
P006 – Participant Participation Social Inclusion Policy

1. Purpose

The purpose of this policy is to ensure that all participants of District 360 are supported to participate meaningfully in their daily lives and within their communities. This includes being involved in decisions about the services they receive and being empowered to build relationships, pursue interests, and access inclusive opportunities that reflect their goals, identity, and aspirations.

2. Scope

This policy applies to all participants accessing services through District 360, as well as to all employees, contractors, and volunteers who support participant inclusion, social engagement, and decision-making as part of service delivery.

3. Policy Statement

District 360 is committed to ensuring that all participants are empowered to exercise maximum control over their own lives through active involvement in decisions that affect them. We champion inclusive, person-centred approaches that uphold every participant's right to be heard, respected, and meaningfully engaged in both personal and community life.

Our services are designed to promote independence, self-determination, and social connection. District 360 recognises the importance of natural support networks and actively encourages participants to develop and maintain relationships with family, friends, and their broader community to foster a strong sense of belonging and inclusion.

4. Procedures

To ensure participants have meaningful involvement and influence in decisions that affect their lives, District 360 implements the following procedures:

District 360 will:

- 4.1. Structure programs and services to be **flexible, inclusive, and responsive** to the individual needs, preferences, and aspirations of current and prospective participants.
- 4.2. Inform participants, family members, carers, and/or advocates about the **full range of services** offered by the organisation in a clear and accessible manner.
- 4.3. Actively explore alternative or additional **service delivery options**, where feasible, within available resources.

- 4.4. Involve participants and their nominated representatives in the **development of individual support plans** and associated risk assessments, ensuring they have the opportunity to express their preferences, goals, and concerns.
- 4.5. Make every reasonable effort to reflect and accommodate the participant's **choices and priorities** within their individual support plan, in line with person-centred and culturally respectful practice.

5. Performance Standards

This policy supports key NDIS outcome domains, including community participation, relationships, and lifelong learning.

To ensure that the procedures outlined in Section 4 are effectively implemented, District 360 will meet the following performance standards:

- 5.1 All participants and their families, carers, or advocates are informed that the Participant Participation and Social Inclusion Policy is available via the District 360 website.
- 5.2 All employees are introduced to this policy during induction, and the most current version is maintained on the District 360 shared drive and website for ongoing reference.
- 5.3 Programs and services are designed to allow for maximum flexibility and responsiveness to individual participant preferences, needs, and goals.
- 5.4 A clear, accessible summary of District 360's full range of services is made available to all current and prospective participants through handouts, brochures, or online resources.
- 5.5 A current, written individual support plan is maintained for each participant, developed in accordance with the Policy on Individual Needs, and a copy is shared with the participant and/or their nominated representatives.
- 5.6 Individual support plans are countersigned by the participant or their authorised carer, family member, or advocate to confirm agreement.
- 5.7 Support plans are jointly reviewed at least annually, or more frequently as requested by the participant or their support network.
- 5.8 Participants, families, carers, or advocates are invited to participate in the organisation's strategic planning activities, where appropriate.
- 5.9 Stakeholders are involved in the development and review of relevant policies and procedures, particularly those affecting participant rights and service delivery.
- 5.10 Where suitable, participants and their representatives are offered opportunities to contribute to the recruitment and induction of new staff and volunteers.

Related Policies and Legislative Framework

Staff—particularly managers and supervisors—are encouraged to read this policy in conjunction with the following key District 360 policies, which collectively support inclusive, culturally responsive, and participant-led service delivery:

- P037 Cultural Security for Participants Policy
- P009 Valued Status Policy
- SD001 Participant Engagement Framework

This policy has been developed in alignment with relevant legislation, national standards, and the NDIS Practice Standards.

NDIS Practice Standards

- Rights and Responsibilities – Participation and Inclusion, Informed Choice
- Provision of Supports – Individual Values and Beliefs

Legislation and National Standards

- National Disability Insurance Scheme Act 2013 (NDIS Act)
- WA Disability Services Act 1993
- VIC Disability Amendment Act 2017
- Disability Services Act 1993
- National Standards for Disability Services

For questions or further clarification about this policy, please contact the management team at info@district360.com.au.

6. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Belle Juhas-Gao
Approval Date	14 April 2021
Last updated Date	18/06/2025
Next Review Date*	18/06/2026
Last amended	Add risk assessment to occur at the time of support plan development

** Unless otherwise indicated, this procedure will still apply beyond the review date.*

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