





## STANDARD OPERATING PROCEDURES

### Client - Decision Making and Choice

#### STATEMENT

Clients of The Paraplegic and Quadriplegic Association of SA Inc (the Association) have the right to have freedom of expression, self-determination and decision making in their service provision. The Association will provide appropriate support and work collaboratively with the client to enable them to participate optimally in the decision making process that will enable them to facilitate individual interests and preferences in relation to work, learning, social activities, the services they receive and community connection.

Approved by:  Chief Executive Officer	Date: July 2014
Registered by:  Manager, Human Resources	Date: July 2014

## **Scope**

Compliance with this policy is a condition of appointment for all persons engaged to provide services on behalf of The Paraplegic and Quadriplegic Association of SA.

## **Procedures**

1. Association services are designed to support client decision making and individual choice..
2. Clients are encouraged to achieve independence in as many life domains and daily activities as possible.
3. Association staff will provide clients with information in appropriate formats and in a timely manner to support clients to make informed decisions, understanding their rights and responsibilities.
4. Association staff are trained to promote and encourage Client participation at all levels of service provision.
5. Clients are encouraged to access and use independent advocates to ensure each person understands the supports provided, the services available, their rights, choices and decisions available to them.
6. Wherever practical, Clients are given opportunities to experience different options before making choices.
7. Clients are given sufficient time to consider options & information and reach decisions.
8. Regular meetings are held with Clients to seek their feedback and suggestions about Association services. Action taken and results which are achieved are documented and accessible to all those participating in Association services.
  - a. The Association provides information on what services and supports are available from its Divisions and other service providers.
  - b. Written records are available to clients of:
    - ◆ Changes to services due to Client participation
    - ◆ Issues initiated by Clients, how these were dealt with, and outcomes
    - ◆ Supports given for the use of independent advocates and the provision of information for the Client's awareness.

## **Related Documentation**

Disability Service Standards – 1 – Rights

Disability Service Standards – 2 – Participation and Inclusion.