

What is Northcott's policy?

- ✓ People with a disability are supported to exercise choice and control over the design and delivery of their supports and services.
- ✓ A dynamic person centred approach is central to our delivery of services to achieve individual outcomes.
- ✓ Choices are respected, even when they involve risk.
- ✓ Duty of Care is considered alongside a person's dignity of risk. This means our work health and safety responsibilities are met in a way that lets people customers take reasonable risks in their daily lives and without putting staff and others at risk of harm.
- ✓ We ask people to take part in a risk assessment so we can make sure everyone is safe. If we decide the activity is not safe, we talk to you about how to provide the support safely.
- ✓ We respect the views of family members and carers in planning and decision making but the person with a disability has the final say.
- ✓ We make every effort to enable a person to make their own decisions.
- ✓ Each person with a disability has the right to:
 - Make decisions and to have choices which allow them to fully participate in the community.
 - Change their goals and plans based on personal preference, changing interests, abilities, changing life stages or needs.
- ✓ People who are using our services are given the opportunity to develop an Individual Plan which outlines their goals and the plan to meet those goals. They can choose who will be involved including our services, family members, carers, advocates, community services and significant others.
- ✓ We promote flexible, innovative and responsive services based on individual needs and preferences and offer information and support in decision making.
- ✓ We take into account the person's broader family, cultural and religious networks and community organisations to enable them to explore what is possible.
- ✓ We are committed to working with other organisations and community groups to develop the range of service options available in a person's community.
- ✓ We use different types of communication appropriate to children and young people's age and developmental stage to enable them to contribute to plans.



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- ✓ Children and young people's views and opinions are heard and respected and they are involved in decision making when developing their goals in ways appropriate to their age and stage of development.
- ✓ We recognise the role of legally appointed decision makers.

Who needs to know about this Policy?

- All Northcott Staff
- All Northcott customers

Equity and Access Considerations

For the communication and implementation of this policy, we:

- Consider if the physical environment is accessible.
- Use different communication methods to add to or replace speech or writing for people with impairments. These methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Cultural Diversity

- Employees make sure services are provided with sensitivity to and awareness of the beliefs and practices of customers from different cultural and language backgrounds. This includes the needs of Aboriginal and Torres Strait Islander people, their families and communities.
- Communication about this policy should be done in a way that suits each individual with respect to their cultural background. For example, use of an interpreter.

Who is responsible?	What are they Responsible for?
Chief Executive	<ul style="list-style-type: none"> • Final review and approval of this policy.
Level 2 Manager	<ul style="list-style-type: none"> • Maintain this policy, its related procedures and documents.
Level 3 and 4 Manager	<ul style="list-style-type: none"> • Ensure the policy is effectively implemented in their services. • Ensure staff follow the policy. • Make sure training and information is provided to staff to carry out this policy.
Supervisor	<ul style="list-style-type: none"> • Ensure staff have read and understand the policy and have sufficient skills, knowledge and ability to meet the requirements.
All Employees	<ul style="list-style-type: none"> • Follow the requirements of the policy.

Definitions, Legislation & Standards Compliance

For Definitions, please refer to Northcott Policy Dictionary.

Legislation and Standards Compliance:

- NSW Disability Inclusion Act 2014
- National Standards for Disability Services 2013
- ACT Children and Young Person's Act 2008
- ACT Disability Services Act 1991
- ACT Human Rights Act 2004
- Child Protection (Prohibited Employment) Act
- Children and Young Person's (Care and Protection) Act
- Guardianship Act 1987 (NSW)
- National Disability Insurance Scheme Act 2013

Related References

- ADHC Standards in Action Manual 2012 – Standard 3: Individual Outcomes
- ADHC Addendum to the Standards in Action Manual: guide for services working with children and young people with a disability and their families 2015
- ADHC Decision Making and Consent Policy 2016
- NDIS Guide to Suitability (Provider Toolkit Module 4)
- NDIS Terms of Business for Registered Providers
- NDIS Rules and Guidelines
- Commonwealth Continuity of Support (CoS) Programme – Specialist Disability Services for Older People

What other Northcott documents are related?

You may need to refer to these documents for more information:
[Individual Plan Guidelines](#)



Authorised by:

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