

## **CORPORATE POLICIES**

### **CP13 STANDARD 2(NSW/CwIth): INDIVIDUAL PLANNING AND REVIEW**

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#### **1.0 POLICY STATEMENT**

Disability Services Australia (DSA) recognises that each person with a disability is unique and has the right to receive a service that is designed and provided in a way that supports them to meet their individual needs and goals and maximise their opportunities for positive life outcomes in the least restrictive way.

DSA values and respects cultural diversity and incorporates an individual's cultural requirements into the development and implementation of individual plans.

#### **2.0 PURPOSE**

To provide a framework for services provided by DSA that facilitates in a planned and purposeful way the service support each person will receive, in line with the stated or funded purpose of the service and relevant legislative requirements.

At a minimum these individual plans aim to:

- Enhance opportunities for positive outcomes consistent with the stated or funded purpose of the service.
- Address/meet cultural aspects of their life, where practicable.
- Facilitate the development and maintenance of skills and abilities necessary for each person to work toward the achievement of their identified goals.
- Meet the Disability Services Standards and comply with all relevant legislation.

#### **3.0 SCOPE**

This policy relates to all levels of management and staff of Disability Services Australia. Each relevant area of DSA is required to consider and address compliance with these Standards within divisional procedures, work instructions and forms.

The Commonwealth and State Disability Services Acts and Standards relate to the provision of disability services for people with a disability.

For adults with a disability supported by DSA, the participation/involvement of family/ significant others/advocates/guardians in decision making on key service delivery processes (e.g. individual goal planning) is dependent on:

- The relevant decision making rights for family/significant others/advocates/guardians, as determined by their legal status in relation to the person receiving support;
- The expressed wishes of the person receiving support; and
- The assessed need for such advocacy.

#### **4.0 POLICY DETAILS**

DSA's individual planning process supports every person with a disability receiving a service to reach their ongoing and current goals in a manner that is the least restrictive of their rights and opportunities, whilst ensuring all relevant legislative requirements are met.

Commitment to Meeting Individual Needs is supported by:

- Ensuring all levels of management and staff understand, comply with, and apply the intent of this policy.
- Having written policies and procedures on the planned approach to meeting individual needs and making them available in appropriate formats to those who use the service.
- A written plan that is current and reviewed at least annually or earlier where needed. Where the service specifications require more frequent review the person in receipt of the service is made aware and is a full participant in the review process.

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- The individual plan for each person in receipt of a service outlines the approach to meeting their unique needs and goals. Where identified as appropriate, the individual plan will address strategies to minimise risk for DSA staff, the person receiving the service and the general public.
- 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 DSA.
- Where appropriate, the involvement of relevant service providers (to avoid duplication, gain consensus and ensure consistency in approach) and family/significant others (unless requested otherwise by the person supported) in the individual planning process is encouraged.
- Facilitating access to advocacy services as requested or where necessary/ appropriate to ensure each person's right to self determination is protected.
- Considering the cultural/ language needs of the individual's family/significant other where they are involved in the planning process and in particular, respecting the social structure of the Aboriginal and Torres Strait Islander (ATSI) Community.
- Ensuring the goals of each person's individual plan are realistic and achievable in regard to their assessed (and documented) strengths, needs and ambitions and funding parameters.
- Each person in receipt of a service (and their family/advocates where involved) are informed that their individual plan must consider aspects of support that could impact on DSA's ability to deliver the stated or funded purpose of the service.
- As a minimum, each plan will include: goals, strategies, the people responsible, timeframes for reviews, monitoring and methods, and the parties consulted in the development of the plan.
- The level of service/support provided is responsive to the support needs of each person, within available funding and resources and seeking to promote their independence.
- Respecting each person's choices by encouraging and/or facilitating access to information which is appropriate to their ability and cultural background and in line with the stated or funded purpose of the service they receive, to promote informed decision making.
- The 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.

#### **5.0 RESPONSIBILITIES**

Refer to the Quality Policy Manual Section 5.0 Management Responsibility

[Quality Policy Manual](#)

#### **6.0 REFERENCES**

##### **Legislative context**

Disability Discrimination Act (Cwlth) 1992

Anti-Discrimination Act (NSW) 1977

Disability Services Act (Cwlth) 1986 and Commonwealth Disability Services Standards

Disability Services Act (NSW) 1993 and NSW Disability Services Standards

Occupational Health and Safety Act (NSW) 2000

Occupational Health and Safety Regulations (NSW) 2001

##### **Policy Context**

[Quality Policy Manual](#)

Relevant State (NSW), Commonwealth and DSA policies are listed in [The DSA Document Matrix](#).