



Participant Communication, Inclusion, Advocacy, and Decision-Making Policy

1. Purpose

This policy outlines how You Psychology Adelaide ensures that all participants are communicated with in a way they understand, are supported to involve people of their choosing in their lives and decision-making, and are empowered to exercise choice and control in all aspects of their supports.

2. Scope

This policy applies to all employees, contractors, and volunteers of You Psychology Adelaide involved in the delivery of services to NDIS participants.

3. Policy Statement

We are committed to upholding the rights of people with disabilities to be informed, consulted, and empowered in their lives. We will communicate respectfully and clearly, support involvement of advocates or loved ones, and ensure decision-making processes give participants time and autonomy to choose the supports that are right for them.

4. Key Principles

- Respect for individual communication needs and preferences
- Support for choice, control, and decision-making
- Encouragement of involvement by trusted persons
- Promotion of access to independent advocacy
- Culturally responsive and accessible communication

5. Communication with Participants

We will:

- Communicate using each participant's preferred language or mode of communication, including Easy Read, Auslan, pictorial, or translated formats.
- Use interpreters or translation services where necessary.
- Provide written materials (e.g. Service Agreements, Handbooks) in accessible formats upon request.
- Record communication preferences in the participant's file.



6. Supporting Family, Friends, and Advocates

Participants have the right to:

- Involve family, friends, carers, advocates, or community in decisions or meetings.
- Nominate a person to speak on their behalf.
- Access independent advocacy services at any time.

We will:

- Inform participants about their right to involve others in all relevant documentation (handbook, service agreement).
- Include nominated persons in planning/reviews with the participant's consent.
- Provide brochures/posters about NDIS-registered advocacy services in accessible formats.
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7. Supporting Decision-Making and Choice

We will:

- Provide participants with information about options for supports and services in clear, accessible formats.
- Allow sufficient time to consider their options and seek advice before making decisions.
- Avoid pressure or influence over participants' decisions.
- Offer to include a support person or advocate in decision-making processes.
- Document all key decisions, including:
 - What options were presented
 - Who was involved
 - Whether the participant had time to decide
 - Whether consent was given

8. Recordkeeping and Evidence

The following will be recorded in the participant file:

- Communication needs/preferences
- Advocates or trusted persons involved



- Notes from meetings, including how choices were offered
- Evidence of informed consent
- Case notes or reviews showing how time and advice were offered before decisions

9. Staff Responsibilities

All staff must:

- Follow this policy when engaging with participants
- Undertake training in inclusive communication and supported decision-making
- Report any barriers to communication or decision-making to their supervisor
- Promote advocacy and participant rights at all times

10. Review

This policy will be reviewed annually or sooner if changes to legislation, NDIS Practice Standards, or service delivery models occur.

11. Related Documents

- Participant Handbook
- Service Agreement
- Consent Form
- Support Plan - Inclusive of Communication Methods
- Advocacy Brochure or Contact List
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12. References

- NDIS Practice Standards
- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)
- NDIS Code of Conduct