

1. Purpose

Lighthouse Disability is committed to supporting clients to make decisions that affect them, and to give informed consent, in a way that is person-centred. This policy provides a framework for supporting people with disability to exercise their rights to self-determination.

The policy recognises the vital role of family members, close friends and legally appointed decision-makers in ensuring the rights of the client are protected. The language used in this policy assumes that the worker communicates directly with the client. Where the client has nominated others to communicate their preferences, references to ‘the client’ should be understood to include these members of the client’s support network.

2. Scope

This policy applies to all employees, contractors and volunteers responsible for any aspects of service delivery that requires consent on behalf of the client (or their representative).

3. Responsibilities

Role	Responsibility
Board and / or CEO	<ul style="list-style-type: none">• Promote a culture that respects and upholds the rights of all clients.• Establish, maintain and periodically review this policy.
General Manager, Client Services	<ul style="list-style-type: none">• Ensure documented procedures are in place to support the implementation of this policy.• Monitor implementation and review performance of this policy to ensure that risks are identified and managed.
Intake and NDIS Funding Coordinator	<ul style="list-style-type: none">• Ensure this policy is communicated to and understood by clients (and their support network) at the commencement of the registration process.• Develop intake and registration documents that adhere to this policy and relevant legislative requirements.
Operations Manager	<ul style="list-style-type: none">• Ensure the principles and requirements of this policy are applied, achieved and sustained.• Inform and support operational decision-making in accordance with this policy.
Manager, Service Delivery (MSD)	<ul style="list-style-type: none">• Ensure this policy is communicated to and understood by Service Leads and CSWs.• Provide appropriate guidance to staff to support the application of this policy.



Role	Responsibility
Service Lead (SL)	<ul style="list-style-type: none">• Ensure this policy is communicated to and understood by clients and supporters of their choice.• Foster an environment where the rights of clients are embedded in daily practice.
Community Support Worker (CSW)	<ul style="list-style-type: none">• Operate in accordance with this policy.• Apply principles of supported decision-making in relation to client consent.

4. Policy Statement

- 4.1 Lighthouse Disability respects each client’s right to independence, choice and control in decision-making.
- 4.2 Lighthouse Disability recognises the vital role of family members, close friends, advocates and legally appointed decision-makers in ensuring the rights of the client are protected.
- 4.3 Consent shall only be deemed valid if it is voluntary, informed, and given by someone with decision-making capacity. Valid consent may be given verbally or in writing.
- 4.4 A person who has given consent to a specific matter has the right to change their mind and subsequently revoke consent at any time.
- 4.5 Clients shall be presumed to have the ability to make their own decisions and give consent when it is required, unless there is documented evidence to the contrary.
- 4.6 When support to make decisions and give consent is wanted or needed by the client, Lighthouse Disability shall provide the necessary support for them to give and communicate their consent (or refusal) for decisions that affect their lives.
- 4.7 Lighthouse Disability shall respect that the client may require time to review the information provided and consider the options available to them before giving consent.
- 4.8 Information shall be provided in formats that suit the client’s communication needs, and enable the client, their supporters and other relevant people (such as legally appointed guardians) to communicate effectively with each other.
- 4.9 Where a client does not have the capacity to give consent, consent shall be sought from the appointed decision-maker or guardian on matters for which they have been authorised to give consent.



4.10 A client who has a legally appointed guardian with a specific function, or a financial manager, shall be represented by that person whenever consent is required to be given.

4.11 Where consent is being given by someone other than the client, Lighthouse Disability shall ensure that the client's will and preferences are respected, and that the decision-maker is acting to promote and uphold the client's personal and social wellbeing with the least possible restriction on their dignity and autonomy.

5. Related Documents

5.1 Policies, Procedures and Supporting Documents

- Client Privacy Policy
- Client Media Consent Procedure
- Consent to Collect, Share and Store Information Form
- Client Media Consent Form

5.2 Standards and Conventions

- National Decision-Making Principles
- United Nations Convention on the Rights of Persons with Disabilities 2006

5.3 Legislation

- Guardianship and Administration Act 1993
- Consent to Medical Treatment and Palliative Care Act 1995
- Advance Care Directives Act 2013

6. Document Control

Version Number:	5	Effective Date:	9 th November 2023
Process Owner:	Client Services	Approver:	CEO
Review Frequency:	Every two years	Review Date:	9 th November 2025