

Client Independence Decision Making Policy

We support client making decisions and choices in accordance with National Safety and Quality Health Service Standards, Aged Care Quality and Safety Commission, Australian Community Industry Standards, Victorian Legislation and Standards, and Australian Charter of Healthcare Rights.

We promote and support clients to make choices that affect their lives.

We are committed to empower clients by:

- providing them with information about the choices available to them
- supporting them to make informed decisions
- maintaining records of their preferences
- encouraging them to be self-reliance
- supporting them to social inclusion

We apply this policy to all systems that support our feedback and complaint mechanism.

We appoint a Key Personnel to implement and monitor this policy through review and developing means in meeting our clients' needs.

We ensure clients understand their decision and choice making rights.

We encourage clients to make informed decision on the services we provide by supporting the right to:

- decide on their preference of our care staff regarding age, ethnicity, and others
- have information on our staff roster to match their social inclusion activities
- be provided with a confidential feedback and complaint mechanism
- have their physical, cultural, linguistic needs incorporated into their care plan
- having their care plan reassessed when requested
- have their religious beliefs, cultural and sexual expression, and personal values respected.