

9.d	CLIENT DECISION MAKING PROCEDURE
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Applies to: Staff
Specific responsibility:

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

PROCEDURES

1. Contact is made with the parent following the child's referral to discuss concerns and to provide information regarding the service.
2. The family is provided with written information regarding the service and its aims, philosophy and policies i.e. Summary Handbook and HECIS Brochure
3. Parental concerns, opinions and wishes are incorporated into the assessment procedures and also in the development of any individual educational program (IEP) that may be required for the child.
4. Where assessment is undertaken families are provided with a detailed written report about their child's development. Families are also given the opportunity to discuss assessment results with the HECIS Co-Ordinator. Should a parent be identified with literacy or language barriers to understanding the report, verbal reporting and interpretation supports will be provided.
5. Families are provided with information about other services which may also assist them and their child, as required e.g. speech therapy, occupational therapy, physiotherapy, hearing or vision tests, paediatric services, family support services and other early intervention services.
6. Where an individual program is developed and implemented within the child care setting, families are provided with regular feedback regarding their child's development at regular reviews. The family's input on their child's program and continued intervention needs are discussed.
7. The Individual Education Plan will provide opportunity for families to maximise their participation in decision making for their child with regard to type of service support required and individual goals and objectives. This plan will be reviewed regularly with parents/carers.
8. At times of transition (e.g. entry to school or other early intervention services) HECIS staff will assist families to access the information they need to choose the best options for their child.
9. HECIS Staff support families in approaching other agencies about their child (e.g. school enrolment, Health and counselling services).
10. If necessary, HECIS staff advocate for families and support their decisions when liaising with other agencies/professionals.
11. In the case of a family nominating an advocate, HECIS staff will work with the advocate as well as the family in the decision-making process.
12. Where needed, access to an interpreter service will be arranged to facilitate this process.
13. Families will be given opportunity to provide feedback regarding their experience of the HECIS support service by discussing with the HECIS Co-Ordinator or another HECIS staff member, or by completing a Parent Evaluation of Service survey upon exit of the service or in Term 4 each year. Any issues raised by parents will be followed up with individual families and adjustments made to service delivery where possible and necessary.
14. Children with physical and sensory disabilities will be facilitated in their inclusion into a Centre through consultation with parents and therapists to ensure appropriate modifications to play equipment and furniture are carried out where possible within the childcare setting. The parents of children who have individual seating or means of mobility will be encouraged to bring this specialist equipment to their service.

HECIS: CLIENT DECISION MAKING PROCEDURE

15. Children with limited verbal communication skills will be provided with alternative means of communication through staff training in visual communication systems and “signing” by the HECIS staff or other appropriate professional.
16. Children with limited play skills will be provided with a program developed in consultation with parents and staff that will provide opportunities for choice and active involvement.

DOCUMENTATION

Documents related to this procedure	
Related policies	Case Management Client Assessment and Review Client Decision Making and Choice
Forms, record keeping or other organisational documents	Individual Service Planning Procedure Individual Education Plan (IEP)

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

Procedure review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	26.8.15	HECIS Co-Ordinator	Aug 2016
2	8.8.16	HECIS CoOrdinator	Aug 2017
3	16.8.17	HECIS CoOrdinator	Aug 2018
4	11.9.18	HECIS CoOrdinator	Aug 2019
5	17.9.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021

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