

Individual Needs

Record of Policy Development

Version	Date approved	Date of last review	Date for next review
1.0	May 2026	April 2026	September 2030

Responsibilities and Delegations

This policy applies to:	Directors, Staff, Volunteers, Students, any individuals acting for and on behalf of CCWA and customers
Policy Approval	Policy Committee

Policy Context – this policy relates to:

Organisational Policies	• Person Centred Supports • Provision of Support Delivery
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POLICY

CCWA recognises that each customer has unique skills, abilities and life goals and that our services and supports will enable them to:

- Live safe and well within their own home
- Enjoy access to the same facilities and services as the rest of the community
- Receive support alongside others in the community
- Can socialise and build enduring relationships within their local communities
- Connect with their families, friends and chosen communities;
- Enable their genuine participation and inclusion based in their individual interests, identity, culture and aspirations through their goal plans

CCWA will:

- Ensure staff understand, respect and facilitate individual interests and preferences, in relation to voluntary work, learning, social activities, home supports and community connection
- Work in partnership with mainstream community organisations to identify opportunities for customers to flourish at home and participate, according to their personal goals and abilities, in community activities and events that are accessed by other members of the community

Every Customer will:

- Have recognition of the rights to Individualised Living, the participant's autonomy to make their individual choices, as well as their right to intimacy and sexual expression respected.
- Receive services designed around their individual circumstances, needs and preferences.

- Be offered a Goals and Outcome Plan (Plan) developed in consultation with them, their family, carer/guardian and/or advocate. The Plan will:
 - Will consider the customer's support, health and care needs, personal goals and service preferences, and their family, home and community context
 - Might include activities that are undertaken (according to abilities) independently by the customer, and/or with a Support Worker or a volunteer who has been appropriately trained
 - Is informed by their NDIS Funding Plan with high-level goals. The *Plan* identifies the components, which will be recorded within the *Customer Record System* and kept up-to-date
- With the customer's consent, family, carer/guardian and/or advocate will be provided with a copy of their Plan, which specifically documents the outcomes the customer is working towards
- Where relevant and approved, have an integrated plan to ensure all stakeholders are working towards and achieving the same goals

EQUITY AND ACCESS CONSIDERATIONS

- CCWA is committed to ensuring fair and equal access to physical environments, information, communication and services
- The communication and implementation of this policy may include consideration of the suitability of physical environments. The use of augmentative and alternative communication methods to supplement or replace speech or writing for those with impairments, in the production or comprehension of spoken or written language. These methods include the display of text, large print, Auslan, tactile communication, PECS, Easy English, accessible multimedia and accessible information and communications technology