

Policy about person centred practice and meeting people's needs



Plain English

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This is a **policy** for The Disability Trust.

A **policy** has rules everyone at The Disability Trust must follow.

This policy talks about

- **Person centred practice**
- **Meeting people's needs.**

Person centred practice means we work together with the person with disability to give them the best support.

Meeting people's needs means we give support to people that is about what each person wants and needs.



We know that all people have the right to make their own decisions.

We know that each person makes decisions because of

- What they have been through
- What they like
- What they need.

Person centred practice means we will listen to what each person wants when we do things.

It gives us lots of ways to support people to make choices and set goals.



We know each person has the right to a service that supports their own needs.

We will make sure we make goals that show what each person needs and wants.

We will support the people that use our services to

- Do more things on their own
- Be a part of the community.

We will give our staff training to support people to do these things.



Why we made this policy

This policy says how The Disability Trust will do person centred practice.

The policy makes sure that we

- Do what is best for each person
- Listen to people when their needs change.

Our **Board** supports person centred practice.

A **Board** is a group of people who help The Disability Trust run well.

They make sure that all of our policies think about how we can do person centred practice.

The board and our managers decide how person centred practice should happen at The Disability Trust.



Managers make sure what each person needs is

- Written down
- Checked
- Listened to.

Managers must make sure there are ways for staff to support people when their needs change.

All staff must listen to the needs of each person.



What we must do

We know everyone is different.

Everyone has different

- Lives
- Skills
- Needs
- Things they like.

If we treat everyone the same it can make things harder for them.

That is why it is important that we support people in a way that is about what each person needs.

We also make sure to support people with mental health issues in a way that is

- Safe
- Respects what they have gone through.



People with disability have the right to decide how they want to live.

We will support people so they can make their own decisions as much as they are able to.

We will make sure family or **advocates** can be a part of plans when the person wants this.

An **advocate** is someone who can help a person to speak up.

We will make sure people also get **interpreters** when they need them.

Interpreters speak the same language as the person and help them understand.



We respect when people can make **informed decisions** about their supports.

An **informed decision** is when you have all the information you need to make your own decision.

When people can make informed decisions we will let them decide if they want family members or advocates to support them.

We want people to tell us what they want when they get support from us.

We will listen to what they say and we will try to make sure they get these things in their support.

We want people to choose services that help them get the supports they want and need.

We support people if they want to get some services from other NDIS providers and not just The Disability Trust.



We will also think about people's **culture** and **religion** when we plan and give them supports.

Culture means the way people do things because of where they or their family are from.

Religion means what people believe in.



Person centred planning

When we make plans with people we will use person centred practice.

We will support the person to think about

- What is important to them now
- What will be important to them in the future.

We know that making a plan takes time and is about listening.

There are some things we will think about when we support people with their plans.

We will make sure that the person

- Is part of making the plan
- Can get the supports they need now and in the future.

We will also make sure the person and their supports agree to do things in the plan.

We will work with the person's family if needed.



The plans will be different for each person.

We will check each plan at least once a year.

When we check the plan we will write down any changes to

- The person's goals
- What supports they need.

If something changes in a person's life we can check the plan earlier.

There are lots of different forms that can be used to make and check plans with people.

We will use the forms that are best for each person.



Some people might use some services

- Only for a short time
- Once in a while.

These kinds of services will write down what the person needs and what the person and their family want.

This information will be given to the staff before they give the supports.



Council for Intellectual Disability made this policy Plain English. **CID** for short.

You need to ask CID if you want to use any pictures in this document.

You can contact CID at **business@cid.org.au**.