

POLICY

PERSON CENTRED APPROACH

1. Purpose

This policy governs the use of a person-centred approach. A person-centred approach ensures participants are at the centre of planning and decision making. This approach works with participants to identify their needs, aspirations and strengths and to develop plans with each person to achieve what is important to them now and into the future.

2. Scope

This policy applies to all existing and potential participants of EPIC Support Services, their family members and carers, and all employees and volunteers.

3. Definitions

Participant: a person with a disability receiving a service and/or support from EPIC Support Services.

Employee: a member of a team of people at EPIC Support Services, 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 EPIC Support Services.

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.

4. Policy Statement

EPIC Support Services is committed to embedding a person-centred approach to all services and supports delivered. A person centred approach is about ensuring a person with a disability is at the centre of decisions in relation to their life. A person centred process involves listening, thinking together, mentoring, 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.

EPIC Support Services 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 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 values 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 (ie. social inclusion and citizenship) and hence encourages 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 on a two-yearly basis, with consultation of representatives of parties involved. All EPIC Support Services employees will be informed of and be familiar with the policy, and employees will undertake training on the policy within EPIC Support Services. All employees and volunteers are responsible for their own individual actions in complying with the policy.

EPIC Support Services' success in achieving the goals of this policy is based on the following:

- Each person will be provided with the opportunity to communicate and achieve their personal goals and aspirations.
- EPIC Support Services will establish clear procedures on how a person-centred approach will be embedded within the services.
- EPIC Support Services will engage and empower employees to implement person-centred service delivery and support.
- 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.
- Employees will be supported to understand and align with the values and behaviours of a person-centred approach.

RELATED DOCUMENTS
Code of Conduct
Duty of Care
Positive Behaviour Support Policy

RELEVANT LEGISLATION OR STANDARDS
--

National Standards for Disability Services
--