



Policy Name:	Client Decision Making and Choice Policy	Policy Number:	ELP-032
Date Approved:	13th December, 2017	Approved By:	Management Committee
Date Issued:	14 th December, 2017	Review Date:	13 th December, 2020

POLICY STATEMENT

Early Links is committed to empowering children/young people to play an active role in decisions that affect their lives and to make choices for themselves:

The organisation will:

- inform children/young people about the opportunities for choice available to them
- support children/young people to make informed choices which will provide them opportunities
- keep records of client preferences regarding their service
- enable children/young people to build self-reliance and maintain social inclusion.

PROCEDURES

Information strategies

Information in appropriate formats about the opportunities for client choice will be provided to children/young people at each major service point from intake to end of service. If family members have literacy or communication issues then every effort should be made to ensure they understand their rights and opportunities in making decisions regarding services.

Support to make choices

Children/young people will have the opportunity to make choices about their service in the following ways:

- service delivery access - the types of service available, the days and times a service can be accessed, frequency of service, the location, how the service is provided to ensure that it meets individual needs
- individual service planning - expressing preferences for the level or intensity of service, which other services are involved, the ways that personal goals will be achieved, how progress reviews are conducted, and decisions about changes or exiting the service

Record keeping

Early Links documents all input from children/young people regarding their service preferences. This is recorded on the client file and Individual Family Service Plan.

References

Disability Service Standards

Standard 3 – Individual Outcomes	
Practice Requirement 1	Service providers maximise person-centred decision making.
Practice Requirement 2	Service providers undertake person-centred approaches to planning to enable each person to achieve their individual outcomes

9. Persons Responsible

All staff members are responsible for:

- Informing children/young people and their families about the choices they have with regard to service access and delivery
- Support children/young people and their families in exercising their rights and in making decisions about their service
- Providing access to advocacy services if required

The General Manager is responsible for:

- ensuring staff support client decision making principles and practices

The Management Committee is responsible for:

- Approval of this policy.

10. Definitions

Management Committee - the governing body of Early Links, comprised of elected or appointed members who jointly oversee the activities and legal responsibilities of the organisation.

Family – refers to the parents/caregivers of the children or young people that are supported by the organisation.

Early Links – all Early Links Incorporated services and programs.

General Manager – refers to the General Manager.

Program Manager – refers to the Program Manager.

Staff – refers to employees and volunteers of the organisation.

Visitor – any person who is visiting an Early Links service who is not a staff member, client or family.

Document review history

<i>Date</i>	<i>Section</i>	<i>Change</i>
November 2017	All	Updated role title from Service Manager to General Manager

All hard copy documents are uncontrolled.	
---	--