

Policy on Individual Needs

Date adopted.....

Latest date for review.....04/06/2019.....

1. BACKGROUND

OptimumChoice will conduct its business honestly and ethically. We will constantly improve the quality of our services and create a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment.

2. PURPOSE

The purpose of OptimumChoice is to provide quality services to improve the lives of people with disabilities where their individuality is recognised and their safety is paramount.

OptimumChoice is a Disability and Communities Service Organisation governed by the Corporations Act 2001 and the Organisation's Policies. This policy has been framed to protect people's rights as they are specified in the:

Privacy Act (1988)

Freedom of Information Act (1982)

Disability Services Act (1993)

Standard three of the Disability Services Standards (1993)

National Disability Insurance Scheme Act (2013)

3. POLICY STATEMENT

OptimumChoice is committed to ensuring individuals retain maximum control over their own lives by having primary involvement in and influencing decisions that affect them.

This policy applies to all OptimumChoice programs and activities.

4. PROCEDURES

OptimumChoice will:

- 4.1 Structure programs and services to be as flexible and responsive to the individual needs and preferences of current and future clients.
- 4.2 Inform clients and their families', carers, advocates and stakeholders of the full range of services the organisation currently provides.
- 4.3 Commit to exploring alternative service delivery options within the constraints of available resources.
- 4.4 Involve individuals, their families, carers and advocates in the development of an individual service plan including their choice of preferred services
- 4.5 Make every effort, within available resources, to accommodate the individual's chosen preferences in the individual service plan.
- 4.6 Seek formal authorisation from the individual, their families, carers or advocates by jointly signing to agree on the individual service plan.
- 4.7 Jointly review individual service plans at least annually and action agreed amendments.
- 4.8 Involve individuals, their families, carers and advocates in strategic planning activities.
- 4.9 Involve individuals, families, carers and advocates in the development of individualised services.
- 4.10 Involve individuals, their families, carers and advocates in the selection and induction of new staff or volunteers (so far as is practical)

5. PERFORMANCE STANDARDS

The following performance standards must be met to ensure procedures specified in Section 4 are implemented effectively.

- 5.1 All individuals, their families, carers or advocates will be provided with a copy of the OptimumChoice Policy on Decision Making and Choice.
- 5.2 All employees will be provided with a copy of the OptimumChoice Policy on Decision Making and Choice and a copy is kept at each service outlet.
- 5.3 Programs and services will be structured to provide maximum flexibility in response to individual's preferences and choices.
- 5.4 Full range of services will be communicated in an easy-to-read format provided to all current and prospective clients.
- 5.5 A written case management plan will be maintained for all individuals wishing to participate and, in accordance with this Policy, a copy provided to the individual, their families, carers and advocates.
- 5.6 Individual service plans will be jointly reviewed as needed, at least annually as a minimum
- 5.7 Individuals, their families, carers and advocates will be provided an opportunity to participate in strategic planning activities and in the selection and induction of staff and volunteers.

6. REVIEW OF THE POLICY

This policy will be reviewed on a bi-annual 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 shall be reviewed immediately and amended accordingly.