



**PERSON-CENTRED
SUPPORTS POLICY &
PROCEDURES**

SEPTEMBER 2022



Table of Contents

Glossary of terms.....	3
Policy Purpose.....	4
Scope	5
Policy Statement.....	5
Roles and Responsibilities	5
Procedure Purpose	8
A Person-Centred Approach at ICAS	8
How will we do this?.....	9
Our Commitment to Participants	10
1. Service Agreement.....	10
2. Assessment	11
3. Support Plan	12
4. Responsive Support Provision	13
Related documents/resources.....	14



Glossary of terms

Term	Definition
Choice and control	A participant has the right to make their own decisions about what is important to them and to decide how they would like to receive their supports and who from.
Chosen Supporters	The support network of a participant: for example, family, friends, carers, advocates, and other people who have a supportive relationship with a participant
Freedom of Expression	The freedom of a participant to seek, receive and impart information and ideas on an equal basis with others and through all forms of communication of their choosing.
‘Need to Know’ Basis	A principle or policy where agencies or individuals are told only what is necessary for them to know to allow them to carry out a task effectively and in the interest of the participant.
Self-determination	Participants are supported as far as possible to make their own decisions and control their own lives.
Participant	A person who meets the NDIS access requirements.
Person Centred	<p>Person centred approaches:</p> <ul style="list-style-type: none"> - place the participant at the centre of any planning and support process - allow the participant to choose and direct the support they receive according to their aspirations and goals, and how they receive that support - focus on the strengths, contributions, and abilities of the participant - recognise the uniqueness of each participant - work to maximise personal connection and social participation
Policy	A statement of intent that sets out how an organisation should fulfil their vision, mission and goals
Procedure	A statement or instruction that sets out how a policy will be implemented and by whom
Service Agreement	A written agreement between the provider and the participant detailing the supports to be provided and any conditions surrounding those supports
Support Plan	A plan developed with the participant, and where requested by the participant, the participant’s chosen supporters, by an appropriately skilled professional within our organisation prior to the commencement of supports



Policy Purpose

This policy is to ensure that supports accessed by participants through Individualised Community Access Services (ICAS) promotes, upholds, and respects the legal and human rights of participants. This includes the rights of participants to freedom of expression, self-determination, and decision-making. These rights are set out in the [United Nations Convention on the Rights of Persons with Disability](#).

Objectives:

The Person-Centred Supports policy aims to achieve the following:

- We will ensure participants exercise choice and control in relation to supports delivered to them by our organisation.
- We will ensure the legal and human rights of participants are upheld in the way our supports are delivered.
- We will recognise the personal and gender identity of participants and seek advice from them as to how we can best deliver supports that respect and uphold their identity.
- We will make sure every participant will be offered the opportunity to choose whom they would like involved in decisions relating to the delivery of their support.
- We will communicate with participants about the provision of supports in a way responsive to their needs and to their choices. This may include (but is not limited to) the use of translator services and/or different modes of communication (for example, in Easy English or pictorial formats), in ways individual participants indicate is best understood by them.
- We guarantee that every participant will have individual support plan developed with them and their chosen support people by our organisation. Wherever possible, the person with disability will make the final decision as to their agreement with their plan.
- We will offer every participant the opportunity to choose whom they would like to be involved in the development of their individual plan and to assist in supported decision-making related to the plan. Examples of others who may be involved include (but are not limited to) advocates, carers, family, and other services providing supports.
- We will develop plans with participants in appropriate formats as requested by the participant; and/or in formats appropriate for the developmental stage of children and young people.
- Our planning process will, where relevant, maximise personal connection, social participation, and connection with the participant's chosen community.
- We will ensure our staff understand the legal and human rights of participants and incorporate them into everyday practice.



Scope

This policy applies to all employees within ICAS.

Policy Statement

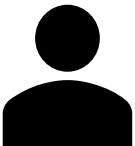
ICAS will ensure, as far as possible, the capacity of all participants who access our supports to determine their own best interests and to make decisions about their own lives. Where supported decision-making or nominee decision-making is in place, we will work with participants and their chosen supporters (where reasonable and possible) to support independent decision making over time.

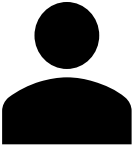
Our **Person-Centred Supports** policy is based upon:


- Our recognition of the legal and human rights of each participant.
- The participant's right to choice and control of supports delivered by us.
- Our commitment to communicating with participants in the language and mode that they identify and best understand.
- Recognising and respecting the individual identity and personhood of each participant.
- Ensuring as far as possible the participant is supported to engage with family, friends, and his/her/their chosen community.

