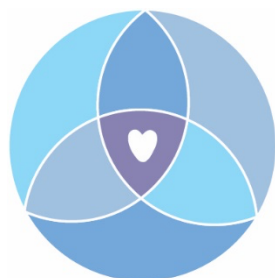


*Accept*  
*Ability Always*  
building♥better♥lives

## Decision Making and Consent Policy



This policy is written by Accept Ability Always.

When you see the word 'we', this means  
Accept Ability Always.



A policy tells you how we will work with you.

This policy is written in an easy to read way.

We use pictures to explain some ideas

**Bold**

We have written some words in bold. This  
means the letters are thicker and darker.

Not Bold

We explain what these words mean.

## About this Policy



This policy lets you know about your rights to make decisions about your life.

Decision making is all about what you want. You have the right to be respected and treated like other people



This policy talks about:

- your right to make decisions about your life
- times when other people may be help with decisions
- the meaning of consent
- when we need to ask for consent
- how we can help
- what happens during emergencies

## About Decision Making

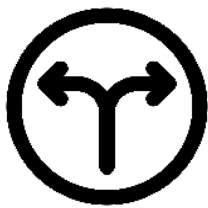


If you are over 18 years old, the law says that you can make your own decisions if you can:

- understand the facts and choices
- weigh up the good and bad things about the choice
- tell someone about your decision

We will assume you can make your own decisions, unless someone has shown us why not.

If you are under 18 the law says you can make some decisions, but your parent or guardian may need to help you with others.



We want to help you make as many of your own decisions about your life.



We will give you the time you need to make decisions.



We will give you information in a way that makes sense to you.

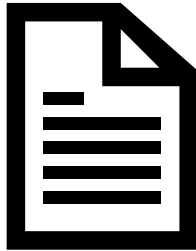
## Help with Decision Making



Some decisions may feel easy, and others are harder. Sometimes we all need help with making a decision. It can help to talk to someone you know and trust.

You could talk to:

- Your parents or guardian
- Your support worker or carer
- Your close friends and family



Sometimes a **substitute decision maker** will be in place.

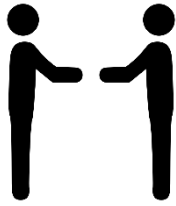
The job of a substitute decision maker is to make decisions for you, that will help you.

If there is a substitute decision maker is in place for you, there will be a legal paper which says this. Or, if you are under 18 years old this will be your parent or guardian.

A substitute decision maker is in place to make some decisions when

- It is an important or difficult type of decision, like around your health or services
- You do not have the right people to help you make good decisions
- You are having trouble making your own decisions

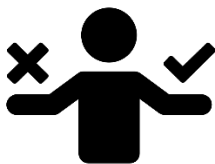
# About Consent



**Consent** means saying that you agree that something should happen.

Before giving consent you should understand:

- what will be happening
- what you will have to do
- how the activity or treatment will make you feel better or worse
- what might go wrong



You can make the decision all by yourself if you feel comfortable.

You can ask questions if you are unsure or want more information at any time.

You can have someone you trust help you to talk about how to make the decision.

If you have a substitute decision maker, they may need to give the consent for you. You should still let them know what you think and how you feel.

# When we will ask for Consent



We will ask for consent:

- When we work with you
- When doing new plans or reviews
- If we need to share your information with someone else
- When we are writing a restrictive practice into your support plan
- If we need to take pictures or videos of you



You can choose how you give consent and tell us your decisions. You can give consent by:

- using body language, like pointing or moving your head
- signing a piece of paper with a pen
- saying 'yes' or 'no'
- showing us a picture
- spelling out your answer

## In an Emergency



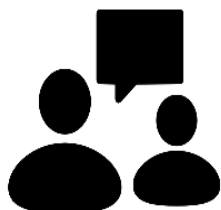
We will always help to protect you from harm. If you are in an emergency, we may **not** ask for consent if:

- you are too hurt to give consent (for example, if you are not awake)
- the doctor believes the emergency treatment will save your life
- you haven't told us that you **do not** want the treatment
- the person doing the treatment has looked at your care plans

## More about this Policy



We will help you with any questions you have about this policy. You can talk to any staff at Accept Ability Always.



If you think we have not followed this policy we want to know. You can tell us by:

- Talking to anyone from Accept Ability Always.



- Email  
[feedback@acceptabilityalways.com.au](mailto:feedback@acceptabilityalways.com.au)



- Call Christine Figueiredo on  
0450 132 088



If you are not happy about what has happened you can make a complaint.



**NDIS** Quality  
and Safeguards  
**Commission**

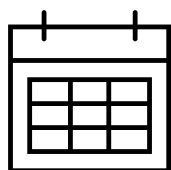
You can let the NDIS Commission know by:

- Calling 1800 035 544
- Filling an online form on [this website](#)



You can let the Health and Disability Services Complaints Office know by:

- Calling 1800 813 583
- Filling an online form on [this website](#)



This policy was written in October 2024.

If we change the policy, we will put a new easy read on **this website.**