

Individual Needs and Planning



Policy: Individual Needs and Planning

Purpose

All Achieve Australia services have a responsibility to make every attempt to meet the needs and goals of each person to whom it provides a service. 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 participant
- the client'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 participants who access our supports
- our commitment to communicating with clients 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
- recognising and respecting the individual identity, autonomy and personhood of each participant
- ensuring as far as possible the client is supported to engage with family, friends, and their chosen community
- our compliance with the requirements of the National Disability Insurance Scheme) Quality Indicator Guidelines 2018) and the NDIS Code of Conduct.

Scope

This policy relates all staff responsible for delivering services to clients within Achieve Australia across the following program areas

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

Legislative Context

- National Disability Insurance Scheme (NDIS) Act 2013
- Privacy Act 1988
- Disability Inclusion Act 2014

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 Individual Needs and Planning Procedure
- Achieve Australia My Plan Parts 1 & 2 (My Story and Future Planning)
- Achieve Australia My Plan Work Instruction
- Achieve Australia Goal progress Report

Policy Owner	Chief Operations Officer		
Approved By	Chief Executive Officer		
Date Approved	09/06/2020	Review Date	09/06/2022

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 individual needs and making them available in appropriate formats to those who people who use use our services.</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 meeting their unique needs and goals. Where identified and as appropriate, the individual plan will address strategies to minimise risk for Achieve Australia staff, the person receiving the service and others.</p> <p>Every person receiving support is a participant in the development of their plan and is supported to understand (to the extent of their ability) their plan's 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>

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	Facilitating access to advocacy services as requested or where necessary 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"> • goals • strategies • people responsible • timeframes for reviews • monitoring and methods • the parties consulted in the development of the plan. <p>The level of service or support provided is responsive to the support needs of each person, within available funding and resources and seeking to promote their independence.</p> <p>Considering the cultural and language needs of the client 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 as well as meeting any other relevant legislation. The Plan must be compatible with the individual goals and the level of funding available.</p> <p>If during the meeting, other goals are identified that Achieve Australia and/or the client's current NDIS funding does not support, Achieve Australia will let the client, their family member/carer know.</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>
Continuous Improvement	<p>As part of our commitment to continuous improvement, Achieve Australia will</p>

Objective	Policy Description
	<ul style="list-style-type: none">• review of processes and systems as part of scheduled and as needed policy and procedure reviews, including where possible input from those who use the service.• ensuring adherence to policies and procedures in place through the quality assurance audit process to maximise the design, delivery and implementation of a quality service.