

## CLIENT DECISION MAKING AND CHOICE POLICY

### PURPOSE:

To ensure that clients have the opportunity and are provided with the support to enable them to participate in decision making and choices about the services they receive from Breakaway Toowoomba.

### SCOPE:

- The appointment of advocates
- The decision making process

### POLICY:

This policy and the following procedures were developed in consultation with Clients, Staff and Members of the Management Committee.

- Clients will have the opportunity and be provided with the support to enable them to participate a fully as possible in making decisions about the respite services that they receive from Breakaway Toowoomba Inc.
- Clients will be assisted to obtain information in an appropriate and meaningful form to enable informed choices and decisions to be made.
- This includes information about possible consequences and risks associated with their decisions.

### PROCEDURE:

- Each Client can involve an advocate of their choice when they are making decisions about the respite support that he or she receives from Breakaway Toowoomba. The agency will facilitate the use of advocates where called upon.
- Carer's and care recipients are encouraged to have input into the development of an Individual Support Plan to ensure the service provided is designed to meet their needs.
- Service users are given the opportunity through the annual Client Satisfaction Survey to comment either positively or negatively on all aspects of their service provision.
- Information will be provided to Clients about what services are available, what supports are available and general service policies.
- Breakaway Toowoomba Inc. Facilitators will ensure that clients are allowed the time they need to make choices and decisions, following the provision of opportunities for them to consider different options in all aspects of the service where it impacts on their lives.

- Letters and / or Newsletters will be distributed to clients and they will detail proposed changes to policy and / or procedures. Comment and input about any new and/or reviewed policies and procedures will be requested from clients via such newsletters.
- There will be regular consultations with carers and care recipients through their participation in regular Client Information Sessions which are held quarterly.
- Established procedures allow for clients to nominate and vote for their representatives on Breakaway Toowoomba Management Committee.

**Related Documents**

Staff Privacy & Confidentiality Agreement  
Newsletters

Approved (Facilitators) *Darius Bood* ..... Date 23.06.08 .....

Approved (Chairperson) *Paul Devine* ..... Date 23.06.08 .....