

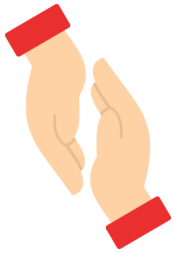
We at Zest Care support clients making their own decisions so they can have control over their own lives.

At different times clients may find choice and decision making hard.

By using **supported decision making**, we can help our clients stay in the driving seat.



WHAT IS SUPPORTED DECISION MAKING



Most of us have people we can talk to who help us make decisions. They may be friends, family or professionals. These are our **decision supporters**.

Supported decision making involves helping our clients to build skills, knowledge and understanding of their choices. With their consent, it also involves a client's **decision supporters**.

Sometimes decisions that a person makes can be risky.

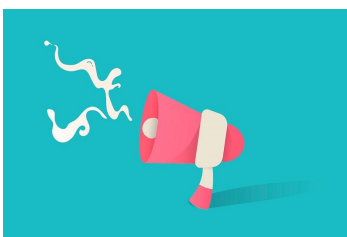
DIGNITY OF RISK

We all take risks to learn. As workers, it's our job to support clients to understand risks involved in their choices, not stop them from taking risks. You will do this by communicating the way the client understands and by involving the client's **decision supporters**.

If we believe a client understands these risks but still makes the same decision, it is their right and must be supported unless they're at risk of immediate harm. If so, call 000 then call the Office.



ADVOCACY



Sometimes a client might need someone independent to help them stand up for their rights. This could be if they don't have any decision supporters or if they are not acting in their own best interests.

This is called an **Advocate**.

What you need to do:

1. Break down information so it is understandable for the person you are supporting
2. Contact the office so we know what is happening for the client and we can support you in the process
3. Submit an Incident Report at report.zestcare.com.au