This policy complies with the requirements under the [National Disability Insurance Scheme Quality Indicator Guidelines 2021](#) and [NDIS Code of Conduct](#)


Roles and Responsibilities

Director	Responsibility	Delivery
	Establishing a culture that promotes the recognition and commitment to upholding of the legal and human rights by all staff.	<p>Openly reports on organisation's commitment and compliance with the legal and human rights of participants.</p> <p>Reviews and identifies issues and encourages staff to make recommendations to implement ongoing continuous improvement.</p> <p>Ensures the Person-Centred Supports policy is properly administered.</p> <p>Reviews the Person-Centred Supports policy with management and staff annually.</p> <p>Supports and ensures staff are trained in Person-Centred Supports processes.</p>

Quality Assurance Officer	Responsibility	Delivery
	<p>Manages and maintains the application of the Person-Centred Supports policy.</p>	<p>Frequently reports to Director on issues and compliments relating to the Person-Centred Supports policy and procedures.</p> <p>Ensures the understanding, and application, of the Person-Centred Supports policy and procedures.</p> <p>Analyses compliance with Person-Centred Supports policies and procedures across their team and works with the Director to implement quality improvement processes.</p> <p>Works with the Director and staff to encourage feedback from participants in relation to the Person-Centred Supports policy and procedures to support quality improvement processes.</p> <p>Supports and encourages staff to deliver Person-Centred supports and delivers mentoring and training where deficits are identified.</p> <p>Provides adequate training to staff to ensure Person-Centred Supports are understood and delivered.</p> <p>Acknowledges and rewards staff who demonstrate excellence in delivering Person-Centred Supports.</p>

Staff who work with participants	Responsibility	Delivery
	<p>Ensures delivery of Person-Centred Supports in accordance with ICAS's Person-Centred Supports Policy and Procedure.</p>	<p>Comply with the Person-Centred Supports policy and procedure.</p> <p>Provide feedback to management on issues and opportunities relating to the delivery of Person-Centred Supports.</p> <p>Understand, practice, and deliver the Person-Centred Supports policy and procedures in working with participants.</p> <p>Identifies opportunities for improvements in the Person-Centred Supports policy and procedures.</p>



All staff	Responsibility	Delivery
	<p>Demonstrates compliance with ICAS 's Person-Centred Supports policy.</p> <p>Attends/undertakes training on Person-Centred Supports.</p>	<p>Provides feedback to management on issues arising from complaints.</p> <p>Understands and practices the Person-Centred Supports policy and procedures in any interactions with participants.</p> <p>Is aware of, and understands, changes to the Person-Centred Supports policy and procedures.</p> <p>Implements quality improvement changes as directed by management from evaluation of performance against the Person-Centred Supports policy and procedures.</p>

Last Reviewed: 21st September 2022

Last Updated: 21st September 2022



Signed: by Director



Procedure Purpose

These procedures have been developed to provide guidance to all staff in implementing our Person-Centred Supports policy.

- Some participants may, in some limited circumstances, have a parent or guardian to make decisions for them. Parents and guardians must reflect the needs and goals as identified by the person with disability and make decisions to best maximise the participant's wellbeing in all aspects of his/her/their life. ICAS will work with the nominee as required to achieve this end.
- Where supports are being provided to a young person or child under 18, we will work with parents or guardians who will make decisions to maximise personal and social development of the child, in consultation (where appropriate) with the child or young person.
- We recognise and support through this policy the ability of some young people to make their own decisions rather than a parent or guardian, where it is appropriate in terms of the supports delivered. ICAS will work with the nominee as required to achieve this end.

These procedures provide guidance to staff to ensure that supports accessed by participants through ICAS promotes, upholds, and respects the legal and human rights of participants. This includes the rights of participants to freedom of expression, self-determination, and decision-making in all our interactions with them. Staff are also required to refer to our **ICAS Staff Handbook** which provides further guidance on how legal and human rights are incorporated into everyday practice.

This procedure should be read in conjunction with our [Person-Centred Supports Policy](#).

A Person-Centred Approach at ICAS

ICAS is committed to a Person-Centred Approach in delivering supports to participants.

Person Centred Supports are central to our philosophy, our mission, and our business model.

Our Person-Centred approach means we will:

- Place participants at the centre of any planning and support process.
- Allow participants to choose and direct the support they receive from us in accordance with their aspirations and goals.
- Recognise the uniqueness of every participant.
- Respect the identity of every participant.
- Always focus on the strengths, contributions, and abilities of participants in all our interactions with them and their chosen supporters.
- Recognise the participant's chosen supporters as partners.



