

Planning and Review Policy

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Approved by Committee of Management

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1.0 Introduction

ConnectAbility Australia is committed to pursuing the rights and principles of equality, independence, choice and inclusion that underpin a person-centred philosophy. ConnectAbility Australia promotes the implementation of person-centred approaches to planning and practice to support people with disability to develop and maintain their skills and capacities, and to have a lifestyle based on their own interests and aspirations.

2.0 Purpose

The purpose of this Policy is to set out guiding person centred principles to lifestyle planning and review with people who use ConnectAbility Australia supports and services. These principles demonstrate a commitment to putting the person, their families and carers at the centre of decision making about how ConnectAbility Australia will guide and provide effective supports to them. ConnectAbility Australia has incorporated several key elements to assist participants and their families/carers develop person centred support pathways:

- Placing the person and their families/carers at the centre of the their planning and review process;
- Considers each person as an individual;
- The person and their family/carer is provided the choice to have as much, or as little choice and control when planning, developing, implementing and reviewing their support pathways;
- Assists the person to set goals for what's required now and also longer term goals for the future;
- Actively listen to the person, their family, support staff and other important stakeholders during all steps of the planning and review processes.
- ConnectAbility Australia supports the person and their family/carers with access to current and accessible information about appropriate and accessible resources and services to help the make informed decisions and choices;
- Implementing flexibility into the planning, development and review steps to capture the ongoing changing needs of participants and their families/carers.

3.0 Definitions

- **Person centred planning:** discovers and acts on what is important to a person. It is a way of helping people who want to make some changes in their life. It is an empowering approach to helping people plan their future and organise the supports and services they need.
- **Person centred approaches:** design and deliver services and supports based on what is important to a person.
- **Participant:** a person who receives supports and services from ConnectAbility Australia.
- **Support pathway:** The steps that participants and their family/carers develop to to achieve their goals and positive outcomes in their lives.

4.0 Scope:

The policy and procedures relating to support planning and review have been developed and will be implemented to meet the requirements of the Disability Services Act (1993) and the New South Wales Disability Services Standards.

This policy applies to:

- All people who are currently provided supports and services at ConnectAbility Australia;
- All people who will use supports and services provided by ConnectAbility Australia in the future;
- All service types and models of support offered by ConnectAbility Australia;
- All ConnectAbility Australia policies, practices and systems that relate to people who use our services receiving support.

5.0 Principles:

The following principles should underpin all stages of the planning and review process with participants, their families and carers establishing their chosen support pathways:

5.1 Person at the centre

The person with disability is central to planning and decision making that helps achieve their preferred lifestyle. The person chooses the level of participation in planning

according to her or his preference and ability, and is encouraged and supported to have as much control as possible over the whole planning process.

5.2 Inclusion of others

In accordance with the person's wishes, family members, friends, significant others and other service providers common to the person are actively included in the planning and review process to support their ongoing involvement in the person's life, and to encourage and assist growth of the person's networks and community engagement.

5.3 Personal priorities and strengths

Planning is oriented towards the person's present and future priorities, and focuses on the person's abilities, interests, dreams and aspirations, and the supports required to realise them.

5.4 Considering culture

Planning takes into consideration the culture, language, religious beliefs and priorities of all people. Planning with a person is undertaken with regard to social customs and traditions, and the individual's own culture and beliefs.

5.5 Shared commitment

All those involved in planning with the person commit to changes that the person and those close to the person have agreed are needed to achieve a lifestyle of her or his choice.

5.6 Continuous process

Planning with the person at the centre is a continuous process of listening, learning and further action and is not a one-off event. It is based on the assumption that people with disability have futures, and that their aspirations will change and grow with their experiences.

5.7 Regular review

Plans are reviewed with the person at regular intervals to assess ongoing changes and learnings, and to ensure that planned activities are being achieved and are still relevant to the person's goals. As a minimum requirement plans are reviewed every year.

5.8 One person, one plan

Planning is co-ordinated across all domains of a person's life, including all specialist services being accessed, in so far as the person wants this to happen.

6.0 Application of Principles

The Policy's Guiding Principles in Section 5.0 are the basic mandatory requirements for ConnectAbility Australia in the development, implementation and review services when planning support pathways with the people provided support by the organisation.

The Policy is supported by the ConnectAbility Australia Support Planning Guidelines and Person Centred Thinking tools that can assist with applying the Principles within its current Service Standards Delivery Framework.

