

SUPPORTED DECISION MAKING AND DIGNITY OF RISK POLICY



Purpose

Aurora Support Services is committed to upholding the rights of participants to exercise choice and control, make their own decisions, and take reasonable risks in a supportive and inclusive environment. Aurora Support Services ensures that participants are actively involved in decisions about their daily routines, programs, community participation, friendships and personal development.

Aurora Support Services operates on the presumption that all participants have the capacity to make decisions and that each decision must reflect the individual's will and preferences. Aurora Support Services acknowledges that risk is an ordinary part of life and must not be used to restrict opportunity, independence or inclusion. Staff are therefore required to support and enable decision-making rather than direct or override participant choice.

Scope

This policy applies to all employees, students, volunteers, contractors and members of the Committee of Management of Aurora Support Services.

This policy is relevant to all participants who attend Aurora Support Services as well as to their family members and any other supports who may interact with Aurora Support Services on their behalf.

Definitions

Capacity	Refers to either legal or mental capacity. Legal capacity is the ability to hold rights under the law and to exercise those rights. Mental capacity is the ability to make decisions.
Decision-Making Ability	An understanding of the participant's support needs when making a decision. A participant must be assumed to have Decision-Making Ability unless all practical steps have been taken to assist them to make the decision and they remain unable to, or they have clearly indicated that they would like support to make the decision.
Dignity of Risk	The recognition that every individual should be able to do something that has a level of risk involved, whether real or perceived.

Policy

How We Support Decision-Making

Aurora Support Services' approach to service delivery is grounded in practices that promote autonomy, inclusion and meaningful participation.

The following principles guide how staff support participants in their day-to-day decisions and experiences:

Choice and Control

Participants direct decision about their supports, daily activities and participation. Staff recognise that preferences may change and respond flexibly to ensure participants remain in control of their day.



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Supported Decision-Making

Participants are supported to make their own decisions through accessible information, appropriate communication methods and sufficient time.

Refer to participant profiles and consent forms for information regarding consent to particular questions.

Dignity of Risk

Staff acknowledge that taking risks are part of everyday life. Participants are supported to pursue opportunities including those involving risk, with appropriate and proportionate safeguards.

Presume Participants Have Decision-Making Ability

All participants are presumed to have the ability to make decisions that affect their lives. Staff will support and assist participants to understand the context and consequences of their decisions where appropriate.

Least Restrictive Practice

Any limitation on a participant's choice or activity is applied only where necessary, lawful and proportionate, and is subject to regular review.

How Supports Are Delivered

Aurora Support Services ensures that supports are delivered in a way that reflects each participant's preferences, goals and choices.

Aurora Support Services will:

- Make every effort to ensure participants understand their rights and opportunities in making decisions regarding services
- Increase opportunity for participants to make decisions
- Support participants to make decisions and to communicate their choices
- Enhance skills and knowledge of support staff, to enable participants to contribute to decision making and how to support participant decision making to uphold their rights
- Structure programs and services to be flexible and responsive to individual needs and preferences of participants
- Inform participants' family members and/or advocates, of the full range of services Aurora Support Services provides
- Commit to exploring other service delivery options within the constraints of available resources
- Involve participants' family members and/or advocates in the development of a written Person Centred Plan for the participant and invite them to state their preference for programs.
- Ensure Person Centred Plans are developed for all participants in accordance with Person Centred Plan (PCP) Procedure and a copy of this policy has been provided to the participant, family members and advocates, upon commencement of services and then updated via our Participant Information Pack (distributed annually)
- Make every effort, within available resources, to accommodate the participant's program preferences and choices in the Person Centred Plan
- Seek formal authorisation from the participant, family members or advocates by asking them to sign the Person Centred Plan Acknowledgement letter
- Ensure the participant, family and/or advocate are consulted annually using the Interservice Communication Proforma



