



## Participation Standards

### Purpose

These Participation Standards set out what consumers, members and volunteers can expect when engaging with the Network. The Network is a consumer-led, consumer-driven peak body.

### What You Can Expect From Us

#### *1. Clear and Honest Communication*

We will:

- Clearly explain the purpose, scope and limits of participation opportunities.
- Provide information in plain language and accessible formats where possible.
- Respond to general enquiries and participation requests within reasonable timeframes, or let you know if there will be a delay.

#### *2. Respectful and Safe Participation*

We will:

- Provide culturally, physically and psychologically safe participation environments.
- Treat all consumers with dignity, respect and sensitivity.
- Support participation that is free from pressure, coercion, discrimination or harassment.

### *3. Choice, Control and Self-Determination*

We will:

- Respect your right to choose if, when and how you participate. Support you to set boundaries around your involvement.
- Respect your right to pause or stop participation at any time without repercussions.

### *4. Accessible Participation*

We will:

- Offer flexible ways to participate where possible, including in-person and remote options.
- Ask about access, communication and participation needs and make reasonable adjustments.
- Consider cultural, identity and practical factors that may affect participation.

### *5. Timely Follow-Up and Transparency*

We will:

- Provide information about what happens next after consultations, forums or activities.
- Share outcomes or updates from participation activities within agreed or stated timeframes.
- Explain reasons when plans, timelines or outcomes change.

### *6. Feedback, Complaints and Improvement*

We will:

- Encourage feedback about participation experiences.
- Provide clear and accessible ways to give feedback or make a complaint.
- Ensure feedback and complaints can be made without negative consequences.
- Use feedback to review and improve our participation practices.

## **How These Standards Are Monitored and Reviewed**

The Network monitors participation against these standards through consumer feedback, staff reflection and Board oversight. Performance against the standards is reviewed regularly, and changes are made in response to consumer feedback and identified areas for improvement.

Consumers are invited to contribute to the review and improvement of these standards over time.

## **Our Commitment**

The Network is committed to upholding these Participation Standards as part of its role as a consumer-led peak body and to being transparent and accountable to the consumers it represents.