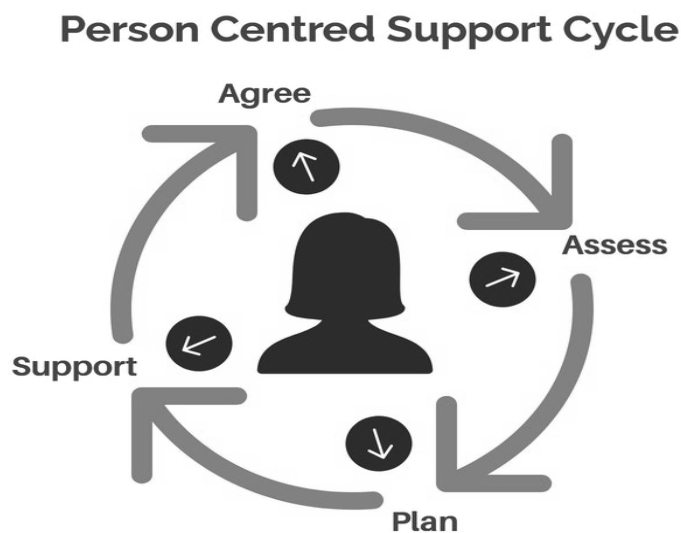
- Work with participants and chosen supporters to maximise personal connection, social participation, personal decision making, and independence.

We will listen to participants and their chosen supporters in relation to how well we are doing in delivering person centred approaches. This means we will actively respond to their feedback and complaints relating to how well we are doing in ensuring person centred approaches are incorporated in everything we do at ICAS.

We acknowledge the rights to self-determination, dignity, and respect for all people with disability, not only our participants.

How will we do this?

We will apply our Person-Centred Approach in every interaction with our participants.



Our Commitment to Participants

Participants are at the centre of every stage of our Service Agreement, Assessment, Support Planning, and Responsive Support Policy and Procedures.



1. Service Agreement

When developing **Service Agreements** with participants we will:

- Place participants at the centre of the Service Agreement process. This means allowing participants to tell their story including what their needs and goals are, any particular requirements for communication, about their identity and how they would like to be known by us, who is in their support network and community, what other supports they receive, what they like to do, current employment (if relevant), likes and dislikes, support preferences (for example, worker of a particular gender), their chosen supporters, preferred decision making approach. Where the participant has provided documentation and given consent, we will review other relevant documentation to assist in the Service Agreement process should the participant not wish to re-tell all or part of his/her/their story.
- We will ensure the Service Agreement meeting and the Service Agreement itself is conducted and documented in the language, mode of communication, and format the participant has identified suits them best.
- Allow participants to choose and direct the support they receive from us in accordance with their aspirations and goals: for example, when and how frequently the support is received, by who, and how.
- Focus on the strengths, contributions, and abilities of participants in developing a Service Agreement.
- Recognise the participant's chosen supporters as partners in the Service Agreement process, where relevant.



- Ensure participants understand our Privacy and Dignity Policy, particularly in relation to information collected for the purpose of providing support.
- Work with participants and chosen supporters to maximise personal connection, social participation, personal decision-making, and independence, in offering supports.
- Maximise informed choice about ICAS and supports by providing:
 - Information about service costs
 - When supports may be withdrawn
 - Advising of any participant requests we are unable to meet, and why.
- Ensure, as far as possible, the Participant and their chosen supporters (where appropriate) understand what has been agreed between parties in the Service Agreement. For example, we will re-read the Service Agreement with the participant and chosen supporters (where appropriate), and answer any questions raised by the participant and their chosen supporters.
- Ensure the participant is aware of the process to cancel or vary the Service Agreement.
- Seek the participant's consent to speak with other support providers, community members, and chosen supporters as appropriate to assist in assessment and support co-ordination.
- Actively facilitate informed choice in relation to the Service Agreement as appropriate.
- Co-sign the Service Agreement with the participant and chosen supporters (where appropriate).
- Where the participant chooses not to have a service agreement, we will document clearly what was agreed with the participant, and why the participant did not receive a copy of their service agreement. Should a copy of the service agreement be requested later, we will provide this to the participant in the mode and format of communication best understood by the participant.
- Provide a copy of our Policies and Procedures in the format/language of their choosing (as far as is possible).
- Allow the participant to take the draft Service Agreement away to consider should they be uncertain, to seek further advice, and to review their options.

2. Assessment

When undertaking **Assessments** with participants for the delivery of supports, we will:

- Ensure the person undertaking the assessment is the person best placed to do so.
- Take a strengths based approach, focusing on the abilities and strengths of the participant.
- Ensure participants are aware of the ability to include chosen supporters in their assessment.
- Advise the participant of the process to be undertaken in assessment, and what each step will require.
- Ensure the assessment is undertaken using the preferred communication mode of the participant.



