

Person Centred Supports

Record of Policy Development

Version	Date approved	Date of last review	Date for next review
2.0	May 2026	April 2026	February 2030

Policy Context

Organisational Policies	• Individual Needs • Provision of Supports • Human Rights
-------------------------	---

POLICY

CCWA is committed to providing person-centered support to people with disabilities. The basic principle of person-centered support is that all people, regardless of disability, have the right to live as independently as possible, make decisions about their lives, and be treated with dignity and respect. This policy ensures that services are tailored to each person's particular requirements, preferences, and objectives.

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; and
- Enable their genuine participation and inclusion based on their individual interests, identity, culture and aspirations through their goal plans.

CCWA will:

- Incorporate people's legal and human rights into everyday practice.
- Communicate with people in the ways they are most likely to understand so they can make informed decisions and choices

- We listen to each person and, with consent, those who know them best to understand what they want for their lives.
- Support each person to work on their goals and achieve individual outcomes
- Listen to feedback, and when things go wrong, we encourage people to complain and respond to issues appropriately.
- We learn from the people we support and their families to improve our service.

Responsibilities of key management personnel

Key management personnel are to:

- Develop, implement and review policies and procedures which embed person-centered practice in all aspects of our organisation;
- Model and promote person-centered practices;
- Ensure staff are trained in person-centered support; and
- Ensure that people with disabilities and their support networks have a voice in service design, service development and our processes of continuous improvement.

Responsibilities of line supervisors

Line supervisors are to:

- Model and promote person-centered practices;
- Ensure that people with disabilities are at the center of decisions about the supports and services they receive; and
- Ensure that staff always practice person-centered support when working with people with disabilities.

Responsibilities of all employees

All workers are to:

- Encourage people with disabilities to make informed choices;
- Respect the wishes and choices of people with disabilities;
- Act in the interests of the person with a disability; and
- Support people with disabilities to be involved in the decisions about their lives, including the supported independent decision making process and the services they receive and how they are delivered.

Every Customer will:

- 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; and
 - 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.