



1.6 PERSON CENTRED SUPPORTS POLICY

Wagtail Therapy
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Policy Statement

The purpose of this policy is to ensure that services to all clients of Wagtail Therapy will be designed and delivered around their individual circumstances, needs and preferences in order to provide the most appropriate, relevant and effective service. References applicable to this policy are:

- NDIS Act 2013
- NDIS Code of Conduct
- NDIS Practice Standards
- UN Convention of Rights of Persons with Disability
- Disability Discrimination Act 1992
- Equal Opportunity Act 1984
- Universal Declaration of Human Rights
- Carers Recognition Act

Scope

This policy relates to all Wagtail Therapy activities and applies to all employees, contractors and others who may act on behalf of Wagtail Therapy.

Principles

Wagtail Therapy acknowledges that all individuals, regardless of their support needs, gender, race, ethnicity, religion or nationality are central to the planning of supports to be provided. Wagtail Therapy acknowledges the role of significant others/carers and families in this process and is committed to providing quality supports that are tailored to meet individual needs that are flexible and responsive to changing circumstances.

Meeting Individual Needs:

- Is multi-dimensional and looks at the whole person in the context of their community and the range of formal and informal supports required to maintain and promote their overall quality of life.
- Involves the client, their family and significant others in the process of identifying needs, personal goals, planning of services and regular review.
- Is carried out by an informed, experienced staff member with good knowledge of the organisation and local services.
- Is flexible and responsive to meet changing needs.
- Promotes valued roles for the individual.
- Has adequate safeguards and grievance procedures.
- Planning is focused around the goals of people of similar age and service requirements.

Wagtail Therapy service tailored to the individual needs of each member. The aim of the individual needs and goals identification is:

For the Person

- To provide an overview of the clients support needs and goals to be met by the organisation
- To provide opportunity for the client and the most significant people in the person's life to participate in planning the direction of the clients service
- To provide a guide (via objectives) for staff about what their role, tasks and responsibilities are for the next 12 months with respect to improving the quality of service for the client.
- To provide a method to systematically review how appropriately a clients goals are being met



- To identify any critical areas that may require more detailed planning and support.

For the Organisation

- To provide a system that ensures all clients are regularly reviewed and that their needs are met appropriately
- To provide a system that helps measure how well the organisation adheres to the NDIS Practice Standards
- To provide a system that collects individual client's information that can be used to shape organisation and individual plans.

Procedure

The following procedures are to be implemented to ensure that the organisation meets its policy objective of designing and delivering services around members' individual circumstances, needs and preferences. Wagtail Therapy will:

- Involve the client and significant others, where appropriate, in the development of an individual support plan should the client chose to have one.
- Collect only necessary information to properly inform the individual support planning process.
- Seek the client's and family's input in the determination of their specific support needs by way of an initial meeting, therapist discussion of therapy goals and creation of an Individual Support Plan.
- Seek the client's and family's input in constructing an individual support plan that meets the agreed support needs.
- Include arrangements, where required, for proactive support for preventative health measures, including support to access recommended vaccinations, dental check-ups, comprehensive health assessments and allied health services
- Construct an individual support plan that reflects the preferences of the client and family.
- Each client's individual support plan is provided to them in the language, mode of communications and terms they are most likely to understand.
- Client's individual support plans are readily accessible to them and to workers providing supports to them.
- Fully document the individual support plan and provide a copy to the client and family.
- Where this is not practicable to provide a copy to the client/family, or the participant chooses not to have a support plan, a record is made of the circumstances under which the participant did not receive a copy of their agreement.
- Commit the agency to delivering services in accordance with the agreed individual service plan.
- Review the individual support plan at least annually or sooner if the members or family's circumstances, needs or preferences change significantly, or a request is made to undertake a review.
- Provide NDIS End of Plan progress reports to the client/family prior to submission to NDIS to ensure that all future goals and requested services are in alignment and agreed upon by the client/family.

Responsibilities

The following performance standards must be met to ensure that the procedures specified are implemented effectively:

- 1) The Policy on Person Centred Support is made available to individuals and families and staff.
- 2) Staff have been provided with training in person centred practices and are familiar with the concepts of individual needs.



- 3) Clients and their families/carers (when appropriate) have been involved from the outset in designing the individual support plan.
- 4) Only necessary information is held by the organisation and treated in accordance with the Policy on Privacy and Confidentiality.
- 5) Clients and families have contributed in a meaningful way to the determination of their support needs.
- 6) Clients and families have had a primary decision making role about how agreed services are delivered.
- 7) Clients and families have a current written copy of the individual support plan if they have chosen to have one and a copy of the plan is available for the involved therapists.
- 8) Individual support plans have been reviewed annually, or sooner if:
 - a) circumstances, needs or preferences have changed significantly, or
 - b) a request has been made to undertake a review by the member or family.
- 9) Any grievances have been addressed in accordance with the person centred support principles outlined in this policy and the Policy on Complaints Resolution.

Review

This Policy will be reviewed on a bi-annual basis. However, if at any time where change is identified as being needed through legislative changes or service requirements, the Policy will be amended accordingly. This Policy will still remain in force after its review period if not reviewed, or until changed or withdrawn.