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- Jointly review Person Centred Plans annually for all participants and make any agreed amendments
- Facilitate quarterly Service Users Meetings to encourage input from participants to decisions
- Ensure that if a participant's decision making involves some level of risk, staff support the individual to foresee and understand the risks associated with the decision. Staff will attempt to manage the risks associated with significant decisions, while not attempting to change the participant's mind regarding a decision
- Ensure all staff complete "Introduction to Supported Decision Making" training
- Involve participants, families and advocates in the Aurora Support Services strategic planning activities, where appropriate i.e. organisational name change
- Ensure all participants and their families or advocates have been provided with a copy of the Supported Decision Making, Choice and Control and Dignity of Risk Policy on commencement of service
- Ensure all employees are provided with a copy of the Supported Decision Making, Choice and Control and Dignity of Risk Policy
- Ensure that if a staff member from a participant's support network believes a Representative or Supporter is not acting in the best interests of a participant, they are to notify their Line Manager as soon as possible
- Recognise and respect all participants' culture, language, values and beliefs
- Ensure Aurora Support Services programs and services have been structured in a way as to permit maximum flexibility and responsiveness to individual participant's references and choices
- Ensure Aurora Support Services full range of services has been portrayed in an easy-to-read Participant Information Pack which is provided to all current and prospective participants
- Promote and facilitate participants' rights to access support from an advocate, if they wish to

Policy Review

Document Owner/Approver	Assistant Executive Director
Date Reviewed	27 May 2026
Timeframe For Next Review	This policy is reviewed on a two-yearly basis. The policy will, however, be reviewed before this time if it is identified that changes in the legislative, policy and/or funding environment have rendered the policy no longer appropriate in its current form.
Next Review Due	27 May 2028

Policy Context

NDIS Rules and Standards	NDIS (Code of Conduct) Rules 2018 NDIS (Provider Registration and Practice Standards) Rules 2018 NDIS Practice Standards Core Module 1, Rights and Responsibilities – Independence and Informed Choices
Relevant Legislation	Disability Act 2006 NDIS Act 2013 Australian Human Rights Commission Act 1986 Charter of Human Rights and Responsibilities Act 2006 Equal Opportunity Act 2010



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	Guardianship and Administration Act 2019
	Medical Treatment Planning and Decisions Act 2016
Contractual Obligations	NDIS Conditions of Registration
	Individual Service Agreements for NDIS Participants
	Individual Brokerage Agreements for DSOA Participants
Related Policies and Procedures	Code of Conduct Agreement
	Compliments and Complaints Management Policy
	Diversity and Cultural Inclusion Policy
	Individual Needs Policy
	Participant Finance Policy
	Preventing and Responding to Workplace Bullying
	Privacy, Dignity and Confidentiality Policy
Related Forms and Documents	Participant Profile
	Interservice Communication Profile
	Person Centred Plans

Supported Decision Making and Dignity of Risk Policy – Easy Read

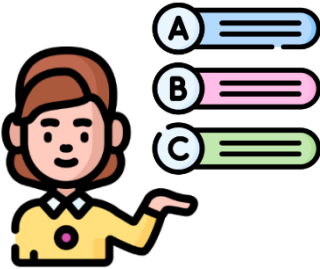


Your Rights

You have the right to make decisions about your life.

You can choose what you want in your daily life and your supports.

Your choices are important and will be respected.



How we support you

We will help you understand your choices.

We will give you information in a way that is easy to understand.

We will support you to make your own decisions.

You can ask for help if you need it.



Making decisions

You can make decisions about:

- Your health.
- Your money.
- Your lifestyle.

You are assumed to be able to make your own decisions.



Getting support

You can choose someone to help you make decisions.

This could be family, a friend, or an advocate.

They help you understand and communicate your choices.

The final decision is still yours.



If you cannot make a decision

A representative or guardian may help make decisions for you.

They must follow your wishes as much as possible.

They should think about what you would want.

Supported Decision Making and Dignity of Risk Policy – Easy Read



Dignity of Risk

You have the right to take risks.

This means trying new things, even if something could go wrong.

Staff will help you to understand the risks.

Staff will not stop you just because something is risky.

They will help you stay as safe as possible.



Your plan and meetings

You will have a Person Centred Plan (PCP).

This plan is about your goals, choices and supports.

Your plan is reviewed every year.

You will help create and review your plan.

You can include family or advocates if you want.



Having your say

You can share your ideas and opinions.

There are regular meetings where you can speak up.

Staff will listen to you.



Respect and inclusion

Your culture, language and beliefs will be respected.

Services will try to meet your individual needs and preferences.