

What is the Purpose?

The purpose of this policy is to ensure that all Northcott Customers are given the opportunity to participate in the discussions with Northcott before the commencement of their supports and services, influence how the services are delivered and are given the opportunity to review their services.

Who needs to know about this Policy?

- All Northcott Staff
- All Northcott customers

What is Northcott's policy?

- ✓ Northcott Customers are involved in designing how their services are delivered and the outcomes and goals they would like to achieve.
- ✓ 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, 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.
- ✓ Customers 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.

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- ✓ We provide opportunities for customer to provide feedback to Northcott to help us provide the best service we can.
- ✓ 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 our Customers' community, with appropriate consent.
- ✓ We use different types of communication appropriate to Customers and developmental stage to enable them to contribute to plans.
- ✓ Customers' 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.

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.

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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

Definition:

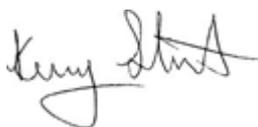
- For Definitions, please refer to Northcott Policy Dictionary.

Legislation:

- This policy was developed in accordance with the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rule 2018
- For other legislation and Standards Compliance, refer to the Service Management Policy.

Related References for Staff

- MOSS Tool on recording Customer Outcomes
- Individual Plan Guidelines Workbook
- Customer Profile template



Authorised by:

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