- Ask the participant about their culture, identity, values, and beliefs, and how they would like these reflected in their supports.
- Use information gained at the Service Agreement meeting, or with the participant's permission, use existing information provided by the participant and/or chosen supporter to inform the assessment process to avoid re-telling of the participant's story.
- Actively facilitate informed choice in relation to the Assessment process as appropriate.
- Where the participant requests and/or has given consent, contact other support providers, community members, and chosen supporters of the participant to assist in compiling information to assist the assessment process.
- Undertake any physical or personal assessments required for provision of support with care, dignity, and respect, in accordance with professional and/or NDIS standards, rules, and guidelines.
- Explain the outcome of the assessment to the participant and chosen supporters, then discuss with the participant and the chosen supporter where appropriate the implications of the assessment for the chosen support to be delivered.
- Provide any information on limitations to support, or opportunities to expand support, following assessment.
- Allow the participant to consider any conflicts between assessment and preferences identified at the Service Agreement meeting, and how these may be resolved.
- Allow the participant to direct, following this discussion, how his/her/their supports will be delivered.
- Check with the participant whether the assessment reflects their understanding of their own strengths, abilities, and unique identity.
- Explain our Feedback and Complaints Policy where the participant is dissatisfied with the outcome of their assessment.
- Provide the participant with a copy of their assessment using the language, mode of communication, and terms, which are requested, and best understood, by the participant.

3. Support Plan

When developing a **Support Plan** with a participant we will:

- Ensure the participant directs the Support Plan process, with facilitation from our trained staff, in partnership with the chosen supporters of the participant.
- Ensure the Support Plan is developed in a way responsive to the participant's needs, in the language of their choosing (translation may be required), and in a format the participant understands.
- Work with the participant to ensure that supports provided uphold their identity, culture, values and beliefs.
- Actively facilitate informed choice in relation to the Support Plan as appropriate.
- Using information gained at assessment, facilitate the participant to identify their goals, needs, and aspirations.



- Work with the participant and chosen supporters to link agreed supports to goals identified.
- Reflect the delivery of supports as directed by the participant – for example, frequency, gender of staff member, location.
- Encourage the participant to consider how their identity, beliefs, and culture can be reflected in support provision where appropriate.
- Work with the participant to identify any risks associated with the delivery of supports chosen and identify mitigation strategies that will allow participants to exercise dignity and to take reasonable risks as they see fit.
- Agree with the participant the review process for their Support Plan.
- Allow the participant to take the draft Support Plan away to consider should they be uncertain, to seek further advice, and to review their options.
- Review the support plan with the participant if the participant feels progress is not being made or changes their goals. Plans will be reviewed at least annually.
- To assist in the provision of connected supports that assist the participant to maximise their potential and participation in social, economic, and community life, we will ask participants if they agree to sharing their support plan information with other members of their family and community selected by them, with other providers of supports, and other government agencies on a, 'need to know,' basis.

4. Responsive Support Provision

When providing supports to participants we will:

- Deliver on the participant's support plan in the way the participant directs.
- Work with the participant to make any reasonable adjustments to support provision, environments, and equipment to maximise the health, dignity, quality of life, and independence.
- Partner with the participant to deliver supports that maximise independence while reducing intrusion.
- Ask participants if they agree to sharing their support plan information with other members of their family and community selected by them, with other providers of supports, and other government agencies on a, 'need to know,' basis. The purpose of any information sharing is to meet participant needs.
- Ensure our workers are appropriately trained in delivering the support required, as well as understanding the participant's needs and preferences.
- Respond to requests from the participant to amend supports provided to best meet the goals they have identified.
- Take feedback and complaints from participants in relation to our support provision, and act on suggestions raised by participants and their chosen supporters to improve ICAS in relation to the delivery of person-centred supports.



Related documents/resources

Applicable NDIS Practice Standards Policies and Procedures

- All policies and procedures of ICAS
- **Person-Centred Supports**
- Individual Values and Beliefs
- Privacy and Dignity
- Independence and Informed Choice
- Violence, Abuse, Neglect, Exploitation and Discrimination
- Access to Supports
- Support Planning
- Service Agreements with Participants
- Responsive Support Provision
- Transition to or from the provider
- Easy English – Person-Centred
- Easy English – Privacy and Confidentiality
- Easy English – Support Planning
- Easy English – Feedback and Complaints
- Easy English – Advocacy
- Easy English – Choice and Control
- Easy English – Keeping Safe
- Easy English – Quality Improvement

Applicable Forms / Registers / Tools

- Client Consent Form
- Declaration to maintain confidentiality
- Feedback & Complaint Form
- Support Plan
- Staff Handbook
- Client Handbook

Applicable Legislation

- [National Disability Insurance Scheme \(Quality Indicators\) Guidelines 2021 \(Notifiable Instrument\) \[F2018N00041\]](#)
- [National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2021 \[F2018L00631\]](#)
- [NDIS Code of Conduct](#)