

## **Policy: Individual Needs and Planning**

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### **Purpose**

Achieve Australia has a responsibility to make every attempt to meet the needs and goals of each person who accesses our services and supports. This requires careful planning for each person's long and short term needs and goals.

It is important that each person we support (and their chosen network) is actively involved in deciding how the service will support them, ensuring their needs, goals and wishes are met in a safe environment.

Our Individual Needs and Planning Policy is based on

- our recognition of the legal and human rights of each person we support
- the person's right to choose and control the supports delivered by us
- our commitment to maximising opportunities for independence, dignity of risk and informed choice for people we support
- our commitment to communicating with each person in the language and mode that they identify and best understand
- the importance of promoting the use of independent advocates at all stages of support provision (as requested by the person)
- recognising and respecting the individual identity, autonomy and personhood of each person we support
- ensuring that the person is supported to engage with family, friends, and their chosen community if they wish
- our compliance with the requirements of the National Disability Insurance Scheme) Quality Indicator Guidelines 2018) and the NDIS Code of Conduct
- addressing identified risks associated with the care of the children and young people
- addressing, in some cases with the care of a child or young person, the aspirations of parents or family members.

### **Scope**

This policy relates to all staff responsible for delivering services to Achieve Australia clients, including children and young people across the following program areas

- Accommodation
- Day Program
- Drop in Support
- Respite
- Supported Employment

This Policy relates the relevant individual planning policies, processes and work instructions at Achieve Australia including

- VOOHC Case Planning Policy
- VOOHC Entry Procedure
- My Plan Parts 1 & 2 (My Story and Future Planning) Policy and Work Instructions
- Entry (Client Entry to Achieve Australia) Policy and Procedure
- Exit (Client Transition from Achieve Australia) Policy and Procedure
- Transition Planning Work Instruction

**Legislative Context**

- National Disability Insurance Scheme (NDIS) Act 2013
- Privacy Act 1988
- Disability Inclusion Act 2014
- Children and Young Persons (Care and Protection) Act 1998
- Children and Young Persons (Care and Protection) Regulation 2012
- Children’s Guardian Act 2019
- Guardianship Act 1987

**Reference Documents**

- United Nations Convention on the Rights of Persons with Disabilities
- NDIS Code of Conduct
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
- Achieve Australia Customer Charter of Rights and Responsibilities
- Achieve Australia Entry Policy and Procedure
- Achieve Australia Exit Policy and Procedure
- Achieve Australia Transition to or from the Provider Policy and Procedure
- Achieve Australia Continuity of Supports Policy and Procedure
- Achieve Australia Continuous Improvement Policy and Procedure
- Achieve Australia My Plan Parts 1 & 2 (My Story and Future Planning)
- Achieve Australia My Plan Work Instruction
- Achieve Australia Goal Progress Report
- Achieve Australia VOOHC Case Planning Policy
- Achieve Australia VOOCH Entry Procedure

<b>Policy Owner</b>	Operations Executive
<b>Approved By</b>	Chief Executive Officer
<b>Date Approved</b>	10/08/2020

Objective	Policy Description
Clear roles and responsibilities	<p>Achieve Australia ensures that all levels of management and staff understand, comply with, and apply the intent of this policy.</p> <p>We do this by having written policies and procedures on the planned approach to meeting the individual needs of people we support and making them available in appropriate (requested) formats.</p>
Ensure individual plan development is implemented	<p>Achieve Australia will ensure that individual plans are implemented for each client within three (3) months of entering each service provided and reviewed on an annual basis.</p> <p>Long term planning for every person supported by Achieve Australia is implemented and reviewed on an annual basis through the individual planning process. Where the service specifications require more frequent review the person who uses our services (and their chosen supporters) is made aware and is a full participant in the review process.</p>
Plan development	<p>The individual plan for each person who uses Achieve Australia services is expected to meet their unique needs and goals.</p> <p>Where identified and as appropriate, the individual plan will address strategies to minimise risk for the person receiving the service, Achieve Australia staff and others.</p> <p>Every person receiving support is a participant in the development of their plan and is supported to understand the content their responsibilities and the commitment of Achieve Australia.</p> <p>Each person is given time to consider what goals they would like recorded in their individual plan and is encouraged to provide regular feedback formally and informally.</p> <p>Where appropriate, the involvement of relevant service providers (to avoid duplication, gain consensus and ensure consistency in approach) and their chosen supporters (with client consent) in the individual planning process, is encouraged.</p>

	Facilitating access to advocacy services as requested or where appropriate to ensure each person's right to self-determination, is also promoted.
Plan considerations	<p>As a minimum, each plan will include</p> <ul style="list-style-type: none"> <li>• goals</li> <li>• strategies</li> <li>• people responsible</li> <li>• timeframes for reviews</li> <li>• monitoring and methods</li> <li>• people in the development of the plan.</li> </ul> <p>The level of service or support provided is responsive to the support needs of each person, within available funding and resources and seeks to promote their independence.</p> <p>Considering the cultural and language needs of the person and others (where they are involved in the planning process) is paramount to the planning process.</p> <p>In addition, ensuring the goals of each person's individual plan are realistic and achievable regarding their assessed (and documented) strengths, needs and ambitions and funding parameters is also an important consideration.</p>
To ensure the NDIS Practice Standards are upheld during the individual planning process	<p>The Plan must be consistent with NDIS Practice Standards and Quality Indicators as well as meeting any other relevant legislation.</p> <p>The Plan must also be compatible with the individual goals and the level of funding available.</p> <p>If during the consultation, other goals are identified that Achieve Australia and/or the client's current NDIS funding does not support, Achieve Australia will discuss with the person and /or their family member/carer. (with client consent)</p>
To maintain professionalism during individual planning meetings	<p>The conduct of the planning meeting itself and the development of the plan will meet the requirements of Privacy Legislation and Achieve Australia's Customer Privacy and Dignity Policy and Privacy Policy.</p>

<p>Continuous Improvement</p>	<p>As part of our commitment to continuous improvement, Achieve Australia will</p> <ul style="list-style-type: none"> <li>• review its processes and systems as part of scheduled and as needed policy and procedure reviews, including where possible input from people who use our services.</li> <li>• ensure adherence to policies and procedures in place through the quality assurance audit process to maximise the design, delivery and implementation of a quality service.</li> </ul>
<p>Individual planning for children and young persons</p>	<p>To ensure that the planning of a child or young person’s needs and goals is a cooperative process, with the parents/carers and the supervising agency of the client consulted.</p> <p>The individual plan and any case planning must be reported to the “relevant” agency within the agreed timeframes.</p> <p><u>Refer to the Achieve Australia VOOHC Entry Procedure and VOOHC Case Planning Policy</u> for additional requirements specific to individual planning with children and young people.</p>