



## 1.3 DECISION MAKING AND CHOICE POLICY

### Policy Statement:

Interchange Inner East is committed to ensuring that all participants of the organisation retain maximum control over their own lives by having primary involvement in, and influence over, decisions that affect them.

The purpose of this policy is to ensure that consumers of the organisation's services have the opportunity to participate as fully as possible in making decisions about their daily lives and the services that they need, want and receive. The policy has been framed in accordance with the National Standards for Disability Services-Standard One, Rights-  
National Standards for Disability Services 1.3

'The service supports active decision making and individual choice including the timely provision of information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities'.

### Procedures:

The following procedures are to be implemented to enable the organisation to meet its policy objective of ensuring that participants have primary involvement in, and influence over, decisions that affect them.

Interchange Inner East will:

- Structure its programs and services to be as flexible and responsive to the individual needs and preferences of current and future participants.
- Advise the participant, family members and/or advocates of the full range of services that the organisation currently provides.
- Advise the participant, that Interchange will assist them to access an interpreter if this is considered to be of assistance to understanding and decision making for the participant or their family.
- Advise the participant, that Interchange will assist them to access an independent advocate to support their decision making. Advise them that the advocate can be a person of their choice, a friend or family member, or Interchange can assist them to access an Advocacy Service, either directly or through providing the contact details.
- Commit the organisation to exploring other service delivery options within the constraints of available resources.

- Involve the participant, family members and/or advocates in the development of an Individual Support Plan for the participant and invite them to state their preferences with respect to the services that they would like to receive.
- Make every effort, within available resources, to accommodate the participant's service preferences and choices in the individual service plan.
- Support the participant to make their own decisions. Where a parent/family member disagrees with a decision made by an adolescent or young adult participating in Interchange programs, Interchange Program Coordinators will support independent decision making by facilitating discussion, understanding and assessment of any risk, within the framework provided by the Department of Human Services 'Supporting Decision Making' January 2012. (See IIE Policies and Procedures Addendum 1.3a).
- Involve participants, families and advocates in the organisation's strategic planning activities.
- Involve participants, families and advocates in the development of the organisation's service policies and procedures.

### **References:**

DHS Guide Supporting Decision Making 2012  
National Standards for Disability Services -2012 revision