

Purpose

This policy articulates Activ's commitment to providing people living with disability, their families, friends, carers and advocates with an opportunity to provide feedback and participate in informing decisions in relation to the services provided by Activ that have a direct impact on their lives. This is in line with Standard 4 – Feedback and Complaints and Standard 6 – Service Management of the National Standards for Disability Services and the Carers Recognition Act of 2004.

Scope

This policy applies to all activities undertaken by Activ that have a direct link or impact on the services provided to people with a disability, their family and/or carer.

Policy Statement

Activ values the knowledge, experiences and views of the individuals who access our services and those of their family and/or carer. Capturing the knowledge, experiences and views of people living with a disability and their families, friends, carers and advocates will enable Activ to gain a greater understanding and wider perspective of the needs and opinions of, and issues experienced by those individuals.

1. Guiding Principles

The principles that govern the consultation process within Activ include:

- Rights – people living with a disability, their families, friends, carers and advocates have a right to access information, provide feedback and participate in any consultation processes.
- Proactive – Activ will seek to identify new issues as well and increase their knowledge and understanding of current issues to ensure they are addressed accordingly.
- Timely – consultation will occur within a timeframe that enables Activ to make best use of the results to inform outcomes.
- Ongoing – consultation and feedback will be an ongoing process to ensure the changing knowledge, experiences and needs of our stakeholders are captured.
- Achievable – Activ's feedback and consultation processes will be streamlined to avoid asking too much of our stakeholders.
- Communicated – feedback regarding the outcomes of consultations will be provided to stakeholders who have participated in any consultation process.
- Accessible – Activ will make use of a variety of consultation and feedback methods that will be influenced by the timeframe available, the scope of the issue and resources available.

2. Consultation Criteria

Activ will seek to use a variety of methods to gather information or feedback. These may include, but are not limited to, representative committees, support groups, surveys, feedback forms, social gatherings, and information sessions.

Activ acknowledges that a formal consultation process may not be an effective means of gathering information for decision making on all issues. To determine which issues would benefit from consultation, Activ will consider the:

- Type of issue,
- Importance of the issue,
- Time constraints on the issue, and;
- Current understanding of the issue,

prior to making a decision about the effectiveness of consultation or the method of consultation.

Activ believes it is ineffectual to consult if:

- A decision has already been made; or
- The issue requires an urgent decision as a result of perceived immediate or on-going risk.

Definitions

Consultation is defined as a formal process for which the views and opinions of stakeholders are actively sought with the purpose of informing decision-making.

Feedback is a reaction or opinion in relation to a particular activity, service or process that is used for an evaluative purpose. Feedback can be either positive or negative.

Stakeholders include people living with a disability, their families, friends, carers and advocates who have an active interest in the activities of Activ and/or are currently receiving a service from Activ.

Key Related Policies and Documents

Activ Consultation Framework (AQuA 1925)
National Standards for Disability Services

Consultation Process

Customers / employees / families / carers / advocates
Staff
Transitional Leadership Team