

Disability Service Standard 1

Kids are Kids! Therapy & Education Centre Inc.

Policy 1.2 – Rights - Decision Making and Choice

Last Amended: 11/01/2016

Date Ratified: 18/01/2016

Next Review: 18/01/2017

Review Responsibility: Chief Executive Officer

Documents Attached:

- PR1.2 –Rights - Decision Making and Choice Procedure
- PS1.2 –Rights - Decision Making and Choice Performance Standards

Chief Executive Officer's Name: Teresa Barrie

Signature: _____

Date: _____

Last Amended:

Date Ratified:

Next Review:

Policy 1.2 Rights - Decision Making and Choice

Policy Statement:

The organisation is committed to ensuring that all clients and families retain maximum control over their own lives by having primary involvement in, and influence over, decisions that affect them.

Guiding Principles

- The organisation will structure its programs and services to be as flexible and responsive to the individual needs and preferences of current and future clients.
- Programs and services will be evaluated and reviewed on an ongoing basis by staff and consumers.
- The development of new programs and services will be explored in response to unmet needs identified through consumer feedback.
- The organisation will advise the client, family members and/or advocates of the full range of services and associated costs.
- Other service delivery options will be explored within the constraints of available resources.
- The client (as appropriate), family members and/or advocates will be involved in the development of an individual service plan for the client, and the client (where appropriate) will be invited to state preferences with respect to the services to be received.
- In the case of clients registered in the KidStart Program or in receipt of other funding sponsorship, this will involve a formal Family Service and Support Plan (FSSP) meeting.
- The organisation will make every effort, within available resources, to accommodate the client's service preferences and choices indicated in the individual service plan.
- The organisation will seek the formal authorisation of the client, family members or advocates by having them countersign the agreed individual service plan.
- The individual service plan will be jointly reviewed at least annually and any agreed amendments will be made.
- Clients, families and advocates will be involved in the development of Kids Are Kids! service policies and procedures.
- Kids Are Kids! will ensure that families have information about other services that may be available to them, through informal discussions and also through displaying written information about alternative and complimentary services in the reception area, and/or through email or newsletter.

Procedures:

Procedures will be implemented to enable Kids are Kids! Therapy and Education Centre Inc to meet its policy objective of service access. Refer to Appendix 1 for the following procedures:

- PR1.2- Rights - Decision Making and Choice Procedure

Policy 1.2 – Decision Making and Choice

Performance Standards:

Performance Standards will be met to ensure that the procedures specified are implemented effectively. Refer to Appendix 2 for the following performance standard:

- PS1.2-Rights - Decision Making and Choice Performance Standards

Delegations:

Board

Legislative Base/Authority:

Organisation policy

Related Policies:

[3.1 – Family Centred Practice – meeting Individual Needs](#)

[2.2 – Valued Status](#)

Review of the Policy

This policy will be reviewed on a bi-annual basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.

Appendix 1 – Procedure

PR1.2 – Rights - Decision Making and Choice

1. Kids Are Kids! will structure its programs and services to be as flexible and responsive to the individual needs and preferences of current and future clients. Programs and services will be evaluated and reviewed on an ongoing basis by staff and consumers. The development of new programs and services will be explored in response to unmet needs identified through consumer feedback.
2. Advise the client, family members and/or advocates of the full range of services that Kids are Kids! currently provides and associated costs..
3. Kids Are Kids! commit to exploring other service delivery options within the constraints of available resources.
4. Involve the client (as appropriate), family members and/or advocates in the development of an individual service plan for the client and invite them to state their preferences with respect to the services that they would like to receive. In the case of clients registered in the KidStart Program or in receipt of other funding sponsorship, this will involve a formal Family Service and Support Plan (FSSP) meeting.
5. Every effort will be made, within available resources, to accommodate the client's service preferences and choices in the individual service plan.
6. Formal authorisation will be sought of the client, family members or advocates by having them countersign the agreed individual service plan.
7. Individual service plans will be jointly reviewed at least annually or on request of the client/family and make any agreed amendments.
8. Kids Are Kids! will involve clients, families and advocates in strategic planning activities.
9. Kids Are Kids! will involve clients, families and advocates in the development of service policies and procedures.

Appendix 2 – Performance Standards

P1.2 – Rights - Decision Making and Choice

The following performance standards must be met to ensure that the procedures specified are implemented effectively:

1. Kids Are Kids! has this policy accessible on its website and is available on request to all consumers.
2. All employees have been provided with a copy of Kids Are Kids!' Policy on Rights - Decision Making and Choice, and a staff copy of the policy is kept in a readily accessible location in the office.
3. Kids Are Kids!' programs and services have been structured in a way as to allow maximum flexibility and responsiveness to individual clients' preferences and choices.
4. Kids Are Kids!' full range of services have been portrayed in an easy-to-read up to date hand-out, which is provided to all current and prospective consumers as requested.
5. A written, current individual service plan has been developed for all clients who are in receipt of a financial sponsorship for therapy, or are in the KidStart Program in accordance with the Policy on Family Centred Practice and a copy has been provided to the client, family members and advocates.
6. Written individual service plans have been countersigned by the client, family members and/or advocates.
7. Individual services plans have been jointly reviewed at least annually, or more frequently if requested by the client, family members or advocates.
8. Clients, families or advocates have participated in Kids Are Kids!' strategic planning activities.
9. Clients, families or advocates have participated in the development of Kids Are Kids!' policies and procedures.
10. Clients, families or advocates are provided with a confidential consumer feedback survey at least annually.