

DECISION MAKING & CHOICE POLICY

Hands & Feet recognises their role in helping to improve the quality of life of their clients through facilitating and encouraging clients to maintain control over the decisions that affect their lives.

Hands & Feet will enable our clients to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports. Clients are encouraged to make decisions to participate in their community in any way that they may find meaningful. Hands & Feet workers will do their best to help our clients implement and facilitate those decisions to connect to their community. Each client has the authority to make their own decisions.

If a situation arises in which the individual cannot make a decision and the emergency contact cannot be reached, a decision will be made on the clients behalf, acting on their expressed wishes or with their best interest in mind.

Advocacy & Support

The emphasis on the role of family, carers and others, and their involvement in providing informal support to our clients, is an important element of the decision-making process. The client can consult family members, friends or an advocate in order to make their decision but the client will have the final say on any decision that they have to make. H&F will work together with the client and their advocate or support system to facilitate an agreed outcome that is satisfactory to all parties before a substitute decision maker is required.

As a part of this process, clients have the right to engage either a formal or informal advocate to advocate on their behalf (See Advocacy and Support Policy).

Complaints

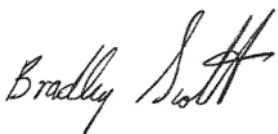
If you know or believe that Hands & Feet workers are not helping to facilitate you in making your own decisions, please let us know by making a complaint. (See Feedback and Complaints Policy)

Related documents

Advocacy & Support Policy
Feedback & Complaints Policy
Rights Policy

Policy Review

This policy should be reviewed in 12 months.
The next review date is 01/02/2019



1 May 2019

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Signed: Bradley Scott – General Manager

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Date