## NDS LogoStandard 1 procedure template

## Choice and control procedure

This procedure explains how **[organisation]** will implement its policy on choice and control. This procedure supports **[organisation]** to apply the National Standards for Disability Services, in particular Standard 1: Rights.

**Planning and support**

Choice includes choices about what to eat, what to wear, what to do and other decisions that all other people make on a daily basis. People with disability should be supported to make as many decisions and choices related to a typical life as they wish.

Choice includes decision making about which service provider a person might buy services from, where and when.

Information must be provided in formats that people with disability understand and prefer. For example, is assistive technology required, do materials need to be translated, are there cultural needs?

Decisions and preferences of each individual will be recorded in each person’s file and provided to relevant staff so they can tailor services to the individual and to ensure consistency across the service. Refer to file notes for any prior advice on how to best to support each person to exercise choice and control to the degree they wish.

Support must be provided in ways that upholds the person’s right to self-determination and decision making and does not limit or influence the decision making process or outcome.

The amount or type of support required by people with disability to make decisions will depend on the specific decision or the situation. Staff could seek advice from their relevant Manager, the person’s family or carers or the Office of the Public Advocate when supported decision making may be required.

Where decision making relates to restrictive practices, refer to the Eliminating Restrictive Practices Policy and Procedure.

Consent is required for each and every decision. Consent on one occasion or about one event does not imply or assure consent for future decisions, occasions or events.

The person with disability, or a legally appointed guardian must give formal informed consent for life decisions such as accommodation, medical and dental treatment, forensic procedures, and behaviour support. The person with disability, or a legally appointed Administrator, Trust Manager or person appointed under a Power of Attorney must provide formal informed consent for financial matters.

The person with disability should be informed that they have the right to change their mind and change or retract their consent. If a person chooses to stop using **[organisation]** services that choice will be respected and supported.

Each individual has a service agreement and an individual plan. Individual preferences are included all plans when it is developed or reviewed. Changes in preferences should be noted as part of routine hand over practice between changes in staff.

**Responsibility**

Staff are responsible for supporting people with disability to identify who they may wish to be involved in any consultation process such as family members, friends and/or advocates.

Staff are responsible for supporting people with disability to make as many decisions and choices related to daily life. This may include but is not limited to, choices about what to eat, what to wear, what to do and where to go.

Managers are responsible for ensuring staff have sufficient skills, knowledge and ability to implement the procedure.

Senior managers are responsible for encouraging people with disability, family, friends, carers and advocates to support independent decision making, choice and control.

The Chief Executive Officer is responsible for ensuring senior managers are sufficiently skilled and trained in leading choice and control and demonstrating best practice. The Chief Executive Officer is responsible for monitoring the implementation of this procedure.

**Reporting**

Choice and control initiatives or case studies are reported through the annual reporting process and quality evaluation reports.

**Review and evaluation**

**[organisation]** will monitor feedback and complaints to identify opportunities to improve choice and control for people accessing **[organisation]** services.

**Key contact**

Questions about how to implement this procedure should be directed to **[position]** on **[email]** or **[mobile phone]**.

**Approvals**

Date of approval: **[insert date]**

Date of review: **[insert date]**

Signature of CEO: **[insert signature]**