

Document Information and Revision History			
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January 2016	January 2019	Management Team	
May 2016	January 2019	Marie	Format Change

1. REFERENCES

National Standards for Disability Services (also compliant with HSQF)

- 1. Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
- 2. Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

2. COMMUNITY CONNECTION INCORPORATED'S POSITION

Community Connection Incorporated believes that the individual and their family should have the opportunity to participate as fully as possible in making choices and decisions that affect them.

3. COMMUNICATION

Community Connection Incorporated will work with each individual and their family to determine and/or develop the most appropriate way to communicate with them. If a person uses a form of facilitated communication, Community Connection Incorporated will ensure that relevant staff members are able to understand and use it.

4. INFORMATION

Community Connection Incorporated will provide accurate, relevant information to individuals and families, including the risks involved, to enable them to make informed decisions.

5. INVOLVEMENT IN PERSONAL DECISIONS

Community Connection Incorporated will encourage each individual to make as many of their own decisions as possible. Community Connection Incorporated will ensure that families are involved in or consulted about any personal decision making that affects them.

6. LEAST RESTRICTIVE OPTION

Community Connection Incorporated will negotiate with an individual and/or their family to reach an agreement on the least restrictive option if a choice or decision made is in conflict with Community Connection Incorporated's duty of care.

7. DISPUTE RESOLUTION

Community Connection Incorporated understands that the individual's wishes may differ at times from those of their family. Community Connection Incorporated will work with the individual and family to reach an agreement.

8. INVOLVEMENT IN SERVICE DECISIONS

Community Connection Incorporated will ensure that individuals and their families are given the opportunity to be involved in decisions about the policies, procedures and operation of the service.