to the relevant policy and procedure.

Responsibilities

Staff members

Staff are responsible for supporting people with disability to identify who could be involved in any consultation process such as family, friends and advocates.

Staff are responsible for supporting people with disability to maximise their choice and control and develop their capacity to make independent decisions.

Managing Director

The Managing Director is responsible for ensuring staff have the appropriate skills, knowledge and ability to implement the procedure.

The Managing Director is responsible for encouraging people with disability, family, friends, carers and advocates to participate in consultation on specific issues; contribute to policy development; and participate in service quality evaluations when these occur.

Review and evaluation

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

Other feedback mechanisms such as complaints will be monitored to identify opportunities to improve levels of consultation and co-design within the organisation.

Consultation and co-design will be considered as part of any self-assessment conducted for quality evaluation purposes.

Key contact

Questions regarding the implementation of this procedure should be directed to the Managing Director on 0475 459 014 or via email tanya@allaboutyou.org.au.