

Q112	CUSTOMER/CLIENT DECISION MAKING and CHOICE POLICY
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Policy statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to empowering and supporting Customers/Clients to fully participate in the community and in this organisation.

The organisation will:

- support Customers/Clients to participate in communities and activities of choice respecting their choices and plans regarding employment, education, leisure and their social lives as well as promoting healthy eating and healthy activities
- enable Customers/Clients to be involved in decisions that affect them and the services they receive
- encourage and support Customers/Clients to be involved in service development, evaluation, planning and organisational management
- seek Customer/Client input regarding Customer/Client participation information strategies, assistance and support, service involvement and development
- develop links with other groups to promote greater opportunities for connections and meaningful participation in the community

In support of this policy, EL and LAAS has established a 2-year plan with the goal of enabling full accessibility to its head office premises. The plan incorporates the development of building extensions subject to council approval. Both employees and external consultants will be advising management throughout this process.

This document complies with NDIS 2018, standard 1.4 Independence and Informed Choice, and ACIS 2013, section 1.5 Independence and Informed Choice and 1.6 Participation. This document is readily available to all Customers/Clients and employees of EL and LAAS including the Boards.

Policy context: This policy relates to	
Legislation or other requirements	Equal Opportunity Act 2010
Contractual obligations	Customer Service Agreements

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Information Strategies

Information in appropriate formats about the opportunities for Customer/Client choice will be provided to Customers/Clients at each major service point from intake to end of service. If Customers/Clients have literacy or communication issues, then every effort should be made to ensure they understand their rights and opportunities in making decisions regarding services. The information is available in the customer Service Agreements and the Customer handbook. It is also readily available through policies accessible to all Customers/Clients through the organisation's intranet and via other means of dissemination including, but not limited to, emails, newsletters etc.

Support to make choices

Customers/Clients will have the opportunity to make choices about their service at any point during service delivery once engaged with EL and LAAS.

EL and LAAS actively supports service users to make choices in the way they use services through support strategies in place to assist and enable Customers/Clients to make informed choices including:

- follow-up on written information and specific assistance to Customers/Clients who may experience cultural or language barriers, or who may need specialised advocacy or support to take full advantage of the opportunities
- providing information in a range of mediums - written, pictorial, verbal
- respect the Customers/Clients right to make their own choices, including the choice to take some risks in life.

EL and LAAS must obtain informed written consent from a customer in the form of a statutory declaration for any activities that pose a risk, are intrusive or involve medical treatment

Dignity of Risk

Customers/Clients should be able to practice self-determination and take reasonable risks as this is essential for dignity and self-esteem. Over protection of people with disabilities causes low self-esteem and underachievement because of lowered expectations that come with overprotection. Internalisation of low expectations causes the disabled person to believe that they are less capable than others in similar situations.

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It is important that their right to explore and challenge their capabilities be protected, as well as their right to take risks and fail. While EL and LAAS has a duty of care for our Customers/Clients we will also endeavour to support them in being able determine their own levels of acceptable risk.

- A Customer/Client should be offered all reasonable support and assistance in making and following through on their decisions before others step in to make decisions for them.
- Customers/Clients have the right to make decisions that others feel are unwise or disagree with, the right to have a different tolerance for the risks associated with a decision, and the right to fail after making a decision.
- When others are involved in decision making with a Customer/Client, any decisions must be made with the person's best interest and preferences at the forefront and must strive to infringe the least upon their basic rights and freedoms.

Advocacy Services

Advocacy involves representing and working with a person or group of people who may need support and encouragement to exercise and ensure that their rights are upheld.

EL and LAAS informs the Customer/Client at first contact about their right to independent advocacy and their right to assistance in accessing that independent advocacy, if required.

All Customers/Clients and Lifestyle Attendants have the right to involve an advocate of their choice to assist with raising and resolving a complaint. Advocates may be a family member, a friend or some personnel provided from a professional advocacy service.

Should a situation arise where you feel that an advocate may be needed, employees are to first refer the customer to the Service Delivery Team who will advise and assist the customer, wherever possible, to access the appropriate service. If the customer is unsure whether they may want to nominate a person as an advocate, they can be directed to a specialist advocacy organisation listed for South Australia on the following website: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

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As at the time of printing, these are a selection of the current organisations listed on the website:

Disability Rights Advocacy Service Inc. (formally known as

MALSSA) Shop 4/80 Henley Beach Road

Mile End SA 5031

PO Box 742 Torrensville SA 5031

Phone 08 8351 9500 Fax 08 8152 0396

Email admin@dras.com.au

Advocacy for Disability Access and Inclusion Inc.

149 Currie Street

Adelaide SA 5000

Phone: (08) 8340 4450 Fax: (08) 7226 1079

Freecall: 1800 856 464

8340 4450

Independent Advocacy SA Inc

99 Frome Street

Adelaide SA 5000

Phone: (08) 8232 6200 Fax: (08) 8232 6255

Freecall: 1800 999 884

indepadv@internode.on.net

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Disability Advocacy & Complaints Service of SA Inc.

(DACSSA) 33 Franklin St Adelaide, SA 5000

Phone: 08 7122 6030 Fax: 08 8332 5112

admin@dacssa.org.au

www.dacssa.org.au

Record keeping

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service documents all input from Customers/Clients regarding their service preferences. This is recorded on individual customer files retained in the customer information system (CIMS).

Documentation

Documents related to this policy	
Related policies	Q102 - Customer Rights and Service Charter
Forms, record keeping or other organisational documents	CIMS files