

# Decision making, choice and consent

## POLICY AND PROCEDURE

### Policy

Subee Pty Ltd recognises and respects the right of people to make their own decisions to a level which is appropriate to their individual capacity; empowers and supports self-determination and dignity of risk; helps clients and carers to build on their own strengths to maximise their independence; and ensures that clients who have reduced decision making ability have processes in place to ensure their wellbeing.

### Principle

#### Informed Decision Making

Subee Pty Ltd is committed to empowering clients to make their own decisions as far as possible throughout the decision making process.

Staff will:

- help clients identify their needs, goals and options and support them in making their choices;
- assist people to access the information, advice and support.
- ensure information is tailored to the individual including, the use of interpreters, visual or aural aids, age appropriate language and the like;
- support clients to take calculated risks (see Dignity of Risk/Duty of Care policy);
- employ a sensitive and non-judgmental approach;
- assist clients to plan for and make known wishes for their future care whilst they have ability to do so and to access legal processes to formalize these.

### Procedure

Every person has the right to make their own decisions and to have choices which enable them to fully participate in their community.

Case Managers will maximise person centered decision by:

- respecting the rights of each person to be at the centre of decision making and to have responsibility, as much as possible, for each decision which affects them
- supporting each person to determine the involvement of their family, carers and advocates in planning and decision making processes
- respecting the views of family and carers in planning and decision-making processes. The client has the final say in the process
- making every effort to enable a person to make a decision or assist families, carers and advocates to come to an agreement.
- working together with the person to develop and implement a plan that identifies and builds on the person's strengths, and goals.
- supporting each person, and (when necessary, with consent) their family, carer or advocate to develop, review, assess and adjust their plan as their circumstances or goals change.
- working with other organisations and community groups to expand the range of service options available in their community
- regularly reviewing their person-centred approaches to ensure the organisation has the capacity and capability to deliver flexible and responsive supports and services that meet individual needs and expectations.

Should the Case Manager have concerns about the conduct of any appointed substitute decision maker than these should be conveyed to relevant authorities in consultation with the Subee Management.

Refer to Subee Advocacy Policy & Procedure.

#### Advocates

Subee recognises and facilitates the right of clients to have access to an advocate if this is desired by the client. The role of an advocate is to assist a client to express their needs or to speak on behalf of a client. Advocates are however, not regarded as substitute decision makers.

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### Consent

In no instance are staff employed by Subee able to sign any form or documentation on behalf of a client.

If a client is competent to give consent but is physically unable to sign consent and clearly indicates a desire to do so, the Case Manager should write on the form that the client was unable to sign but has used an alternative method to consent or not consent.

If the client has been assessed by a qualified professional as unable to give consent, then the client's substitute decision maker should sign on their behalf within their authority to do so.

### Associated Policies

Advocacy Policy

Service Delivery Policy

Client Rights and Responsibility

Dignity of Risk Policy

### Relevant legislation and standards

Aged Care Charter of Rights

National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018.

Standard 1 Rights and Responsibility

Australian and Community Industry Standards (ACIS) 4.0

Standard 1.2

Aged Care Quality Standards 1, 3 (c) & 2, 3 (c)

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