

DECISION-MAKING & CHOICE

POLICY

Riverlink Interchange Incorporated (Riverlink) supports participants and carers to make informed decisions and choices regarding the services which may best address the participant's goals and needs.

Riverlink recognises the rights of people with disability to participate as fully as possible in making decisions about their daily life and social participation and will support and encourage participants to make choices and decisions in relation to the Riverlink activities in which they participate.

For children and young people this may involve developing positive and creative ways to involve them at a level they are comfortable with.

Riverlink supports the participant's and carer's use of independent support or advocacy to assist decision making and choices regarding service provision. Please also see the Consumer Advocates policy (Ref: 2.15).

PROCEDURES

Planning, Service Delivery and Evaluation

At intake, reviews and when required, participants and carers where possible will be informed of their rights and responsibilities, the complaints procedures, advocacy and other support services available. Please also see the Intake & Reviews policy (Ref: 2.07).

Each participant and carer will be given written and verbal information to assist them to make an informed choice about available services. This includes an explanation and copy of the Consumer Handbook and any relevant brochures. Please also see the Consumer Information policy (Ref: 2.04) and the Consumer Rights & Responsibilities policy (Ref: 2.12).

To ensure that Riverlink provides a service driven by the needs of participants and carers, Riverlink will inform, consult with and encourage feedback from participants and carers on issues relating to service delivery. Please also see the Policy Development & Review policy (Ref: 1.07).

Riverlink is aware that there is a variety of cultural needs of participants and carers and will respect those needs when supporting the participant and carer in making decisions and choices. Please also see the Cultural & Linguistic Diversity policy (Ref: 2.27).

Schedule of Supports

All participants and carers where possible are to participate in developing a Support Service Agreement which reflects their individual needs and choices.

All participants and carers agree to their Support Service Agreement by signing it.

Participants and carers retain the right to make the final decision about the services they will accept. Please also see the Support Service Agreement policy (Ref: 2.16).

Substitute Decision Maker

In the event of the participant and carer not being able to make a compromised decision, a substitute decision maker will be engaged. This person could be a case manager. Upon evaluating the decision it will be considered:

- 1) The planning is suspended;
- 2) The session is rescheduled;
- 3) The person making the plan will seek advice from the Riverlink team; information will be fed back to the participant and carer; and
- 4) If still no agreement or compromise is reached then a substitute decision maker is engaged.

Related Forms:

Activity Summary

2.13a Supporting Decision Making

Related Policies:

2.07 Intake and Reviews

2.12 Carer Rights and Responsibilities

2.20 Consumer Complaints

2.15 Consumer Advocates

2.16 Support Service Agreement

Relevant Standards:

NSW Disability Service Standards:

Standard 3; Individual Outcomes

National Standards for Disability Services 2013:

Standard 3; Individual Outcomes

Children's Standards in Action:

Standard 3; Decision Making and Choice

Standard 10; Protection of Human Rights and Freedom from Abuse

Legislation:

Community Services (Complaints, Reviews and Monitoring) Act 1993 (CS CRAMA)
(NSW)

Disability Services Act 1993 (NSW)

Guardianship Act 1987(NSW)

Health Records and Information Privacy Act 2002 (NSW)

Mental Health Act 2007 (NSW)

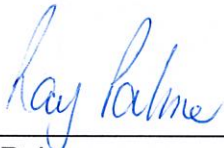
NSW Trustee and Guardian Act 2009 (NSW)

Privacy and Personal Information Protection Act 1998 (NSW)

Carers (Recognition) Act 2010 (NSW)

Carers Recognition Act 2010 (Commonwealth)

Commission for Children and Young People Act 1998 (NSW)



Ray Palmer
Executive Officer

Date: _____

