



## Consultation and Co-Design Policy

### Policy Statement

All About You – Disability Services 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 All About You – Disability Services engages, consults and communicates with these key stakeholders. The principles of this policy also apply to any co-design of services.

### Scope

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

### Principles

- People with disability are assumed to have 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.
- People are supported to develop their capacity to make independent decisions.
- All About You – Disability Services 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.
- Information gathered during consultations is confidential unless previously agreed by all parties.
- Communication must be timely and suited to a person's needs particularly with respect to their lifestyle and their emotional, psychological, physical and cultural needs.
- All reasonable steps will be taken to maximise engagement and consultation with key stakeholders including providing information in different formats and seeking input in indifferent ways.
- Consultation occurs across a spectrum of collaboration, co-design, cooperation, and information provision.

### 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**

- Promoting and Protecting Rights Policy
- Code of Conduct
- Choice and Control Policy
- Complaints and Feedback Policy