

Person-Centred Practice Policy

1. Purpose

Inala Community House (ICH) National Disability Insurance Scheme (NDIS) is committed to ensuring all participants receive person-centred supports, as directed through this Policy.

2. Scope

This policy applies to all ICH NDIS representatives including key management personnel, Directors, full time workers, part time workers, casual workers, contractors, volunteers, students. For the purpose of this policy, these persons shall be referred to as workers.

It applies to supports and services provided to all participants.

3. Definition

Person-Centred Practice: When providing person-centred supports, the participant is at the centre of those supports, not the service provider. This means the focus is on what matters most to the participant and their family and/or carer.

4. Policy

4.1 Principles and benefits of person-centred practice

The key principles that underpin a person-centred practice:

- The participant is at the centre
- The participant's wider social network is involved as full partners
- There is a partnership between the program, the participant, and their family/carer
- The participant's whole of life is considered

The benefits of a person-centred approach are that:

- The wishes of each participant are respected
- Each participant is encouraged to make informed choices
- It provides flexibility to meet the diverse needs of each participant
- It improves personal development of participants by broadening their experiences
- It improves participant experience and overall satisfaction of participants

4.2 ICH NDIS' commitment to a person-centred practice

As part of ICH NDIS' commitment to a person-centred practice, the program will:

- Ensure supports and services are in line with the needs, goals and desires of each participant
- Listen to each participant and those who know them best to understand what they want for their lives
- Support each participant to develop individual outcomes so that it's clear what success looks like
- Support each participant to identify and prioritise obstacles in the way of achieving their outcomes
- Support each participant to set steps or goals to address challenges to achieving their outcomes
- Ensure our workers are trained, supported and motivated to follow the principles of this policy
- Support each participant to engage with their support network and chosen community as directed by them.

5. Review

This policy remains in effect unless otherwise determined by resolution of the Board of Directors.

This policy will be reviewed every two years or sooner as required.

6. Related Documents

Policies

ICH NDIS Participant Rights Policy
ICH NDIS Abuse, Neglect and Exploitation Policy
ICH NDIS Duty of Care and Dignity of Risk Policy
ICH NDIS Decision Making and Consent Policy
ICH NDIS Diversity and Inclusion Policy
ICH Anti-Bullying Policy
ICH Anti-Discrimination Policy
ICH Anti-Sexual Harassment Policy
ICH Service User Support Policy
ICH Service User Protection Policy

Other Documents

Participant Rights (easy read)

References

CentroAssist Policy Portal
NDIS (Quality Indicators) Guidelines (Cth)
National Disability Insurance Scheme Act (Cth)