

## 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

- Supported Independent Living (SIL)
- Day Program
- Community Participation
- Short Term Accommodation (Respite)
- Supported Employment

## Legislative Context

Refer to the Achieve Australia Legislation Register.

## Reference Documents

- [NDIS Practice Standards and Quality Indicators](#)
- Achieve Australia Customer Charter of Rights and Responsibilities
- Achieve Australia Client Entry Policy and Procedure
- Achieve Australia Client 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

Policy Owner	Chief Operations Officer
Approved By	Chief Executive Officer
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