



Consent Policy

Easy Read Version





What's in this document?

About this document	Page 3
What is consent?	Page 4
How we get your consent	Page 5
How we manage consent	Page 8
How we manage consent in complex situations	Page 9
How to make a complaint	Page 11
Who can I ask for help?	Page 12
Contact us	Page 13



About this document



This information is written in an easy read way. We use pictures to explain some ideas.



You can ask for help to read this *Consent Policy* booklet. A friend, family member or support person may be able to help you.

Bold
Not bold

We have written some important words in **bold**, which means the letters are thicker and darker.



What is consent?



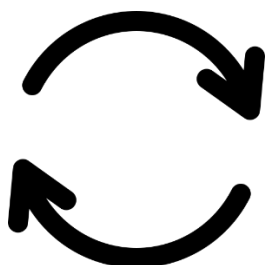
Consent means

- you say **yes** to do something



For you to give consent you should be given

- the **right information** that you can **understand**
- **different options**



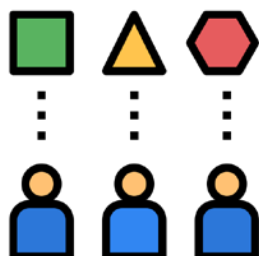
You can **take back your consent** at any time



If you **can't** give consent, we will talk with your **family or guardian**.



How we get your consent



We understand that **everyone** is different.



We work with you to find the **best way** to manage your consent. This will include your family or guardian.

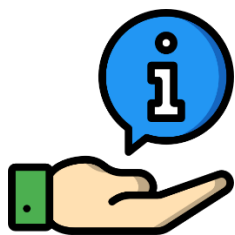


We will also keep documents about:

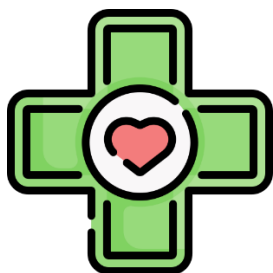
- how you **communicate**
- how you **make decisions**
- whether **your family or guardians** need to be involved



This is included in your **Client Support Plan**.



Your Client **Support Plan** has important information about your needs and how to best support you.



We will also work with your **health professionals** (eg. GP).



This means we will need your consent to see your **medical documents** to make sure you get the **right health support**.



How you receive your health support will be included in your **Health Support Plan**.



If you need extra support, you might also have a **Positive Behaviour Support Plan**.



This plan provides information about you and how you might behave in different situations.



You, your family or guardian and other support people will help create your **Positive Behaviour Support** plan will need to **provide written consent** to all the final support plans to make sure they are right.



How we manage consent



We understand that we will need to get your consent at **different stages** over the day while we are supporting you.



There are two types of consent

- **expressed** – either written or verbal
- **implied** – an action or behaviour



Before we do anything with you that is part of your client support plan, we will get your **consent**.



We will provide you with information that you can **understand** and give you the opportunity to **ask questions**, before you give your consent.



How we manage consent in complex situations



If your health situation is more **complex** we will work with your health professional to make sure we have the right information.



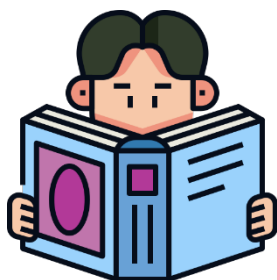
This information will be included in your **Health Support Plan**.



We will make sure we have your **expressed or implied** consent before any health procedures.



If you become unwell and are unable to make decisions we will look at your **advance care directive**.



An **advance care directive** is a document that tells us and medical professionals know what treatments you give consent to.



It also provides details for **another person** to make decisions for you.



If you don't have an advance care directive your **family, guardian or a nominated person** will need to make decisions for you.



How to make a complaint



If you are **not happy** with how we have managed your consent you can make a complaint.



Talk to **us first** and ask to make a complaint.



If you don't feel comfortable talking to us, you can ask an **advocacy organisation** or **someone you trust** to help you.



Who can I ask for help?



If you would like help to make a complaint you can call:



NDIS Quality and Safeguards Commission

NDIS Quality and Safeguards Commission

1800 035 544



Disability Advocacy and Complaints Service of South Australia

08 7122 6030



Office of the Public Advocate

08 8342 8200



Uniting Communities Disability Advocacy Service

08 8202 5960



Contact Us

If you have any questions, you can contact Lighthouse Disability by:



- **telephone** – 08 8256 9800



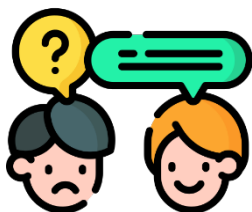
- **email** –
info@lighthouse disability.org.au



- **letter** – Lighthouse Disability PO
Box 722, Salisbury SA 5108



- **online form** –
lighthouse disability.org.au



- **asking a staff member**