

# The Paraplegic & Quadriplegic Association of South Australia Ltd




## Person Centred Policy and Procedures

### STATEMENT

The Paraplegic & Quadriplegic Association of South Australia Ltd (PQSA) is committed to providing clients with services that puts them at the centre of everything we do and within a client safeguarding and workplace, health and safety framework.

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

Approved by:  Chief Executive Officer	Date: December 2022
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**In this policy, 'us' 'we' or 'our' refers to The Paraplegic & Quadriplegic Association of South Australia Ltd ACN 644 670 977, which is a Company Limited by Guarantee and conducts its business through Lifestyle Support and HomeCare+ services.**

*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**

Compliance with this policy is a condition of appointment for all workers engaged to provide services on behalf of PQSA.

## **DEFINITIONS**

Refer to the PQSA Policy and Procedure Definition Glossary

## **RESPONSIBILITIES**

It is our responsibility to communicate our policies and procedures to all workers on a systematic basis. Individual Directors and Supervisors are responsible for monitoring workers' understanding of their obligations and need for compliance with policies and procedures. Workers are responsible for complying with our policies and procedures.

## **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.
6. **Provide service delivery** which is informed by duty of care vs dignity of risk. Dignity of risk is the principle that risk taking, as part of everyday life, will be encouraged and supported. Dignity of Risk is considered a human right. Every client has the right to make their own decisions about what is important to them.

## **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
- we listen to the client and respect the knowledge they bring about their own health and support needs
- we 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 must be reviewed 12 monthly and maintained to ensure contemporary reflection of the client's goals and aspirations
- in situations where there is concern, adopting a person-centred approach may put any individual at risk, so there must be a collaborative, problem-solving approach, which balances duty of care and dignity of risk, to determine a reasonable outcome.

## **RELATED LEGISLATION**

- Disability Services Acts 1993
- Equal Opportunity Act 1994
- National Disability Insurance Scheme (Code of Conduct) Rules 2018
- National Standards for Disability Services – Standard 2: Participation and Inclusion

## **SUPPORTING PQSA DOCUMENTATION**

- Child and Young Person Protection Policy and Procedures
- Classification of Client Levels Work Instruction
- Client - Advocacy Policy and Procedures
- Client - Choice and Control Policy and Procedures
- Client - Rights and Responsibilities Statement
- Client - Service Access Statement
- Client - Use of Interpreters Policy
- Client Safeguarding – Management of Client Finances
- Code of Conduct and Ethical Behaviour
- Duty of Care, Dignity of Risk and Process to Seek Appointment for Formal Decision Maker Procedures
- Equal Opportunity Policy
- HomeCare+ Support Planning Policy and Procedures
- Privacy Statement
- Privacy – Private Information Management Statement
- Privacy – Private Information Management Procedures

## **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.