

## DECISION MAKING AND CHOICE

<b>Applies to: All Staff</b>
<b>Specific responsibility: Director</b>

### **DECISION MAKING POLICY STATEMENT:**

Hastings Early Intervention Program Inc. is committed to empowering clients to play an active role in decisions that affect their lives and to make choices for themselves:

The organisation will:

- inform clients about the opportunities for choice available to them
- actively encourage and support clients to make informed choices which will provide them opportunities
- keep records of client preferences regarding their service
- enable clients to build self-reliance and maintain social inclusion.

Standards or other external requirements	NSW Disability Service Standards – Standard 3 Individual Outcomes
Legislation or other requirements	<i>Privacy Act 1988</i> <i>Privacy Amendment (Enhancing Privacy Protection) Act 2012</i> <i>Disability Discrimination Act 1992</i>
Contractual obligations	NSW Family and Community Services ADHC “Standards in Action” ADHC Funding Agreement Children (Education and Care Services) Supplementary Provision Regulation 2004

- Provide access to advocacy that assists them to act independently in the decision making process

**Choices of service provision at HEIP may be limited by the funding received and current resources.**

### **INFORMATION STRATEGIES**

Information in appropriate formats about the opportunities for client choice will be provided to clients at each major service point from intake to end of service. If clients have literacy or communication issues then every effort will be made to ensure they understand their rights and opportunities in making decisions regarding services.

The information is available in the following documents:

- All Brochures/Flyers in the Enrolment Pack (see list attached)
- IFSP Form/Letter

*“An Individual Family Service Plan is a written plan of action. It specifies agreed upon priorities designed to meet the needs of both the family and child with a disability.”*  
(Australian Early Intervention Association - NSW Chapter)
- Parent Questionnaire
- Service Provision/Class nomination forms
- Newsletters
- Community Flyers distributed via email or placed on noticeboards.

## **SUPPORT TO MAKE CHOICES**

Clients will have the opportunity to make choices about their service in the following ways:

1. Service delivery access choices in:
  - Home Visits/suitable times
  - Early Childhood visits
  - Centre based groups/playgroups
  - Community support
  - Days of attendance
  - Morning or afternoon sessions
  - Combinations of the above
  - Speech therapy provision
  - Attendance at workshops
  - Communication method preference.
  - Sharing of Information permissions
2. Individual service planning – Usually 6 monthly meetings families are encouraged to identify:
  - Family priorities and goals for their child (incorporated into an IEP)
  - Frequency of IFSP Meetings
  - Other services they wish to be involved
  - Who they wish to attend reviews
  - Changes to service provision

HEIP actively supports service users to make choices in the way they use services by:

- Providing information in written and verbal format as above.
- Providing interpreter services and culturally and linguistically appropriate support for families when necessary.
- Providing advocacy information and encouraging the use of an advocate.
- Providing personalised and sensitive support for families identified as having literacy issues.
- Using the HEIP Website to distribute information.

Each family will be given the opportunity to evaluate the service they receive through their six monthly IFSP and will also be able to evaluate the Hastings Early Intervention Program on an annual basis through a formal questionnaire. They have a choice within this Evaluation to request phone contact to discuss concerns or feedback.

### RECORD KEEPING

HEIP documents all input from clients regarding their service preferences. This is recorded on:

- Client files – Progress Notes
- IFSP Forms
- Consultation Notes/IEPs
- Enrolment Forms
- Specific Forms – Sharing of Information and Communication Preference
- Email Database

### DOCUMENTATION

Documents related to this policy	
Related policies	Client participation and Social Inclusion Policy Privacy Policy Service Information Policy Advocacy Policy
Forms, record keeping or other organisational documents	Enrolment Pack (see attached) IFSP Forms/Letters HEIP Service Evaluation- Client Feedback Survey HEIP Parent Questionnaire.

### Reviewing and approving this policy

<b>Frequency</b>	<b>Person responsible</b>	<b>Approval</b>
Annually	Director	Management Committee

Ratified: 12.6.96

Reviewed: 12.10.99, 20.3.03, 29-6-09, 22-7-14