

Decision Making and Choice Policy

DS Standard 3 - Participation as fully as possible in decision making and choice of activities and events in daily life in relation to the services received.

HACC Objective 2 – Information and Consultation

Community Connection's Position

Community Connection believes that the individual and their family should have the opportunity to participate as fully as possible in making choices and decisions that affect them.

Communication

Community Connection will work with each individual and their family to determine and/or develop the most appropriate way to communicate with them. If a person uses a form of facilitated communication, Community Connection will ensure that relevant staff members are able to understand and use it.

Information

Community Connection will provide accurate, relevant information to individual's and families, including the risks involved, to enable them to make informed decisions.

Involvement in personal decisions

Community Connection will encourage each individual to make as many of their own decisions as possible. Community Connection will ensure that families are involved in or consulted about any personal decision making that affects them.

Least restrictive option

Community Connection will negotiate with an individual and/or their family to reach an agreement on the least restrictive option if a choice or decision made is in conflict with Community Connection's duty of care.

Dispute resolution

Community Connection understands that the individual's wishes may differ at times from those of their family. Community Connection will work with the individual and family to reach an agreement.

Involvement in service decisions

Community Connection will ensure that individuals and their families are given the opportunity to be involved in decisions about the policies, procedures and operation of the service.