

Policy about lived experience and co design



Plain English

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This is a **policy** by The Disability Trust.

A **policy** has rules everyone at The Disability Trust must follow.

This policy talks about **lived experience** and **co design**.

Lived experience means you know a lot about something because it happened to you.

In this policy lived experience is about people with disability and their families.

It is about the things they know because they live with a disability or care for someone with a disability.

It is also about choices people with disability and their families make.



Co design means to work on something together.

At The Disability Trust we want to make sure people with disability and their families have a say in how we do things.

We want people with disability and their families to be part of

- Planning supports and services
- Making decisions about things that have to do with them.

This policy will talk about how we make sure people with disability and their families can be part of these activities.



Rules for The Disability Trust staff

All staff at The Disability Trust must work in line with the **Convention on the Rights of Persons with Disability**.

We say **CRPD** for short.

The **CRPD** says that people with disability have the same rights as everyone else.

All staff at The Disability Trust must follow the **National Disability Strategy**.

The **National Disability Strategy** wants people to be a part of making decisions that help make sure people with disability

- Are safe
- Are well
- Get the same rights as everyone else.



All staff at The Disability Trust must follow the **NDIS Code of Conduct**.

The **NDIS Code of Conduct** says that disability services must respect the rights of people with disability to

- Make their own choices
- Be themselves.

All staff at The Disability Trust must follow the

- **National Disability Service Standards**
- **NDIS Practice Standards.**

These standards are rules that say how services must do their work.

The standards mean that services must put the person with disability and their needs first.

Services must also make sure everyone gets their rights.

All staff at The Disability Trust must also follow the rules about

- Being safe at work
- Treating everyone the same way.



Support from people with lived experience

There are 3 different ways people with lived experience can support The Disability Trust.

You can

1. Be part of making policies
2. Help us when we hire new staff
3. Help us plan our services.

We will tell you how you can be part of these things when you start using The Disability Trust for your services.

You can also read our policy called **Having your say in the way your service works.**



1. Be part of making policies

We want people who get services from us to tell us what you think about our policies.

There are different ways you can tell us what you think

- Answer questions in surveys
- Fill in feedback forms
- Be on **committees**.

Committees are groups that people can be part of.

We have different committees like

- For people who use our services
- For our staff
- For other groups.

You can also talk to our staff at any time about our services and programs.

You can tell staff what you like or what can be better.

Staff must share what you tell them about services with their managers.



We make sure everyone who gets services from us has copies of our policies.

We make sure our policies are easy to understand like in Plain English.

The people who run The Disability Trust are called the **Board of Directors**.

They must agree to any policy before it can be used.

The Board of Directors want lots of different people to have their say about our policies to make sure we get them right.



2. Help us hire new staff

The Disability Trust wants to make sure we hire the right staff to give people with disability and their families good services.

We want to hire the right staff to support people with disability in the best way.

That is why we want people with lived experience to help us hire new staff.

We will ask people with disability and their families to help us when we hire and pick new staff for The Disability Trust.



3. Help us plan our services

The Disability Trust wants people with disability and their families to be part of planning our services.

This might be new services.

This could also be looking into how to make services we already have better.

This might mean that you are part of

- Committees
- Focus groups
- Meetings with people in places like group homes
- Surveys
- Planning days.



Council for Intellectual Disability made this document Plain English. **CID** for short.

You need to ask CID if you want to use any pictures in this document.

You can contact CID at **business@cid.org.au**.