

This policy is based on our commitment to deliver culturally responsive services to Aboriginal and Torres Strait Islander people as well as to people from culturally and linguistically diverse (CALD) backgrounds and guides staff to support people to exercise their rights and have choice and control over their services.

This policy is based upon the following principles,

- Achieve Australia respect the rights of people with disability in exercising choice and control about matters that affect them.
- Collaboration and consultation with people with disability (and other key stakeholders where appropriate) that promotes and ensures active choice and control in relation to the services and supports received.
- All people with disability are assumed to have capacity to make decisions, exercise choice, and provide informed consent regardless of their disability.
- People are supported to develop their capacity to make independent decisions.
- Timely information is provided in appropriate formats to support people to make informed decisions including people's rights and responsibilities.
- Choice includes smaller decisions about everyday living through to more complex consultation on co-design of service.
- Achieve Australia supports people with disability in a way that is appropriate to their circumstances and cultural needs to maximise opportunities to make choices and have control over decisions that affect their lives.
- Achieve Australia recognises the role of family, carers and advocates in representing people's interests and promoting choice and control in the planning and delivery of supports.

## Scope

This policy relates to all employees, contractors, volunteers and students on placement who deliver services to clients on behalf of Achieve Australia.

## Legislative Context

Refer to the Achieve Australia Legislation Register.

## Reference Documents

- [NDIS Practice Standards and Quality Indicators](#)
- Achieve Australia Privacy Policy
- Achieve Australia Customer Privacy and Dignity Policy
- Achieve Australia Customer Charter of Rights and Responsibilities
- Achieve Australia Information Management Policy and Procedure
- Achieve Australia Complaints and Feedback Policy and Procedure
- Achieve Australia Individual Needs and Planning Policy

Policy Owner	Chief Operations Officer
Approved By	Chief Executive Officer
Date Approved	01/02/2022