# Policy guide and checklist

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| This front page is to guide users in creating your Policy and Procedure.  **Delete** this table once your Policy and Procedure has been approved and finalised.  Before submitting this Policy and Procedure for approval, check that you have completed the following:   * Read the HSQF Framework * Read the HSQF User guide - for Certification * Referred to the most recent HSQF log changes * Updated or deleted all the green highlighted sections in this document * Updated the document code and version number to suit your organisations naming convention * Updated the supporting documents section (where relevant) * Removed QCOSS branding and replaced with your organisations * Updated the header and footer of this document * Added a review date * Logged any changes of your internal policies in your register * Referenced appendix one and two in your Policy Manual * Removed this page/table from your final version. |

Client Participation and   
Choice Policy and Procedure

#### Document Code / Version Number

# Policy Statement

{Organisation Name} actively supports client participation in governance and service delivery. We encourage skills development and self-reliance so that our clients can participate to the level they choose.

{Organisation Name} is committed to providing services that:

* Encourage and support clients to make informed choices, exercise control and maximise their independence relating to the supports provided
* Support service delivery that promotes, upholds and respects an individual's freedom of expression, self-determination and decision-making
* Are grounded in best practice frameworks
* Respect, support and recognise clients' diversity, values and beliefs
* Uphold the legal and human rights of clients, members and staff
* Support clients and others to make a complaint or provide feedback
* Acknowledge, respect and maintain clients' privacy and dignity
* Protect clients from abuse, neglect, harm and exploitation
* Are delivered within an ethical and regulated framework that:
* Meets the requirements of Human Services Quality Framework {and, list all other relevant frameworks}
* Meets the needs of our professional registration board, membership and supervision
* Maintain the standards of the professional Code of Conduct and Code of Ethics {list professional registration Codes of Conduct}.

# Scope

This Policy and Procedure apply to {Organisation Name} as a whole.

# HSQF Related Standards

* Human Services Quality Standards Indicator 1.6
* Human Services Quality Standards Indicator 4.4
* Human Services Quality Standards Indicator 4.5

# Related Legislation

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| Common | * *Human Rights Act 2019*, section 13 |
| Child Protection Placement Services  {remove if not required} | * *Charter of Rights for a Child in Care* (Schedule 1 *Child Protection Act 1999)* * (Section 22) *Child Protection Act 199* * Case Plan, Department of Children, Youth Justice and Multicultural Affairs |
| Common | * *Human Rights Act 2019*, section 13 |
| Child Protection Placement Services  {remove if not required} | * *Charter of Rights for a Child in Care* (Schedule 1 *Child Protection Act 1999)* * (Section 22) *Child Protection Act 199* * Case Plan, Department of Children, Youth Justice and Multicultural Affairs |

# Definitions

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| --- | --- |
| {Add definitions that are relevant to your organisation} |  |
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# Principles

The principles that support {Organisation Name} Client Participation and Choice Policy, Procedure and practice are:

* Human rights - services are planned and delivered in a manner that respects and upholds the individual's human rights
* Social inclusion - services are planned and delivered to promote opportunities for people to be included in their communities
* Participation - people using our services are included in decision making about the service they receive
* Choice - people using services have the opportunity to make choices about the services they receive and where and how they receive them within our available resources
* Safe – we have zero tolerance for abuse, neglect, harm and discrimination.

# Procedure

### Participation in governance and management

* We remove barriers to clients' participation by:
  + Wherever possible, using technology, interpreters, or translating information
  + Encouraging clients to bring a support person to any events or meetings
  + Where appropriate or necessary, support clients to develop the skills they need to participate.
* Clients are encouraged to participate in governance and management activities:
  + During the planning, development and evaluation stages of service development
  + During each step of the service they receive
  + During community development activities
  + In organisational governance and oversight.
* We communicate these opportunities to clients by:
  + {Include: communication strategies here:
  + E.g. regular newsletter that includes information on how clients can participate in governance or management processes
  + Emailing clients to ask for their feedback when we review relevant procedures
  + Having regular client meetings}.
* All client participation in governance and management processes is recorded in:
  + {Include: records here if you choose:
  + E.g. meeting minutes
  + Attendance sheets}.

### Participation in service delivery

* Clients are involved in all aspects of their services. This means we:
  + Ask clients and their supporters about the programs and supports they want to access and how they want to access them
  + Provide clients with the information they need to make informed choices and available service options
  + Provide information that is in the format the client and their families can understand
  + Respect diversity and an individual's values and beliefs
  + Support the client's rights to experience risk that is age, capacity and skill appropriate and reflects their informed choice. However, when our clients are under 18 years, we recognise the parent, or legal guardian, as the legal decision-maker
  + Regularly assess the risk to determine how it affects our clients, programs and supports
  + Inform clients and their supporters about our feedback and complaints process
  + Respect the client's privacy and confidentiality
  + Acknowledge there can be barriers to participation, such as where clients are accessing our service on a mandated basis {remove if irrelevant}, resource limitations, or communication and geographical barriers
  + Always try to meet the needs of our clients within our program guidelines, and if this is not possible, we must record our attempts and outcomes in the client's record.
* To ensure our clients can participate in service delivery planning, design, and delivery, we:
  + Plan and services in a manner that respects and reflects human rights
  + Assist all clients in identifying the supports that meet their individual goals and lead to greater independence, self-reliance and community inclusion
  + Use the best practice to inform service delivery
  + {Include: your participation and choice strategies here:
  + E.g. notifying clients in advance of service plan review dates
  + Number of attempts staff must make when contacting clients
  + Giving clients a choice of coordinator}
* Strategies for individual clients vary and are recorded in their client record.

#### Child Protection Placement Services

{Delete as applicable for your organisation/client type}

* To ensure our clients can participate in service delivery planning, design, and delivery, we:
  + {Include: your process relating to participation and choice that relate to the Charter of *Rights for a Child in Care (Schedule 1 Child Protection Act 1999*}
  + {Include: how you deliver services in accordance with the Statement of Standards (*Section 122 Child Protection Act 1999*)
  + {Include: your process for how you implement the department's Case Plan, where this has been made available to your organisation}

### Independence, autonomy and inclusion

* We support, foster and encourage client independence, autonomy, and inclusion by:
  + Respecting clients individuality
  + Respecting client diversity of gender, race, ethnicity, disability, age or cultural or religious beliefs
  + Supporting clients to participate in the community to the level and extent they choose
  + Supporting clients to exercise their rights as a valued citizen
* In supporting clients choices, clients are to be made aware that the law does not require staff to take any action that would place them in danger to minimise the risk of harm to somebody else.

### Scope of practice and professional frameworks

* All staff are to only provide supports and services within their professional scope of practice as outlined in their position description, staff contract and staff induction.

# Related Policies and Procedures

# Collaborating with Other Services

# Service Access and Exit

# Advocacy

# Supporting Documents

{List your supporting documents here, e.g. registers or forms}

# Review

This document was last reviewed on {include: date}.