

**ASSOCIATION FOR THE BLIND OF WA (INC.)**  
**DECISION-MAKING AND CHOICE**  
**POLICY AND PROCEDURE**

**POLICY**

**1.0 INTRODUCTION**

The purpose of this policy is to ensure that Association clients have the opportunity to participate as fully as possible in making decisions about their daily lives and the services that they need, want and receive.

The policy has been framed around Standard 3 of the Disability Services Standards and applies to all of the Association's programmes and activities. It will be reviewed after consultation with the Consumer Advisory Committee.

**2.0 STATEMENT**

The Association is committed to ensuring that all clients of the Association retain maximum control over their own lives by having primary involvement in, and influence over, decisions that affect them.

---

Chris Whitelock  
Acting/Chief Executive Officer

12/11/2007  
Effective Date

First Adopted 2001 Reviewed: 2004

---

**PROCEDURE**

**1.0 INTRODUCTION**

The following procedures enable the Association to meet its policy objective of ensuring that its clients have primary involvement in, and influence over, decisions that affect them.

**2.0 PROGRAMS AND SERVICES**

The Association will:

- 2.1 Structure its programs and services to be as flexible and responsive to the individual needs and preferences of its current and future clients.
- 2.2 Advise its clients of the full range of services that the Association currently provides.

- 2.3 Explore other service delivery options within the constraints of available resources.

### **3.0 INDIVIDUAL SERVICE PLANS**

The Association will -

- 3.1 Involve clients in the development of their individual service plan and invite them to state their preferences with respect to the services that they would like to receive.
- 3.2 Make every effort, within available resources, to accommodate the client's service preferences and choices in the individual service plan.
- 3.3 Ensure operational mechanisms provide Association clients with the opportunity to review and amend their individual service plans at any time.

### **4.0 CONSUMER INVOLVEMENT**

- 4.1 Involve clients in the Association's strategic planning activities.
- 4.2 Involve clients in the development of the Association's service policies and procedures. Some examples of the ways in which Association clients can participate are by -
  - 4.2.1 becoming members of the organisation and exercising voting rights at Annual and Special General Meetings
  - 4.2.2 standing for election to a position on the Board of Directors, at least two of which are designated specifically for people who are blind or vision impaired
  - 4.2.3 submitting an expression of interest in becoming a member of the Consumer Advisory Committee (comprised entirely of clients)
  - 4.2.4 participating, if a Guide Dog owner, in the Guide Dog User's Group
  - 4.2.5 utilising the Association's formal service-related feedback systems e.g. feedback line Tel: (08) 9311 8219
  - 4.2.6 making suggestions via the Quality Service Improvement suggestion process
  - 4.2.7 providing feedback, when invited, via specific focus group activities and individual consultations undertaken during the formulation of new policies or planned events.