

	<b>ONE2ONE POLICY</b>			
	<b>Title</b>	Individual Outcomes and Planning	<b>Policy No</b>	09
	<b>Indicator</b>	CM1 – Rights and Responsibilities	<b>Review Date</b>	14/10/2020

## 1. PURPOSE AND SCOPE

The purpose of this policy is to establish standards of practice that recognise each consumer of One2One as having unique skills, lifestyle preferences, personal aspirations and support needs.

The policy has been framed around supporting people to work towards achieving the lifestyle of their choice, including meeting their goals for health, personal development, social interaction, personal relationships, recreation, and work or community contribution, as specified in the Disability Services Act (1993) and Standard 3 of the National Standards for Disability Services (2013) which states: ***“Individual Outcomes: Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.”***

This policy applies to all of One2One’s services.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

## 2. POLICY STATEMENT

One2One is committed to ensuring that all consumers receive services that are designed and delivered around their individual circumstances, needs, and preferences which build on their strengths and work towards their chosen goals. One2One services have a focus of positive outcomes for all consumers. One2One staff, consumer employees and volunteers work to facilitate positive outcomes in line with consumers’ individual goals and where appropriate, those of their family/carers which may be in areas of:

- a) Health and Well-Being
- b) Community Participation and Inclusion
- c) Independence and/or Learning
- d) Relationships with Family, Friends and Community Members
- e) Pursuing Interests or Leisure Activities
- f) Housing, Safety and Security
- g) Employment and/or Financial Security

## 3. POLICY CONTENT

The following procedures ensure that One2One meets its policy objective of designing and delivering services to work towards each individual’s personal goals in ways which take into account their interests, strengths and individual support needs

One2One will:

- 3.1 Meet with each consumer and, if appropriate, their family/carer to discuss their needs and preferences for supports and what they want from the service. This may include collecting necessary information to ensure the service can meet consumers’ needs, such as health, medical, safety, social and other personal information. Any pertinent information which may affect the desired outcomes of service delivery by One2One, should be duly and respectfully disclosed before a Service Agreement commences

- 3.2 Develop an individual plan with the consumer and their family/carers (unless the consumer declares they do not wish to have a plan), clarifying the consumer's goals for desired outcomes and strategies that the organisation will use to work with the consumer towards those goals. The plan will reflect the consumer's desires for the future and their current situation, including their interests, strengths, skills and support needs
- 3.3 Ensure that individual plans are relevant and responsive to consumer's diverse needs and preferences, including their age, gender, cultural background, faith, heritage, sexual identity, relationships and other relevant factors
- 3.4 Provide services and supports to individual consumers in accordance with their plan; and in least restrictive ways to facilitate their progress towards achieving their goals
- 3.5 Collaborate with other community agencies and services to provide a beneficial, relevant service which fosters links with other valuable services and resources
- 3.6 Document the consumer's progress towards their chosen goals and any changes /modifications that need to be made to goals and/or strategies to ensure the service remains beneficial to them
- 3.7 Provide a copy of the individual plan to the consumer and /or their family/carer
- 3.8 Review each consumer's plan with them and their family/carers (if relevant) at least once a year or as their needs or preferences for supports change; and
- 3.9 Document all individual plan revision and the reasons for changes to goals and/or strategies

#### **4. PERFORMANCE STANDARDS**

The following performance standards will ensure that the procedures specified in Section 3 are implemented effectively:

- 4.1 All One2One staff and consumer employees are familiar with One2One's policy on Individual Outcomes and Planning, and One2One's individual plan documentation and review
- 4.2 Staff and consumer employees are familiar with One2One's policy on Participation and Inclusion and it is readily available to all consumers, staff, families, employees and volunteers
- 4.3 Consumers and families/carers have been involved from the outset in designing the individual plan. Consumers and families/carers have contributed in a meaningful way to the determination of their service and support needs
- 4.4 Consumers and families/carers have a sense of driving the service that they receive by having expressed their needs and wishes from the service and by holding a copy of the agreed plan for service
- 4.5 Consumers and families/carers report a sense of moving towards their goals with the support of the service and are confident to express their views about how the service supports are benefitting them and any revisions of the plan and service strategies they want over time
- 4.6 Consumers and families have a current copy of the individual plan and are using it to guide progress
- 4.7 One2One Staff and consumer employees providing direct support services to consumers, have access to a current copy of the individual plan and use it to guide the supports they provide
- 4.8 Individual plans have been reviewed at least annually
- 4.9 The service has collaborative working relationships with a range of other services and supports in the community which it refers consumers to, and works with to provide coordinated services which are effective for consumers and their families/consumers

## 5 POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One