

The Paraplegic and Quadriplegic Association of SA Inc



Person Centred Policy and Procedures

STATEMENT

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQSA) is committed to providing clients with services that puts them at the centre of everything we do.

PQSA recognizes that each client is unique. We respect their needs and preferences, the knowledge they bring about their life, health, goals and how they want to be supported.

Person-centered practice helps PQSA tailor support to meet each client's needs and therefore increases client service participation and satisfaction.

Approved by: 	Date: October 2019
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The Paraplegic and Quadriplegic Association of SA Inc. is incorporated under the *Association Incorporation Act 1985 (SA)* and conduct its business through operating Divisions, namely Lifestyle Support and HomeCare+.

Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.

SCOPE

PQSA recognizes the importance of providing services that are designed to meet the needs of individual clients and their families.

Compliance with the policy is a condition of appointment for all persons engaged to provide services on behalf of PQSA

DEFINITIONS

Client - a person who receives services from any division of PQSA.

Person-centred – is about focusing supports on the needs of the person rather than the needs of the organisation.

Support Plans - documents (such as the HomeCare+ person-centred 'My Support Plan') that are developed in direct consultation with every client (or their representative) and other relevant stakeholders, which clearly outlines the supports and tasks to be delivered by PQSA and HomeCare+.

They contain key individual information about the client and their goals and are written from the perspective of the client.

Worker - a person who carries out work in any capacity for a person conducting a business or undertaking. This includes work as an employee, contractor or subcontractor; an employee of a contractor or sub-contractor; an employee of a labour hire company; an outworker; apprentice or trainee; a student gaining work experience or volunteer.

POLICY

PQSA is committed to ensuring that the unique requirements of individual clients are met effectively, using Support Plans specifically designed to put the person at the centre of everything we do.

PQSA will:

1. **Put the client at the centre of the services we provide:** The client will be present and at the centre of decision-making and planning that assists them to achieve their preferred lifestyle.
2. **Focus on personal priorities and strengths:** Support will be provided to ensure services are responsive and personalised to each client's needs, goals and aspirations. These supports will seek to maximise each client's strengths.
3. **Develop partnerships:** Family, friends, significant others and other service providers, who have a commitment to a better life for the client, will be actively involved in the development and implementation of the client's plan, according to the wishes and permission of the client.
4. **Support and develop our workers:** PQSA will provide ongoing support and development to workers to ensure consistent quality outcomes are achieved for each client.
5. **Provide sustainable services:** The ongoing sustainability of a person-centred approach will be supported through continuous review and improvement, professional development, and exploring individual options with and for each client.

PROCEDURES

A person-centred approach must be a natural part of our day-to-day interactions with clients and their family and carers.

In all facets of our service planning and delivery, we will ensure we adopt a person-centred approach by considering the following elements:

- every client (or responsible person) should be informed of the services we provide, their rights and responsibilities and the role each person plays as part of a collaborative partnership
- every client has the right to live the life they choose
- listen to the client and respect the knowledge they bring about their own health and support needs
- listen to the client's family and support network
- plans must be developed from the perspective of each client
- supports and services should be targeted at working collaboratively with each client to assist them to achieve their goals in a safe manner
- Support Plans should be reviewed and maintained to ensure contemporary reflection of the client's goals and aspirations
- in situations where there is concern that adopting a person-centred approach may put any individual at risk, there will be a collaborative, problem-solving approach to determining a reasonable outcome.

RELATED LEGISLATION AND/OR SUPPORTING STANDARD

- Disability Services Acts (1993)
- Equal Opportunity Act (SA) 1994
- National Disability Insurance Scheme (Code of Conduct) Rules 2018
- Standard Two (2) National Standards for Disability Services: Individual Needs

SUPPORTING PQSA DOCUMENTATION

- Child and Young People Policy and Procedures
- Classification of Client Level Policy and Procedures
- Client Advocacy Policy and Procedures
- Client Decision Making Choice Policy and Procedures
- Client Finances Policy and Procedures
- Client Rights and Responsibilities
- Client Service Access Policy
- Client Use of Interpreter Policy and Procedures
- Code of Conduct and Ethical Behaviour
- EEO Policy and Procedures

- HomeCare+ Support Planning Policy and Procedures
- Privacy Form
- Privacy – Private Information Management Policy and Procedure

BREACHES OF THIS POLICY

A **breach** of this policy is grounds for disciplinary action, up to and including termination of employment. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will PQSA accept such an argument.

DISTRIBUTION AND REVIEW

PQSA will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a periodic basis or when legislation or government policy determines.