# INDEPENDENCE AND INFORMED CHOICE – STANDARD AND SPIEL

## STANDARD

Independence and Informed Choice Standard - extract from NDIS Practice Standards: Core Module 2 - Provider Governance and Operational Management Standard

This is what you need to demonstrate to the auditor that you meet.

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| **Outcome:** Each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided. |
| **To achieve this outcome, the following indicators should be demonstrated:** * Is active decision-making and individual choice supported for each participant including the timely provision of information using the language, mode of communication and terms that the participant is most likely to understand?
* Is each participant’s right to the dignity of risk in decision-making supported? When needed, is each participant supported to make informed choices about the benefits and risks of the options under consideration?
* Is each participant’s autonomy respected, including their right to intimacy and sexual expression?
* Does each participant have sufficient time to consider and review their options and seek advice if required, at any stage of support provision, including assessment, planning, provision, review and exit?
* Is each participant’s right to access an advocate (including an independent advocate) of their choosing supported, as is their right to have the advocate present?
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## SPIEL

Your explanation to the auditors how you meet the above criteria from the Rights and Responsibilities Standard.

Read the Spiel below, adapt it to reflect what you are doing and then insert into your NDIS Commission On-line Application

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| * Participants are actively involved in developing their goals and support plan refer to *Service Delivery Model* and *NDIS Service Agreements*. Support Plan audits are undertaken regularly to ensure this is happening
* AHPs ensure to the best of their ability participant’s understanding of support plans and service agreements prior to acceptance and implementation
* From first contact participants are informed of their rights and choices including time/place of appointments; people to be present at initial appointment; right to have an independent advocate or trusted person present refer to Advocacy Policy and Procedures
* *New Participant Intake Checklist* guides those taking referrals to collect and disperse required information
* AHPs communicate with participants/families in a way they can understand. Assistive technology and translators are used as required. The AHP’s skills in communication are matched to meet the needs of the participants (summarised in *HR Register*)
* *Consent Policy* outlines how AHPs fully explain what services are being offered, including providing participants the opportunity to ask questions prior to consenting to proceed with services
* During provision of supports the participant may need to accept or decline some risks. Refer to Service Delivery Model and Service Agreements. *Consent; Dignity of Risk and Duty of Care;* *Substitute Decision Makers and Duty of Care for Participants with Reduced Decision-Making Capacity policies*
* AHPs are educated at the time of induction and annually on Dignity of Risk, Consent and Substitute Decision Makers and Duty of Care for Participants with Reduced Decision-Making Capacity Policies and how this is incorporated into the participant’s decision making
* Participants’ goals/plans are formally reviewed with the participant and their advocate or trusted decision maker. The therapeutic process requires review of intervention at the time of each service.
* XXX has a culture of engagement and building autonomy with their participants
* Initial Assessment includes a section on Sexual Needs to be considered as appropriate.

*Please refer to attached document* * *Initial Assessment – you will need to add your initial assessment addressing sexual needs if this is relevant to your service*

*Please also refer to the following documents provided in earlier sections:** *Service Delivery Model*
* *NDIS Service Agreement*
* *Support Plan audits – likely provided at time of audit*
* *Advocacy Policy & Procedures*
* *Support Plan*
* *New Participant Intake Checklist*
* *Human Resource Register*
* *Consent Policy & Procedures*
* *Dignity of Risk Policy & Procedures*
* *Substitute Decision Makers and Duty of Care for Participants with Reduced Decision-Making Capacity Policy & Procedures*
* *Annual Training Plan*
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