



DECISION MAKING AND CHOICE POLICY AND PROCEDURE

Policy Code	CSP004.01
Person Responsible	Director
Status (Draft/Released)	Released
Date Last Updated	6 APRIL 2023

1.0 PURPOSE AND SCOPE

This policy describes the process for ensuring clients are involved and participate as fully as possible in the decisions about the support they receive.

This policy and procedure applies to the Director, staff, students, contractors and volunteers and all potential and existing clients, their family members and other supporters.

2.0 RISK

Choice and control are fundamental values underpinning the NDIS and reflect the participant's right to autonomy. In practice, many things may interfere with the decision-making process and reduce the level of autonomy exercised. The obstacles are too numerous and specific to analyse effectively. The organisation should foster a general sensitivity to the values of choice and control and continually re-evaluate and improve assessment processes.

3.0 POLICY

Kindred Health Group is committed to ensuring all clients are involved in making decisions and choices about all aspects of the support services they receive from the organisation.

Clients should be the person making informed decisions and choices with regard to themselves and the services they receive.

All people have the right to maintain their personal, gender, sexual, cultural, religious and spiritual identities, and the right to dignity of risk.

4.0 PROCEDURE

- The Director (or delegate) will advise clients/parents/guardians when making appointments for an Intake Interview and subsequent reviews that they are entitled to have an independent support person at the meeting to assist them in the decision-making process.
- The Director (or delegate) will support clients/parents/carers to access any information they reasonably require to enable them to participate in decisions affecting clients' lives. This includes supporting their access to technology, aids, equipment and services that increase and enhance their decision-making and independence.



- The Director (or delegate) will be responsive to the changing needs, goals, aspirations and choices of clients and will communicate in appropriate formats to facilitate their informed decision-making and choice.
- Where Kindred Health Group is unable to meet the needs and goals of a client or is not resourced to effectively meet the person's needs, the Director (or delegate) will refer the person to other relevant service providers or community-based organisations to facilitate their support needs.
- The Director (or delegate) will act upon the outcomes of a client/parent/guardian's input into decision-making.
- Information about clients' rights, services and processes that impact them will be provided in a variety of formats where practicable to assist understanding, in order to support decision-making and choice.

Dignity of Risk

- Where a client has the capacity for decision making, all options, risks and possible consequences must be discussed with them and all relevant stakeholders involved in the decision-making process.
- If a decision doesn't place anyone at risk of harm, staff are to comply with the decision.
- Staff will support clients' access to information on which to base their decisions when they want to try new things or continue with options that may not have gone well in the past, including the benefits and risks, consequences and responsibilities to them and others.
- All staff will be trained in responding to the needs of clients, client decision making, dignity of risk and assisting clients to make informed choices in the least restrictive way, through formal induction and training processes as well as regular team meetings.

Provision of Information

- Advice, notice or information will be offered in the language, mode of communication and terms that the client is most likely to understand. Where possible, explanation should be given both verbally and in writing.

POLICY AMENDMENT RECORD		
DATE	BRIEF DESCRIPTION OF AMENDMENT	AUTHORISED