



## Personal Centred Practice

## Policies & Procedures

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# PERSON-CENTRED PRACTICE

## Scope

### When

- Applies to supports and services provided to all clients

### Who

- Applies to all representatives including key management personnel, directors, full time employees, part time employees, casual employees, contractors, and volunteers

## Purpose

This policy supports and promotes a person-centred approach in the way 123 Support Services provide our supports and services. When providing person-centred supports, the client is at the centre of those supports, not the service provider. This means the focus is on what matters most to the client and their family and/or carer, and how 123 Support Services can support our employees with this.

The key principles that underpin a person-centred practice:

- The client is at the centre
- The client's wider social network is involved as full partners
- There is a partnership between us, the client, and their family/carer
- The client's whole life is considered

The benefit of a person-centred approach is that:

- The wishes of each client are respected
- Each client is encouraged to make informed choices
- It provides flexibility to meet the diverse needs of each client
- It improves personal development of clients by broadening their experiences
- It improves customer experience and overall satisfaction of clients

## Our commitment to a person-centred practice

- Ensure our supports and services are in line with the needs, goals, and desires of each client
- Listen to each client and those who know them best to understand what they want for their lives
- Support each client to develop individual outcomes so that 123 Support Services know what success looks like
- Support each client to identify and prioritise obstacles in the way of achieving their outcomes
- Support each client to set steps or goals to address challenges to achieving their outcomes

- Ensure our employees are trained, supported, and motivated to follow the principles of this policy

## **Further Advice or Assistance**

Further advice and information can be obtained from the:

» 123 Support Services Administration Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

## **Effectiveness and Review**

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.