


The Paraplegic and Quadriplegic Association of SA Inc



Client – Decision Making Choice Policy and Procedures

STATEMENT

The Paraplegic and Quadriplegic Association of South Australia Incorporated (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 and consent to receive.

Approved by: 	Date: <i>March 2018</i>
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The Paraplegic and Quadriplegic Association of SA Inc.(PQSA) is incorporated under the *Association Incorporation Act 1985 (SA)* and conducts its business through operating Divisions, namely Support Services and HomeCare+.

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

Choice – the right, power, or opportunity to select something that is preferred or preferable.

Client – a person who receives services from any division of PQSA.

Consent – to give permission, approval or agreement

Control – to exercise choice.

Must – indicates a mandatory action required by law, industrial instrument, PQSA policy or procedure.

Services – the provision of

Should – indicates a recommended action that a person is obliged to be follow.

Worker – is a person who carries out work in any capacity for a person conducting a business or undertaking including work as an employee, contractor or subcontractor, an employee of a contractor or sub-contractor, an employee of a labour hire company, an outworker, apprentice or trainee, or a student gaining work experience, or a volunteer.

POLICY

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

PQSA is committed to ensuring that 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 the policy objectives.

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 within the constraints of available resources
- ◆ Involve the client, family members and/or advocates in the 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 effort, within available resources, to accommodate the client's service preferences and choices in the individual support plan and the timing of delivery
- ◆ Make every effort, within available resources, to accommodate changes in the client's preferences and choices
- ◆ Seek the formal authorisation of the client, family members or advocates by having them countersign the agreed individual support plan (where appropriate)
- ◆ 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 staff
- ◆ Survey and or speak to clients of PQSA to determine their satisfaction with PQSA services, and provide formal and informal means for individual clients providing feedback and suggestions about improvements in service quality.

RELATED LEGISLATION

- ◆ Disability Services Act SA (1993)
- ◆ Standard 3 National Standards for Disability Services: Decision Making and Choice

SUPPORTING PQSA DOCUMENTATION

- ◆ Advocacy Policy and Procedures
- ◆ Client – Meeting Individual Needs Policy and Procedures
- ◆ Client Rights and Responsibilities 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.

