



**The Paraplegic & Quadriplegic Association of SA Ltd**

## **Client – Choice and Control Policy and Procedures**

### **STATEMENT**

The Paraplegic & Quadriplegic Association of South Australia Ltd (PQSA) supports the rights of each client to retain maximum control over their own lives by having primary involvement in, and influence over, decisions that affect them, including the services that they need or want and consent to receive.

## SCOPE

All the workers are required to follow the guidelines of this policy when we give services to you.

## WHAT DO THESE WORDS MEAN?

**Choice** – this is your right, your power or your opportunity to chose something that you wish.



**Client** – this is someone who is getting services from PQS. For example this might be you.

**Consent** – to give permission, approve or agree on something.

**Control** – to be able to do what you chose.

**Must** – something that has do be done for example because of the law or PQSA policy or procedure.

**Services** – the action of helping or doing work for someone.

**Should** – this is something that is recommended but you don't have to do it.

**Worker** – is a person who does work for a business and they might also be called an employee, contractor or subcontractor, outworker, apprentice or trainee, or a student gaining for work experience, or a volunteer.

## POLICY

- This policy is for you to make sure that you have the opportunity to make decisions about your life and the services you need and want.
- This policy follows Standard 3 of the NDIS.
- PQSA will make sure that you have control over your lives.
- PQSA will help you to have control over your lives by helping you to make decisions and involve in the important areas of your life.

## PROCEDURES



PQSA is required to do the following to make sure we follow the guidelines of this policy.

PQSA will:

- Make our programs and services flexible and suitable to meet your needs and what you like
- Let you and your family/or your advocate(s) know about our services and how we will give our services
- Help you to look for other service delivery options that are available
- Include you, your family and/or advocates when we make your support plan and make sure you have the chance to make choices about your services

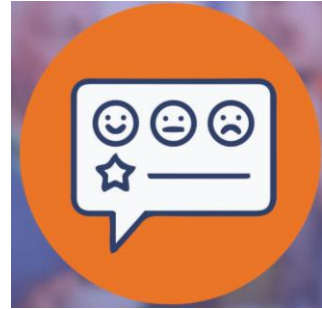
- Make sure where possible to meet your needs and choices about the service you get, your support plan and the timing of the when you get these services
- If you need to make changes to your services, we will make sure where possible to help you meet your needs and choices
- Ask for permission from you, your family or your advocate by having you sign your agreed support plan
- To check your support plan every year with you to make any changes that need to be made
- Respect your rights to say no to any services you get from us (if you say no to any PQSA services then we cannot guarantee your safety at all times)
- Include you, your family, and advocates when planning your activities
- Make sure that any procedure with do, we ask for you permission (for example, this might include giving you medication which can only be given to you by a trained staff member)
- Talk to you or survey you to ask you if you are happy with the services you are getting from PQSA, and help you to give us feedback or tell us what we need to improve on to give you better service.

## **RELATED LEGISLATION**

- Disability Services Act SA (1993)
- Standard 3 National Standards for Disability Services: Individual Outcomes

#### 4. If you need to give feedback or make a complaint PQSA will support you in doing this:

- PQSA will listen to you with respect
- PQSA will look into your complaints fairly and we will make sure we find solutions to your issues
- PQSA will make sure every client has the right to give us feedback about our services in a fair way
- PQSA will help you with any advocacy support you need, and if you need an independent advocate as well
- If you are not happy with a decision made then PQSA will give you information about how you can ask for the decision to be looked at again
- PQSA will use the feedback and complaints clients make to improve our services and to educate our workers
- If you have made a complaint then PQSA will make sure you are included in finding a solution
- If you have made a complaint then PQSA will make sure you know about the progress of the complaint and if any decisions are being made.



#### 5. If services charges apply to you, then PQSA will:

- Make sure we explain you the charges clearly
- Give you invoices in a timely manner
- Sign a Service Agreement with you.



## 6. PQSA will make sure our services aim to improve and will also make sure you have:

- A choice of being supported by skilled and qualified workers
- Services that you receive are in a safe work environment
- Services that you receive follow PQSA's values and meet quality standards.

## RESPONSIBILITIES

### You have the responsibility to:

- Give PQSA workers respect and dignity
- Give PQSA workers an environment free from discrimination, exploitation, harm, neglect, abuse or violence
- Respect the workers' rights to their social, religious, cultural, and emotional needs
- Respect a worker's right to privacy and confidentiality
- Not ask workers to do more work than what they are meant to do
- Not ask workers to stay longer than their agreed shift times
- Give workers a safe work environment which does not have any dangerous hazards or obstacles that can cause injury or harm.



RESPONSIBILITY



## Communication and service delivery



### **You should:**

- Feel comfortable about asking workers about your services if you need to
- Give some notice if you need to change the booked service
- Give PQSA enough information so that we can give you the right support in a safe way
- Be open and honest when you talk with PQSA.



### **You are responsible for:**

- Giving PQSA enough information so that we can charge you for the services you received
- The payment of any booked and agreed charges.

