



# Decision Making and Choice Policy and Procedure (Simple English)

## Purpose

This policy helps participants make **their own choices**.

We provide support so decisions are **safe, fair, and in line with each person's goals**.

If a participant has trouble making decisions, we work **with carers, family, or legal decision makers**, but the participant is still **included in decisions** wherever possible.

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## Who This Policy Applies To

- Participants
  - Staff
  - Anyone helping participants make decisions
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## Key Terms

- **Impaired Decision-Making:** Trouble making a decision at that time
  - **Supported Decision Making (SDM):** Help for a person to make their own decisions
  - **Responsible Person:** Someone who can give or refuse permission for certain decisions if no legal person is appointed
  - **Substitute Decision Maker:** Legally appointed person for serious decisions
  - **Informed Consent:** Understanding and agreeing to a choice; can change mind anytime
  - **Communication Support:** Tools or help to understand information
  - **Dignity of Risk:** Allowing people to make choices, even if there is some risk, to grow and be independent
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## Principles

- Everyone is assumed to be able to make decisions unless assessed otherwise

- Decision-making ability can **change over time or by situation**
  - Support participants to make their own choices whenever possible
  - Provide help for communication or thinking difficulties
  - Balance safety with participant choice
  - Staff **cannot override a decision** just because they disagree
  - Staff are trained in supported decision making, consent, and dignity of risk
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### **Dignity of Risk**

- Participants can make choices that involve risk
  - Staff help by:
    - Explaining risks and benefits
    - Finding ways to reduce harm
    - Supporting decisions that match goals and values
  - Discussions and plans are **documented**
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### **Procedures**

#### **1. Supporting Decision Making**

- Ask participants who they want to support them
- Provide communication support if needed
- Use information from staff, carers, or medical professionals, but the participant's choice is central

#### **2. Checking Decision-Making Capacity**

- Look at why capacity is in question
- Gather information from staff, carers, reports, or legal orders
- Decide if Supported Decision Making is needed

#### **3. Consent**

- Respect existing consent arrangements
- Some decisions may need permission from carers or legal decision makers

- Document consent clearly

#### **4. Monitoring Outcomes**

- Check if decisions achieve the intended result
- Record and address any issues

#### **5. Resolving Disagreements**

- Escalate to the Director if there is conflict
- Use advocates or guardians if needed

#### **6. Record Keeping**

- Keep all decisions, consent arrangements, and risk discussions safe and private
- Records should be easy to access for audits or reporting

#### **7. Review**

- Review decisions and consent when:
  - A new NDIS plan is received
  - Health or support needs change
  - Feedback suggests a review is needed

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#### **Legal and Regulatory Requirements**

- Follow relevant **laws**
  - Follow **NDIS standards and safeguards**
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