

CS1.3 Decision Making and Choice

Purpose

1. To ensure that all P4 Movement employees are aware of their responsibilities and have the information required to report incidents in a way that provides effective safeguards for Participants, workers and stakeholders in line with WorkCover NSW requirements.

Alignment with Practice Standards

1. Module 1: Rights and Responsibilities
2. Module 2: Provider Governance and Operational Management
3. Module 3: Provision of Supports
4. Behaviour Support Plan Modules

Legislative Alignment

1. Australian Human Rights Commission Act 1986 (Cth)
2. United Nations Convention on the Rights of Persons with Disabilities
3. United Nations Declaration of Human Rights 1948
4. National Disability Insurance Scheme Act 2013
5. Disability Discrimination Act 1992
6. NSW Disability Inclusion Act 2014

Key Responsible Executive

General Manager

For More Support

General Manager

Policy Statement

1. P4 Movement offers service users the opportunity and support to participate as fully as possible in making decisions about how they live their lives and about the support/services they receive.
2. The support provided will be appropriate to each service user's needs, wishes, age, culture, gender and disability. P4 Movement will provide information in suitable formats as needed e.g. plain English, audio and other languages.
3. Service users may have carers, guardians or substitute decision makers or choose to involve an advocate in making decisions about services that they receive. P4 Movement will assist service users to involve their carers/guardians or substitute decision makers to the extent they wish.

4. P4 Movement will respect the importance of an individual's right to make informed choices, take calculated risk and learn from experience. If the service user's decision and choices involve risks and these risks do not conflict with the duty of care responsibilities of others, P4 Movement will ensure that the service user is assisted to minimise those risks.
5. P4 Movement respects the autonomy of all Participants, including their right to intimacy and sexual expression. This is supported by P4 Movement's Diversity policy and Abuse and Neglect Policy which provide guidance for employees and safeguards to ensure autonomy is supported in a safe manner.

Delegations

Roles	Responsibilities
Board of Directors	• Endorse and ensure compliance with the Decision Making and Choice policy and procedures • Be familiar with legislative requirements of this policy
GM	• Manage and monitor compliance with this policy • Support staff competence and compliance with this policy and procedure and ensures staff receive appropriate training, supervision and debriefing to comply with this policy
Management	• Support staff competence and compliance with this policy and procedure and ensures staff receive appropriate training, supervision and debriefing to comply with this policy
Staff, volunteers, contractors and students	• Comply with the Decision Making and Choice Policy and Procedure

Procedures

1. Information strategies
 - a. Information in appropriate formats about the opportunities for service user choice will be provided to service users at each major service point from intake to end of service. If service users have literacy or communication issues then every effort should be made to ensure they understand their rights and opportunities in making decisions regarding services. The information is available in the following documents:
 - i. Website links to NDIS quality and Safeguards Commission
 - ii. Participant Handbook
 - iii. Legal and Human Rights Charter
 - iv. Legal and Human Rights posters and on our website
 - v. Privacy statement
 - vi. Participant agreement
 - vii. Service quote
2. Support to make choices
 - a. Service users have the opportunity to make choices about their services in the following way:
 - i. Service delivery access – Participants will determine the days, times, service provision according to their preferences and goals, as part of their intake and review

consultations. These can be amended at any time in discussion with their Participant liaison.

- ii. Individual service planning – Participants will be engaged during the intake assessment, annual review and periodic consultation process, to ensure their preferences, goals and outcomes drive the services delivered.
 - iii. P4 Movement refers service users to appropriate advocacy agencies and collaborates with Participant advocates to ensure service users rights to self-determination are protected.
 - iv. Service delivery - Participants are supported to live as independently as possible. Employees are provided with ongoing training and supervision that helps them to design and deliver support in a way that respects and enables autonomy.
 - v. Finances - when providing support, Participants are supported to access and spend their own money as they wish, for instance during social outings to purchase lunch, snacks and consumables or souvenirs. The care worker supports the Participant to understand the price, payment method and if necessary discuss with the Participant risks and considerations involved in the purchase.
3. Record keeping
- a. P4 Movement documents all input from service users regarding their service preferences. This is recorded in the Participants file and Participant notes.

References to other P4 Movement policies and external sources

1. CS 1.1 Human Rights
2. CS 2.1 Person Centred Practices
3. CS 2.2 Communicating with Participants
4. CS 3.1 Participant Care

Summary of attachments

1. Nil

Version Control

1. 1 April 2026 - New Policy Creation