

# Client Choice and Control Over Decision Making Policy

Easy Read Version





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## 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 *Client Choice and Control Over Decision Making 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.

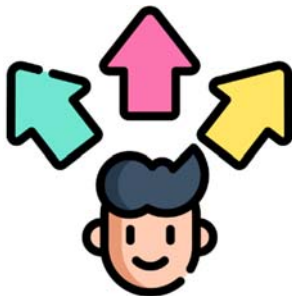


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## What is choice and control in decision making?



Choice and control means you **make decisions** about what happens in your day to day life.



We will provide you with the **right information** and **different options** to help you make your decision.



An important part of your choice and control is understanding some of the **issues** you might face when making a decision.



We will make sure we understand these problems and **manage them** to make sure you have choice and control.



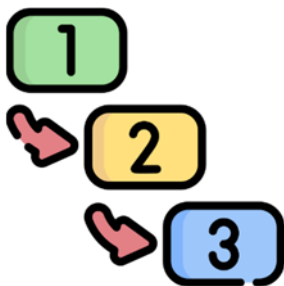
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## How do we manage client choice and control in decision making?

Lighthouse Disability has **seven client choice and control principles**.



A **principle** is a rule that Lighthouse Disability staff have to follow.



Our client choice and decision making principles show you **what to expect** when you make a decision during our support.



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## Our client choice and control principles

Your choice and control is important to your quality of life. When you make a decision we will:



- make sure you are **in control** of both **small and big decisions** in your everyday life.



- make sure you have **choice and control** about the services you receive.



- **keep documentation** about the choices you make about the services you receive.



- work with you, your family or guardian to **understand your situation** and support you to make independent decisions.



- **stop you** if your decision could hurt yourself or someone else.



- **train and educate** Lighthouse Disability staff about client choice and control



## How to make a complaint



If you think you **haven't** had choice and control over making a decision 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.





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## 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



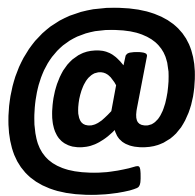
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## Contact Us

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**