



# JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

St 3b

CLIENT DECISION MAKING AND CHOICE

Applies to:

Specific responsibility:

Version:

Date approved: 5 Aug 2014

**Policy context:** This policy relates to

Standards or other external requirements	NDIS Practice Standards
Legislation or other requirements	Disability Services Act
Contractual obligations	National Disability Insurance Agency

## POLICY STATEMENT

Jumbunna is committed to empowering clients to play an active role in decisions that affect their lives and to make choices for themselves:

The organisation will:

- inform clients about the opportunities for choice available to them
- support clients to make informed choices which will provide them with opportunities
- keep records of client preferences regarding their service
- enable clients to build self-reliance and maintain social inclusion.

## PROCEDURES

### Information Strategies

Information in appropriate formats about the opportunities for client choice will be provided to clients at each major service point from intake to end of service. If clients 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:

- Parent Information Book/Service Charter
- Individual Family Service Plan (IFSP)

### Support to Make Choices

Clients will have the opportunity to make choices about their service in the following ways:

- Reverse Integration Preschool Program
- Parent Infant Group
- Playgroup
- Outreach
- Jumbunna Intensive Parenting Program
- Home Visits
- Individual Service Planning – through the IFSP process.

## Record keeping

Jumbunna documents all input from clients regarding their service preferences. This is recorded in the client file.

## DOCUMENTATION

Documents related to this policy	
Related policies	Client participation and Social Inclusion
Forms, record keeping or other organisational documents	Client File, IFSP, Parent Information Book/ Service Charter

Policy Name:	Client Decision Making & Choice	Policy Number:	
Date Approved:	24 August 2023	Approved By:	Board of Management
Date Issued:	31 August 2023	Review Date:	30 June 2025
Version 1.5	This version of the policy was approved 24 August 2023 and replaces the version approved 28 July 2022.		