

Decision Making and Choices

TASSK are committed to ensuring clients have choice and control and are at the centre of services. We take time to learn about individual strengths, goals, aspirations and preferences to design the right supports for each person. This holistic and collaborative approach ensures that TASSK Pty Ltd can meet client expectations. Our services assist clients to maintain and improve lifestyles whilst increasing independence and involvement in the community.

The TASSK support or service plan is developed in collaboration with the client, client's family, advocate, our team, and any other required support professionals. TASSK regularly review the support plan to ensure that we are meeting client needs and personal requirements.

Restrictive Practices

TASSK services are determined by the NDIS Quality and Safeguards Commission whose guidelines are aligned with broader legal protections, including the Charter of Human Rights and Responsibilities, which protects individuals' rights to freedom, dignity, and self-determination.

Restrictive practices are a highly regulated area of disability support as they involve interventions that intentionally limit the rights or freedom of movement of a person, and their use is considered a serious matter under NDIS. While restrictive practices may sometimes be necessary to prevent immediate harm, they must always be used as a last resort and with the person's dignity and rights firmly in mind.

TASSK will therefore:

- Use the least restrictive form of support necessary to mitigate any risk of harm, ensuring that the person's human rights are respected and upheld.
- Only use restrictive practices as per the person's Positive Behaviour Support Plan and/or as a last resort in situations where there is an immediate risk of harm to the person or others.
- Support people with a focus on person-centred skill development to reduce and eliminate the use of restrictive practices.
- Ensure that any use of restrictive practices is consistent with relevant legislation, regulations, and guidelines.
- Record and report any use of restrictive practices in accordance with our organisation's incident reporting procedures.
- Regularly review and monitor the use of restrictive practices to ensure they are minimised and used appropriately.

Your Advocacy Rights

TASSK encourages clients to nominate an advocate or link to advocacy services. This ensures the client is listened to, their rights are respected, they have support to make informed

decisions and the advocate can speak on the client's behalf for decisions to be implemented or if the client needs are not met.

TASSK will assist clients to find an advocate if there is no one available within the client support network by providing a list of available advocacy services. Once an advocate is identified the Client Services Team Lead will have the client complete the TASSK Authority to Act as an Advocate Form.

With client permission, TASSK will:

- provide the advocate with all the information they need to ensure that TASSK (and any other service providers) are acting in the client best interest.
- work closely with the advocate and involve them in the planning of services that will be provided to the client.
- ensure our Staff understand the role of the advocate.
- Ensure the advocate is invited to attend consultation, person-centred planning and any other relevant meetings, reviews or conferences.

Clients are encouraged to use their advocate at any time they wish to communicate with TASSK. We provide the advocate with the opportunity to discuss problems or concerns they may have. Failure to adequately address the advocate's concerns will lead to our team informing them of our complaint process and providing the governing agencies' contact details who have the responsibility to ensure we perform our job correctly. It is also made known to clients that they can change their advocate at any time, but need to keep TASSK informed so we continue to speak with the correct person.

Conflict of Interest

TASSK Pty Ltd is committed to ensuring that actions and decisions taken at all levels in our organisation are informed, objective and fair. A conflict of interest may affect how a staff member acts or their choices. Identified conflicts of interest require action to be undertaken by our organisation to ensure that personal or individual interests do not impact clients or our services, activities or decisions.

TASSK requires all staff to declare their involvement in external work-related activities to allow for discussion and management of the potential conflicts of interest with the Client Services Team Lead. Declaration and management of a conflict of interest are handled by the Chief Operations Manager.

Clients are encouraged to let us know if they feel there is a conflict of interest. We will provide a Conflict of Interest Declaration Form for the client to complete. In the event a client declares or identifies a conflict of interest, the COM will assess the conflict to determine if a conflict of interest exists (or there is a perception that a conflict exists). A meeting will be convened to discuss the conflict, and the client may be asked to:

- contribute to the discussion, but abstain from voting or taking part in a decision on the matter

- observe but not take part in the meeting or decision-making
- leave the meeting during the discussion and before a decision has been made.

All potential and actual conflicts will be recorded in the Continuous Improvement Management System to oversee the identified and declared conflicts. Clients will be informed of the outcome of the review by the Compliance Services Manager and, if there is a conflict, advised how our organisation will manage the conflict.