



WE OFFER

- organizational communication audits
- programs for organizations to communicate with people who have communication difficulties
- staff training and education on communication support, access and inclusion
- assistance in the development of communication support networks

OUR TEAM HAS SPEECH PATHOLOGISTS WHO HAVE EXPERTISE IN

- decision-making protocols
- communication optimisation
- augmentative and alternative communication (AAC)

Standard 1 – Consumer Choice and Decision Making Capacity

Under Standard 1, all consumers are empowered to exercise choice over their care.

How can you demonstrate that you have sought and considered the consumer's views, wishes and preferences in relation to their care?

Have you considered these factors?

- Can the consumer make such decisions?
- Can the consumer communicate their decisions? If so, how?
- Does the consumer have a formally-appointed decision maker?

Types of Decision Makers

1. Formally Appointed Decision Makers

- **Enduring Power of Attorney** (for personal/health matters) appointed by the individual. Attorneys are to consider the individual's views, wishes and preferences.
- **Guardian**. Some state and territory guardianship laws currently allow for guardians to be appointed by Tribunals (e.g. QCAT, NCAT, VCAT) to make care decisions that are in the best interests of the person with disability. Guardians are to consider the individual's views, wishes and preferences.

2. Decision Makers that are Informal

- These are usually family members or close friends, who are part of the consumer's circle of support.
- They are familiar with the consumer's circumstances and adopt a supported decision making model.

What is Supported Decision Making?

- The process is one of enabling an individual who requires decision making to support to make and/or communicate, decisions about their own life.
- The decision making is supported, but the decision is theirs.
- The focus of supported decision making is not on the presence or lack of particular mental attributes, but on the supports and accommodations that can be provided to assist individuals in exercising control over decisions that affect them.
- This type of decision making helps people understand information, issues, and choices, focus attention in decision making, weigh options, ensure that decisions are based on their own preferences, and Interpret and/or communicate decisions to other parties.

Redwand Consulting supports organisations to

- meet their obligations to people with communication impairments under the new standards, in order to deliver consumer-centric care
- demonstrate that consumers have been provided opportunity to understand their options and exercise their choices.

We have experience in recognising and effecting decision-making capacity variables, and supporting consumers in accessing all supports available to understand their options and to communicate their views, wishes and choices.

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