

9.21	CLIENT/FAMILY DECISION MAKING DISAGREEMENTS PROCESS
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Applies to: All Staff
Specific responsibility: All Staff

Version: 1
Date approved: 11.11.2014
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 supporting client/families to make choices/decisions regarding the services offered by HECIS (on behalf of their child).

Where there is a disagreement between client parents/carers and advocates (if appropriate) regarding the way HECIS services are to be used, HECIS will make every effort to assist all parties to come to an agreement, before a substitute decision maker is engaged.

PROCEDURES

HECIS will assist with providing information in a way that is easily understood by all parties, and assist with mediation (where requested and appropriate) between all parties.

The HECIS caseworker for the client/family will:

- Provide all relevant information to assist each party to make an informed decision
- Ensure the information provided is in a format that is easily understood for each person taking into account their literacy, cultural and other individual needs.
- Where appropriate suggest other service providers/services working with the client/child provide relevant information and/or a representative be included in the mediation process.
- Assist to locate/provide any relevant workshops or training opportunities that may assist with the decision making.

Strategies for mediation may include:

Reminding all parties:

1. To stay calm
2. To try to understand the other person's needs, fears and concerns.
3. To validate the other persons opinion (Identify areas of possible agreement). Help the person feel as if he/she was listened to, heard out, and understood.
4. To be respectful of each other's opinion.
5. To try to see the other persons point of view.

The HECIS caseworker may seek the support of the HECIS Co-Ordinator or other staff member to assist in this process.

HECIS: Client/Family Decision Making Disagreements Process

HECIS supports client/families to make choices about the HECIS service.

Where client parent/carers remain in disagreement about the choices for their client/child following mediation by HECIS staff, the caseworker will support the family to locate an independent family mediation support service to assist.

HECIS will continue to support the client/child in their current setting (child care service, home) until an agreement is reached or a request for withdrawal of services is provided by the referring parent.

DOCUMENTATION

Documents related to this policy	
Related policies	9.16 Client Decision Making & Choice 9.11 Client Rights 9.12 Case Management
Forms, record keeping or other organisational documents	

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	24.11.15	HECIS Co-Ordinator	Nov 2016
2	20.2.17	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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