
P001 – Person Centred Support Policy

1. Purpose

The purpose of this policy is to ensure that the participants we support are at the heart of planning and decision-making. By doing so, we can best identify their needs, aspirations, and strengths, and develop plans to achieve what matters most to them.

2. Scope

This Policy applies to all employees, sub-contractors and volunteers of District 360 and all services and support delivered.

3. Definitions

Duty of Care: Duty of Care is an ethical and legal concept relating to the law of negligence. It arises whenever a person is paid or has direct or indirect responsibility for the welfare of another person.

Participant: a person with a disability receiving a service and/or support from District 360.

Staff: a member of a team of people at District 360, paid or voluntary, that provides direct or indirect support to a person with a disability who is in receipt of services and/or support from District 360.

4. Policy Statement

District 360 is committed to embedding a person-centred approach to all services and support delivered. A person-centred approach is about ensuring a person with a disability is at the centre of decisions which relate to their life. A person-centred process involves listening, thinking together, coaching, sharing ideas, and seeking feedback. This process is ongoing to make sure each person is supported towards their personal goals, even as they evolve and change.

District 360 will ensure its approach to person-centred planning:

- builds on the person's strengths, gifts, skills and abilities, goals, objectives and aspirations
- supports personal empowerment through choice and control, and provides meaningful options for the person to express preferences and make informed choices (assisted and supported as needed to do this) in order to identify and achieve their hopes, goals and aspirations
- is a framework for providing services, supports and interventions that meets the person's needs, and that honours the person's goals and aspirations for a lifestyle that promotes dignity, respect, independence, mastery and competence
- supports a fair and equitable distribution of financial and system resources

- aims at creating community connections (i.e.. social inclusion and citizenship) and hence encourage the use of all natural/informal supports as well as those from specialist and mainstream services to assist in ending isolation, disconnection and disenfranchisement by better engaging the person with their community and their community with the person
- sees the person in the context of their culture, ethnicity, language, religion, sexuality, gender identity and all of the elements that compose the person's individuality and their family's uniqueness is acknowledged, respected and valued in the planning process
- supports mutually respectful partnerships between the person, their family/friends and service providers/professionals and recognises the legitimate contributions of all parties involved.

5. Performance Standards

This policy will be made available to participants prior to the provision of service to them and the creation of their participant record file. This policy will be reviewed annually, with consultation of representatives of parties involved. All District 360 staff will be informed of and be familiar with the Policy, and staff will undertake training on the policy within District 360. All staff, contractors and volunteers are responsible for their own individual actions in complying with the Policy.

District 360 success in achieving the goals of this policy is based on the following:

1. Each person will be provided with the opportunity to communicate and achieve their personal goals and aspirations.
2. District 360 will establish clear procedures on how a person-centred approach will be embedded within the services.
3. District 360 will engage and empower staff to implement person-centred service delivery and support.
4. Each participant will have a plan developed to guide the achievement of their needs, aspirations and wishes for their future, and this plan will build upon the strengths of the individual.
5. Staff will be supported to understand and align with the values and behaviours of a person-centred approach.

6. Other relevant policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies, including;

- Duty of Care
- Code of Conduct
- Positive Behaviour Support Policy

7. Legal and Regulatory Standards

This Policy was developed in accordance with:

- NDIS Practice Standards

Relevant legislation

- The National Disability Insurance Scheme Act 2013 (NDIS Act)
- WA Disability Services Act 1993
- VIC Disability Amendment Act 2017

8. More information

Person-Centred Toolkit - <http://helensandersonassociates.co.uk/person-centred-practice/person-centred-thinking-tools/>

If you have a query about this policy or need more information, please contact the management team at info@district360.com.au

9. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Tanya Johnston
Approval Date	14 April 2021
Last updated Date	21 May 2024
Next Review Date*	21 April 2025
Last amended	- Updated Policy purpose

** Unless otherwise indicated, this procedure will still apply beyond the review date.*

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