

POLICY Decision Making and Choice

1. PURPOSE

The purpose of this policy is to define Senses Australia's position in relation to enabling clients to have the opportunity to participate in making decisions about their daily lives and the services they receive.

2. SCOPE

This policy applies to all of Senses Australia's services and activities.

3. POLICY STATEMENT

Senses Australia is committed to ensuring all clients of the service retain maximum control over their own lives by having primary involvement in, and influence over, decisions that affect them. To this end, Senses Australia will:

- structure its programs and services to be as flexible and responsive to the individuals needs and preferences of the people to who it provides its services;
- assist the client, and the significant other people in a client's life, to make informed decisions;
 - by advising the client, and the significant other people in a client's life regarding the full range of services Senses Australia provides;
 - by providing information about other services/agencies available outside of Senses Australia that may be in a position to meet the wants and needs of client;
- involve the client, and the significant other people in a client's life, in the development of the client's individual plan and invite them to state their preferences with respect to the services that they would like to receive;
- make every effort to accommodate the client's service preferences and choices in their individual plan; and
- ensure a legally sanctioned, substitute decision maker is identified for the client, where the client cannot make decisions and no family or significant others are available to participate in decision making.

RELATED POLICIES
POLICY Cultural Security for Clients
POLICY Individual Need and Provision of Service

RELATED POLICIES

POLICY Privacy and Confidentiality

POLICY Safeguarding for Clients

SUPPORTING QMS DOCUMENTS

Nil.

RELEVANT LEGISLATION OR STANDARDS
--

Nil.
