

Interchange Policy & Procedure Manual

► Policy 2.4 Customer Decision Making & Choice

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| DATE OF BOARD ENDORSEMENT | JANUARY 2008 |
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| CURRENT VERSION | V1.2 |

Reference Documents

- National Standards for Disability Services (Standard 1)
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Policy Statement

Interchange is committed to ensuring that customers have opportunities to participate as fully as possible in setting personal goals and making choices about the activities they participate in as Interchange customers.

Procedures

- Interchange will endeavour to provide each customer with the information they need, in a form that is accessible, to enable them to make informed decisions.
- The individual Customer Service Plan will be guided by the customer's personal goals and service preferences, and the available resources.
- Service responses will be developed to be as flexible as possible to accommodate each customer's preferences.
- Where Interchange cannot provide a preferred service response, we will endeavour to link the customer into another service that can provide the service response the customer seeks. This could be instead of, or additional to, services they receive through Interchange.
- Each customer will be actively engaged in reviews of their individual Customer Service Plans.
- Customers will be actively encouraged to participate in Interchange's strategic planning activities and service reviews.

Equity and Access Considerations

Interchange is committed to ensuring fair and equal access to physical environments, information, communication and services. For the communication and implementation of this policy, this may include:

- Considering the suitability of physical environments
- The use of augmentative and alternative communication methods to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language. These methods include the display of

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text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Cultural Diversity

Employees are to ensure that services are provided with sensitivity to and an awareness of the cultural beliefs and practices of clients from culturally and linguistically diverse backgrounds. This includes an awareness of the needs of Aboriginal and Torres Strait Islander people, their families and communities.

Communication about this policy should be done in a way that suits each individual with regard to their cultural background e.g. if required, the use of an interpreter or easy English documents.

Interchange will develop connections with culturally appropriate organisations and groups to influence the meaningful participation of people with disability.

Where relevant, when attempting to strengthen relationships with people from Aboriginal and Torres Strait Islander backgrounds, Interchange will firstly utilise the advice and influence of key community members and organisations.