

	ONE2ONE POLICY			
	Title	Choice and Decision Making	Policy No	03
	Indicator	CM1 – Rights and Responsibilities	Review Date	14/10/2020

1. PURPOSE AND SCOPE

The purpose of this policy is to ensure that people who come to One2One have the opportunity to participate as much as possible in making decisions about their daily lives and the services they receive.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One's supports and services.

2. POLICY STATEMENT

One2One aims to offer its consumers choices wherever possible, whilst assisting them to make informed decisions about the services and supports they receive. One2One will also take into account the views of carers when decisions about services are being made in accordance with consumer's preferences and also the Carers Recognition Act (2004).

3. POLICY CONTENT

The following principles enable the organisation to meet its policy objective of ensuring that consumers and (where applicable), families/carers have primary involvement in and influence over, decisions that affect them, as well as the support needed to be able to make informed choices.

One2One will:

- 3.1 structure its services to be flexible and responsive to the individual needs and preferences of consumers;
- 3.2 advise the consumer, family and/or advocates of the full range of services that One2One currently provides (or other services may provide, where appropriate) so they can choose services that suit their needs
- 3.3 offer consumers choices wherever possible in all activities supported by One2One
- 3.4 invite consumers and families/carers to express their preferences about the services they receive and where applicable, work with the consumer and families/carers to develop an individual plan to document their choices about services and supports
- 3.5 endeavour to accommodate the consumer's service preferences and choices in line with their NDIS Service Agreement and their individual plan; and
- 3.6 encourage consumers, family members and advocates to nominate for positions on One2One representative committees

4. PERFORMANCE STANDARDS

The following performance standards will indicate that the procedures specified in Section 3 are working effectively:

- 4.1 All One2One staff and consumer employees are familiar with One2One's Policy on Choice and Decision Making and a copy of the policy is readily available to all staff, employees and consumers at any time.

- 4.2 One2One's services have been structured so as to permit maximum flexibility and responsiveness to individual consumers' preferences and choices.
- 4.3 Consumers and families/carers have a sense of driving their own services and making choices about all aspects of services they receive to meet their needs.
- 4.4 One2One's full range of services has been portrayed in an easy-to-read hand-out and on the accessible website, and is available to all current and prospective consumers. Families/carers, and a copy has been provided to them.
- 4.5 If applicable a current individual plan has been developed with consumers and their families/carers, and a copy has been provided to them.

5. POLICY REVIEW

This policy will be reviewed on a two yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director - One2One