

PERSON CENTRED SUPPORT

POLICY AND PROCEDURE

Policy Statement

Each participant's legal and human rights are understood and incorporated into everyday practice.

Communication with each participant about the provision of supports is responsive to their needs and is provided in the language, mode of communication and terms that the participant is most likely to understand.

Reasonable efforts are made to involve the participant in selecting their workers, including the preferred gender of workers providing personal care supports.

Each participant is supported to engage with their family, friends and chosen community as directed by the participant.

Supports are provided based on the least intrusive options, in accordance with contemporary evidence-informed practices that meet participant needs and help achieve desired outcomes.

The New South Wales Disability Services Act 1993 [the 'Act'], seeks to ensure that people with disabilities have access to services that:

- help them achieve their maximum potential.
- promote their integration into the community.
- promote positive outcomes and images; and,
- are innovative and well managed.

These practices will be continuously updated to reflect current best practices in the field.

Participant feedback will be sought and adjustment of supports will be made based on that feedback

Definitions

Disability supports are any good or service that assists a person with a **disability** in overcoming barriers to carrying out everyday activities. They also facilitate engagement in social, political and cultural activities and economic participation.

Procedure

- Mypower Foundations will endeavour to inform participants in its care of their rights under the various Acts that are related to the NDIS. Mypower Foundations will respect the rights of all individuals involved in the service, especially the participants we will support.
- All supports will be delivered in the least intrusive manner. Services provided to and interactions with participants and related persons will be responded to with the above points in mind.
- The development of a participant's support plan will be done in collaboration with the participant and / or any representative the participant may elect.
- Mypower Foundations will continue to inform and educate its contractors to implement practices that are most appropriate to the participant's needs and to best assist with their desired outcomes.
- Regular review of support plans will be conducted through a variety of forms such as regular check ins by the client's facilitator, client and support professional's feedback, reviewing client notes, to ensure that services continue to meet the participant's evolving needs.
- Where there is a grievance or complaint, the feedback and complaints procedure will be followed to ensure a satisfactory outcome for the client.
- With the consent and direction of the participant, Mypower Foundations will facilitate and share information and work collaboratively with other providers where it meets the participants needs and has their consent.
- During the initial interview with the participant Mypower Foundations will discuss our Privacy Policy. It will also be included as an accompanying document to the Service Agreement.
- Mypower Foundations contractors specifically assigned to a participant will be required, where practicable, to speak both English and the language spoken by the participant and their family and carers to ensure their communications are understood. They will be expected to respect the fact that Mypower Foundations operates within a culture which is accepting of all races, languages and creeds and relate accordingly to participants they support. If Mypower Foundations is unable to provide workers who speak the language of the participant, Mypower Foundations will encourage the participant to avail themselves of the various translation services available to ensure the participant is aware of the services being provided and the limitations to that service.
- Supports provided will be provided with the aim of encouraging and facilitating engagement with family, friends and the community in ways that are comfortable for the participant. To the extent that privacy allows, and the participant permits, Mypower Foundations will encourage those involved in the participants life to understand the services being provided and to engage however and to the extent they wish. An attitude of inclusiveness will be fostered by Mypower Foundations contractors when providing support.
- Mypower will endeavour to build a team of support professionals around a client where practicable. In the event of a client's usual support professional not being available, another member of the team will be chosen and the client notified. Where this is not possible, the client will be notified and given the

option of a new worker for that shift, or if they prefer to reschedule supports. In all instances, the client will be notified.

Responsibility

To facilitate this, Mypower Foundations communicate with the participant, and any persons they wish to invite, in the initial meeting and at other times to discuss the service Mypower Foundations will provide and the processes involved so that they are at all times well informed, and their “community” remains informed and involved.

Relevant Legislation and Policies

- Privacy Act 1988
- Work Health and Safety Act 2011
- New South Wales Disability Services Act 1993
- Carers Recognition Act 2010
- Guardianship Act 1987 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)
- NSW Disability Services Standards
- National Standards for Disability Services
- Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct
- NDIS Quality and Safeguarding Framework
- Universal Declaration of Human Rights
- United Nations Convention on The Rights of Persons with Disabilities