



## **Making Choices and Decisions**

### **Purpose and Scope**

The purpose of this policy is to ensure that the participants of Soul Services WA can participate as fully as possible in decision-making relating to the services that they need, want and receive.

This policy relates to all Soul Services WA activities and applies to all employees, contractors, students, advocates, directors and others who may act on behalf of Soul Services WA.

### **Application of Policy**

Soul Services WA is committed to ensuring that participant retain maximum control over their own lives by having primary involvement in, and influence over, decisions that affect them.

Facilitation of this commitment in relation to Making Choices and Decisions is supported by:

- The Policy on Making Choices and Decisions is made available to all stakeholders including families, staff and contractors.
- Staff have been provided with training in person centered practices and are familiar with the concepts that support individual decision making and choice.
- Members and their families/carers (when appropriate) have been involved from the outset in informing the services that will be required.
- Soul Services WA's support is structured to permit maximum flexibility and responsiveness to individual preferences and choices.
- A Service Enquiry and Support Plan is developed with participants in accordance with the Policy on Individual Needs and informs appropriate services provision for the participant.

### **Procedures**

The following procedures are to be implemented to enable Soul Services WA to meet its policy objective of ensuring that participants have primary involvement in, and influence over, decisions that affect them.

#### **Soul Services WA will:-**

1. Structure and develop its services to be flexible and responsive to the individual needs and preferences of current and future participants.
2. Ensure that participants are informed of the range of services available and consult with them in the development of individualised services that meet their unique circumstances.
3. Involve the participant, their family and/or advocates in the development of Service Enquiry and Support Plan and provide them with the necessary information, time and

resources to make informed decisions. Soul Services WA will work in partnership with the participant and their family, friends and community.

4. Ensure that services offered will provide as wide a choice as possible so as to enhance life experiences, with the organisation taking reasonable care to avoid foreseeable risks without unduly limiting the rights of participants to take responsibility for their own decisions.
5. After completion of the Service Enquiry and Support Plan that has been undertaken with participant a copy will be provided to the participant or family member for feedback and updates.
6. Continue to respect, promote and support participants being self-determining wherever possible, by informing participants of their rights and responsibilities, and providing access to information that will facilitate effective decision making and choice by individuals.
7. Encourage and support participants to develop self-worth and confidence to make decisions that affect their lives.
8. Respect that participants have the right to choose an advocate to participate in appropriate decision making at all service levels. Those not able to make informed choices will receive advocacy support as required.
9. Ensure participants, their families and/or advocates are included in the selection process of supports who provide services to them.
10. Ensure all staff are given adequate training with regard to organisational policy and how to fulfil these objectives effectively in practice.
11. Continue to explore new and innovative individual service delivery options within the constraints of available resources.

#### **Related Documents:**

- Making Choices and Decision-Making Policy
- Code of Conduct
- Welcome Pack
- Services Enquiry and Support Plan ‘
- Request for Services Form