

P005 – Participant Decision Making and Choice Policy

1. Scope

This policy applies to all participants **for** all services provided by **District 360**.

2. Purpose

The purpose of this policy is to ensure that consumers of our 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.

3. Policy Statement

District 360 is committed to ensuring that all participants of our organisation retain maximum control over their own lives by having primary involvement in, and influence over, decisions that affect them.

4. Procedures

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

District 360 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, primary carers and/or advocates of the full range of services that the organisation currently provides.
- Commit the organisation to exploring other service delivery options within the constraints of available resources.
- Involve the participant, family members, primary carers and/or advocates in the development of an individual service 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.
- Seek the formal authorisation of the participant, primary carers, family members or advocates by having them countersign the agreed individual service plan.
- Jointly review the individual service plan at least annually and make any agreed amendments.

- 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.
- Involve participants, families or advocates in the selection and induction of new staff and volunteers.

5. Performance Standards

The following performance standards must be met to ensure that the procedures specified in Section 4 are implemented effectively:

- All participants and their families, primary carers or advocates have been provided with a copy of the organisation's Policy on Decision Making and Choice.
- All employees have been provided with a copy of the organisation's Policy on Decision Making and Choice and a staff copy of the policy is kept in the District 360 office.
- The organisation's programs and services have been structured in a way as to permit maximum flexibility and responsiveness to individual participants' preferences and choices.
- The organisation's full range of services has been portrayed in an easy-to-read hand-out or brochure which is provided to all current and prospective consumers.
- A written, current individual service plan has been held for all participants in accordance with the Policy on Individual Needs and a copy has been provided to the participant, family members and advocates.
- Written individual services plans have been countersigned by the participant, primary carers, family members and/or advocates.
- Individual services plans have been jointly reviewed at least annually or more frequently if requested by the participant, family members or advocates. On a needs basis.
- Participants, families, primary carers or advocates have participated in the organisation's strategic planning activities.
- Participants, families, primary carers or advocates have participated in the development of the organisation's policies and procedures.
- Participants, families, primary carers or advocates have participated in the selection and induction of organisation staff and volunteers.

6. Other relevant District 360 policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies, including;

- Cultural Security for Participants Policy
- Purpose and Values Policy

Relevant Legislations;

- Disability Services Act 1993
- National Standards for Disability Services

- The National Disability Insurance Scheme Act 2013 (NDIS Act)
- NDIS Practice Standards
- WA Disability Services Act 1993
- VIC Disability Amendment Act 2017

7. More information

If you have a query about this policy or need more information, please contact the management team at info@district360.com.au

8. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Coco Johnston
Approval Date	14 April 2021
Last updated Date	21 April 2023
Next Review Date*	21 April 2024
Last amended	<ul style="list-style-type: none"> - Updated company trading name from District 360 Supports to District 360. - Changed company logo.

** Unless otherwise indicated, this procedure will still apply beyond the review date.*

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