

9.16	CLIENT DECISION MAKING AND CHOICE
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Applies to: Staff
Specific responsibility: Staff

Version: 1
Date approved: 5.8.14
Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

HECIS is committed to empowering clients/families to play an active role in decisions that affect their lives and to make choices for themselves:

The organisation will:

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

PROCEDURES

Information strategies

Information in appropriate formats about the opportunities for client/family 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 should be made to ensure they understand their rights and opportunities in making decisions regarding services. The information is available in the following documents:

- Summary Information Handbook
- HECIS Manual

Support to make choices

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

- service delivery access – client/families meeting the eligibility requirements for HECIS will be offered the applicable HECIS service (or placed on the waitlist for service when a place becomes available) or referred to another agency/professional if required.
- individual service planning - in consultation with the HECIS Special Education Support Teacher client/family will complete an Individual Education Plan (IEP) for the child. THE IEP will formalise the child's skills and needs, the family's needs, priorities and resources identifying the outcomes to meets theses needs and the process for implementing the plan.

HECIS actively supports service users to make choices in the way they use services.

The client/family will have the final decision for service and can veto any suggestions made by HECIS staff.

HECIS: Client decision making and choice

Record keeping

HECIS Documents all input from clients regarding their service preferences. This is recorded in the clients file.

DOCUMENTATION

Documents related to this policy	
Related policies	Client participation and Social Inclusion
Forms, record keeping or other organisational documents	Individual Education Plan Summary Information Handbook HECIS Manual

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	19.8.15	HECIS Co-Ordinator	Aug 2016
2	4.8.16	HECIS CoOrdinator	Aug 2017
3	15.8.17	HECIS CoOrdinator	Aug 2018
4	6.9.18	HECIS CoOrdinator	Aug 2019
5	17.9.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021

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