




Client – Choice and Control Policy and Procedures

STATEMENT

The Paraplegic & Quadriplegic Association of South Australia Ltd (PQSA) supports the rights of each client to retain maximum control over their own lives by having primary involvement in, and influence over, decisions that affect them, including the services that they need or want, choose and consent to receive.

<p>Approved by:</p>  <p>Chief Executive Officer</p>	<p>Date: May 2021</p>
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In this policy, 'us' 'we' or 'our' refers to The Paraplegic & Quadriplegic Association of South Australia Ltd can 644 670 977, which is a Company Limited by Guarantee and conducts its business through Lifestyle Support and HomeCare+ services.

Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.

SCOPE

Compliance with this policy is a condition of appointment for all workers engaged to provide services on behalf of PQSA.

DEFINITIONS

Refer to the PQSA Policy and Procedure Definition Glossary

RESPONSIBILITIES

It is our responsibility to communicate our policies and procedures to all workers on a systematic basis. Individual Directors and Supervisors are responsible for monitoring workers' understanding of their obligations and need for compliance with policies and procedures. Workers are responsible for complying with our policies and procedures.

POLICY

The purpose of this policy is to clearly articulate that clients of PQSA have the right to participate as fully as possible in making decisions about their daily lives and the services that they need, want, choose and consent to receive. The policy has been framed around Standard 3 of the National Standards for Disability Services.

In relation to all aspects of our supports and services, we will ensure all clients retain maximum control over their own lives by having primary involvement in, and influence over, decisions that affect them.

PROCEDURES

The following procedures are to be implemented to enable PQSA to meet our commitment to the human rights of our clients in relation to choice and control.

PQSA will:

- structure its programs and services to be flexible and responsive to the individual needs and preferences of current and future clients
- advise the client, family members and/or their advocate(s) of the full range of services that are provided and how they will be delivered
- commit to exploring other service delivery options of the client's choice within the constraints of available resources
- involve the client, family members and/or advocates in the planning and development of an individual support plan for the client and invite them to state their preferences with respect to the services they would like to receive based on the principles of choice and control
- make every reasonable effort to accommodate the client's service preferences and choices in the individual support plan and the timing of delivery
- make every reasonable effort to accommodate changes in the client's preferences and choices
- seek the formal authorisation of the client or their authorised decision-maker (e.g. parent or guardian) by asking them to countersign the agreed individual support plan
- jointly review the individual support plan at least annually and make any agreed amendments
- respect the rights of clients to refuse service delivery (notwithstanding any responsibility for PQSA to ensure the client's safety at all times)

- involve clients, families and advocates in individual strategic planning activities
- ensure procedures that require the client's consent (such as medication administration) are undertaken by appropriately trained and competent staff
- use a range of quality improvement tools, such as surveys and individualised feedback (including complaint mechanisms) to determine our clients' satisfaction with our services

RELATED LEGISLATION

- Disability Services Act (1993)
- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
- National Standards for Disability Services – Standard 3: Individual Outcomes

SUPPORTING PQSA DOCUMENTATION

- Child and Young Person Protection Policy and Procedures
- Client – Advocacy Policy and Procedures
- Client – Rights and Responsibilities Statement
- Client Safeguarding – Management of Client Finances
- Complaints/Concern Management Policy and Procedures (Client Complaints)
- HomeCare+ Support Planning Policy and Procedures
- Person Centred Policy and Procedures
- Quality and Safeguarding Statement
- Client Rights and Responsibilities Policy
- Vulnerable Adult – Client Safeguarding Policy and Procedures
- Worker Screening – Client Safeguarding Policy

BREACHES OF THIS POLICY

A **breach** of this policy is grounds for disciplinary action, up to and including termination of employment. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will PQSA accept such an argument.

DISTRIBUTION AND REVIEW

PQSA will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a periodic basis or when legislation or government policy determines.