

<b>Policy Title:</b>	<b>Person Centred Approach to Service Delivery</b>
<b>Policy Number</b>	NDIS P-3.5
<b>Indicators of Practice</b>	3.1
<b>Quality St/EO</b>	Standard 3: Individual Outcomes
<b>Date created</b>	21 May 2018
<b>Review date</b>	May 2021
<b>Approved</b>	<b>Date: 21/5 2018</b>

<b>Purpose</b>	St Basil's promotes and protects individual rights including freedom of expression, self-determination and decision-making.
<b>Scope</b>	This policy applies to all volunteers and staff employed or contracted by St Basil's.
<b>Policy</b>	<p>St Basil's recognises that each person with a disability has a right to receive a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals.</p> <p>St Basil's is:</p> <ul style="list-style-type: none"> <li>• Committed to ensuring all individuals who are in receipt of services are actively involved in the planning, implementation and review of their services. Services are designed and delivered around their individual circumstances, needs and preferences; including their family, friends and advocates of choice.</li> <li>• The organisation works within the NDSS definition of person-centredness: <i>Describes service and supports that are centred on an individual and their strengths, needs, interests and goals. Person-centred service delivery ensures that people with disability lead and direct the services and supports they use.</i></li> <li>• Staff are provided with training in relation to the philosophy of person-centred planning and support, this includes a strengths-based approach to identifying skills and life goals.</li> <li>• Involve the participant and key family members, guardian and/or advocate, where appropriate, in the development of a person-centred support plan.</li> <li>• Collect necessary information in relation to the participant to assist in the development of the person-centred support plan that reflects their strengths, needs, preferences and life goals.</li> <li>• As far as practicable, given the availability and flexibility of organisational resources, construct a person-centred support plan that reflects the needs and preferences of the individual and where applicable that of the family, guardian and/or advocate.</li> <li>• Provide a copy of the support plan to the participant; and where applicable to the family, guardian and/or advocate.</li> <li>• Commit the appropriate organisational resources to delivering services in accordance with the agreed support plan.</li> <li>• Review the support plan at least annually or sooner if the participant's or family, guardian and/or advocate's circumstances, needs or preferences change significantly or a request by the participant is made to undertake a review.</li> </ul>

<b>Resources</b>	<b>Relevant legislation and policy</b> <ul style="list-style-type: none"> <li>• National Standards for Disability Services</li> <li>• National Disability Insurance Scheme 2013</li> <li>• National Disability Insurance Scheme Quality and Safeguarding Framework</li> </ul>					
<b>Related Policies</b>	<table border="1" data-bbox="391 447 912 703"> <tr><td>National Standards for Disabilities</td></tr> <tr><td>2.2 Community Access</td></tr> <tr><td>2.4 Liaison and collaboration with other agencies</td></tr> <tr><td>2.7 Promoting and supporting individual preferences</td></tr> <tr><td>3.3 Decision making and choice</td></tr> </table>	National Standards for Disabilities	2.2 Community Access	2.4 Liaison and collaboration with other agencies	2.7 Promoting and supporting individual preferences	3.3 Decision making and choice
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<b>Related procedures</b>	<table border="1" data-bbox="391 842 912 951"> <tr><td>National Standards for Disabilities</td></tr> <tr><td>PD 002 Choice and Control</td></tr> <tr><td>PD 006 Valued Status</td></tr> </table>	National Standards for Disabilities	PD 002 Choice and Control	PD 006 Valued Status		
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<b>Associated documents</b>	Support Plan Feedback Data Base Plan for Continuous Improvement					