



POLICY – CLIENT DECISION MAKING AND CHOICE

ID No: FBC-18-425

Version: 2.0

Applies to:	<ul style="list-style-type: none">• All Employees, Contractors, and Volunteers
Applicable Standards:	<ul style="list-style-type: none">• Aged Care Quality Standards• Charter of Aged Care Rights• NDIS Rules 2018
Applicable Legislation:	<ul style="list-style-type: none">• Aged Care Act 1997• Tasmanian Disability Services Act 1997• Anti-Discrimination Act 1998• National Disability Insurance Scheme Act 2013

Family Based Care Tasmania (FBC) is committed to empowering clients to take an active role in decisions that affect their lives and to make choices for themselves.

Family Based Care Tasmania will:

- Inform clients about the opportunities for choice available to them;
- Support clients to make informed choices which will provide them opportunities;
- Keep records of client preferences regarding their service;
- Enable clients to build self-reliance and maintain social inclusion; and
- Ensure that clients with literacy or communication issues understand their rights and opportunities in making decisions regarding services.

These concepts recognise the importance of a client's sense of self. They also highlight the importance of the client being able to act independently, make their own choices and take part in their community.

Employee Responsibilities

Employees are expected to put these key concepts into practice by adhering to the following responsibilities:

- **Dignity and Respect** – Being treated with dignity and respect is essential to quality of life. It includes actions to recognise clients' strengths and empower them to be independent. It means communicating respectfully, and recognising and respecting a consumer's individuality in all aspects of care and services. Dignified and respectful care and services will help clients to live their lives the way they choose, including social and intimate relationships.
- **Identity, Culture, and Diversity** – FBC is expected to deliver care and services that are inclusive and do not discriminate. Supports are to be responsive, inclusive, and sensitive to culturally and linguistically diverse consumers. Employees are also expected to be responsive, inclusive, and sensitive to consumers who are lesbian, gay, bisexual, transgender, and intersex, and to those clients who identify as being Aboriginal and/or Torres Strait Islander. The client defines their own identity and this should be respected and not questioned. Respecting the identity, culture, and diversity of a client means understanding their needs and preferences. Employees are expected to provide care and services that reflect a consumer's social, cultural, language, religious, spiritual, psychological, and medical needs.

- **Cultural Safety** – The client defines what cultural safety is. It's their experience of the care and services they are given and how able they feel to raise concerns. The key features of cultural safety are understanding a client's culture, acknowledging differences, and being actively aware and respectful of these differences in planning and delivering care and services.
- **Choice** – The client's right to make informed choices, to understand their options, and to be as independent as they want, all affect quality of life. FBC will provide genuine options that support choice. Employees are required to involve, listen to, and respect the client's views and communicate with the client about their choices.

Providing choice also includes care and services that FBC might not provide itself, that it could help the client to access. These services could be from other specialist providers or individuals, or they could be services from other organisations that are better placed to support the client's needs.

- **Dignity of Risk** – Dignity of Risk is about the right of clients to make their own decisions about their care and services, as well as their right to take risks. Employees need to take a balanced approach to managing risk and respecting client rights. If a client makes a choice that is possibly harmful to them, then the employee is expected to help the client understand the risk and how it could be managed. Together, they should look for solutions that are tailored to help the client to live the way they choose.

FBC has other responsibilities for the health and safety of the workforce and others in the service environment. In meeting these obligations, employees are expected to show how they involve the client and look for solutions that have the least restriction on the client's choices and independence.

- **Information** – Giving clients timely information in a form and language that they understand is vital to their ability to make an informed choice and make sure they can get the most out of their care and services. The needs and abilities of each client will affect the kind of information and how it's communicated. Employees are expected to address barriers to effectively communicating information, taking into account health status, cognitive or sensory ability, and language.
- **Personal Privacy** – A key part of treating a client with dignity and respect is making sure their privacy is respected. The organisation needs to make sure the behaviour and interactions of the workforce and others don't compromise client privacy. Employees are also expected to respect each client's right to privacy in how they collect, use, and communicate the client's personal information, and manage this according to relevant law and best practice guidance.

Authorised by:



Date:

21/11/23

Chairman of the Board