

# DECISION MAKING POLICY

## INTRODUCTION

1. Northern Occupational Support Service Inc (NOSS) recognises that each person with a disability has the same rights as other members of society to actively participate in decisions which affect their lives in relation to the services offered by NOSS.
2. Empowerment of clients will be encouraged and developed at every opportunity to further enhance their quality of life.
3. NOSS promotes the role of advocacy in decision making processes and welcomes the input from family members, guardians or advocacy organisations to support the individual.
4. NOSS actively supports open and effective communication channels between clients, staff, NOSS Management and the Board of Governance.
5. This policy is to be read in conjunction with the Client Consent Policy.

## PROCEDURES

### COMMUNITY ACCESS

1. NOSS will provide opportunities whenever possible for clients to make decisions regarding the services they receive.
2. NOSS encourages and supports all clients to make meaningful and informed decisions regarding their community access through the development of Personal Plans. The Personal Plan is based on input from clients, staff, persons responsible and other key stakeholders via a quality of life assessment and Personal Plan meetings.
3. Three meetings per year will be held between community access clients and an advocate from an independent Advocacy service to discuss:
  - policy review
  - policy training
  - concerns or issues
4. Annual feedback surveys will be undertaken by all clients (supported by an independent residential staff or advocate when required) providing people with the opportunity to assess the Service and make recommendations for improvement.
5. Internal audit against the State Disability Standards will include client input.
6. In accordance with the NOSS Document Control Policy, NOSS will seek input from clients (and their advocates) during policy development and review.

## **BLUEGUM**

1. Bluegum will provide crew members with opportunities to provide input into decisions regarding its operations, including:
  - Work type
  - occupational health and safety issues
  - policy review
  - equipment needs
  - grievances
  - training
  - continuous improvement strategies
2. Bluegum encourages and supports all crew members to make informed decisions regarding their work, training and future career prospects during the development of Individual Employment Plans (IEPs). The IEP is based on Performance Appraisals, Crew Member Reports and Skills Assessments and is developed with crew member input at all levels.
3. Monthly workcrew meetings involving crew members and Bluegum staff will be held to provide all employees with regular opportunities to voice their opinions and have input into decisions affecting the operation of Bluegum. Policy review will be undertaken during workcrew meetings with input encouraged from all crew members.
4. A crew member representative will be democratically elected. The workers representative will attend Board of Governance meetings to represent crew members and report relevant information back to his/her co-workers.
5. A bi-monthly meeting will be held involving crew members and an advocate from an independent advocacy service to provide opportunities for issues to be discussed and decisions made in a forum independent of Bluegum supervisory personnel. Minutes of advocacy meetings will be prepared by the advocate and any issues addressed by Bluegum management.
6. Internal audits of Bluegum, carried out on a regular basis, will involve interviews with crew members. The interview will provide the opportunity for meaningful input into all facets of Bluegum.
7. Crew member interviews will be held as part of annual external audits of Bluegum against the Commonwealth Disability Standards.
8. Annual feedback surveys will be conducted with all crew members (and persons responsible where appropriate) providing opportunities to assess Service quality and effectiveness.

Related Policies:        Client Consent Policy  
                                  Human Rights Policy  
                                  Privacy Policy