The Policy, Guidelines and tools are mandatory for use when planning with people using ConnectAbility Australia supports and services. ConnectAbility Australia uses person-centred planning approaches already, and will assist the person and their family/carers to choose the best planning methods. All ConnectAbility Australia staff are encouraged to use the Guidelines and Person Centred Thinking tools to assist them in establishing a person-centred approach when assisting people to develop and review their support pathways.

7.0 Policy

ConnectAbility Australia staff will respect and value the diversity and strengths of participants. Support will be person focused, person centered and provide opportunities for participants and their families/carers to increase their life satisfaction.

The aim of individual planning and review is to support people to move toward a more positive lifestyle through enhancing decision making opportunities and facilitating social integration, participation and inclusion in the community. Each participant's support pathway will be developed with the person's interests, needs and aspirations at the centre of the planning process. The person's support pathway will include achievable goals as identified from the person and their families point of view. The support pathway will be implemented following the agreed supports utilising resources identified by the person, their family and ConnectAbility Australia.

ConnectAbility Australia believes that every individual has a right to make their own decisions and to have the choices to enable them to fully participate in the community and life itself. The individual (person), their families, carers and advocates (supporters) are at the centre of decision making. Each person is afforded the opportunity to exercise as much or as little control in the planning,

implementation and review of services and supports they receive. With the introduction of the National Disability Insurance Scheme (NDIS), ConnectAbility Australia acknowledges the majority of planning and review will be undertaken using the resources provided by The National Disability Insurance Agency (NDIA). However, ConnectAbility Australia will still require a level of planning and review, particularly in the case of scheduling support paths and ensuring that the supports put in place are meeting the person's needs and desires under their NDIA support plan.

ConnectAbility staff will be positive and nonjudgmental in their approach with the person they support as well as their families and carers. Support should be delivered to the best of each worker's ability regardless of the person's nationality, race, religion, gender, sexuality, political belief, disability, medical status, illness.

It is also expected that support time is focused on assisting each person to achieve their goals and aspirations.

8.0 Consultation

This is a new policy introduced to increase flexibility and innovation in supports and services for ConnectAbility Australia participants, their families and carers.

As a response to changes to the disability sector ConnectAbility Australia has been proactive in its consultation mechanisms to develop and implement an effective Service Standards Policy Framework. Consultation has occurred with a number of peak bodies in the disability sector, namely National

Disability Services New South Wales (NDS NSW), Ageing Disability and Home Care (ADHC), and National Disability Insurance Agency (NDIA). The National Standards Framework and NSW Standards in Action documents have been researched to determine alignment of this policy and framework.

It also draws on the direct experiential knowledge of staff, and research and consultation within the organisation, including participant's families and carer's of ConnectAbility Australia.

9.0 Quality assurance mechanisms

Support planning and review services provided by ConnectAbility Australia must be underpinned by a quality framework that ensures consistency and a high level of quality care and support for participants, their families and carers. ConnectAbility Australia acknowledges that it will be required to undertake third party verification of their performance against the NSW Disability Service Standards (NSW DSS), prior to June 30, 2015.

ConnectAbility Australia's adopted Standards Policy framework must be informed by human rights principles, refer to nationally consistent standards, clear accreditation mechanisms, sound compliance and monitoring systems, and information readily available to participants, families and carers to inform them of minimum quality expectations.

10.0 Communication

This policy will be:

- communicated to the key internal and external stakeholders of ConnectAbility;
- communicated to ConnectAbility Australia staff through professional development opportunities;
- accessible through ConnectAbility Australia's internal intranet and website.

11.0 Training

ConnectAbility Australia Senior Management will identify staff responsible to implement the policy and /or who will be affected by the policy, and provide information and training as necessary to enable staff to comply with all areas described within this policy.

12.0 Related Policies

- Service Delivery (draft)
- Rights and Responsibilities (draft)
- Complaints Management
- Individualised Funding
- Code of Ethics and Practice
- Service Management (draft)
- Privacy, Dignity and Confidentiality
- Discrimination and Harassment

13.0 Related Legislation and Guidelines

Disability Services Act (1993)

- NSW Disability Service Standards
- National Disability Insurance Scheme Act (2013)
- United Nations' Convention on the Rights of Persons with Disabilities 2006
- Living Life My Way Framework (ADHC)

14.0 Evaluation and review

This policy will be regularly reviewed as contextual drivers within the disability services sector continue to evolve. The move to a nationally recognised Standards Framework is a priority of the National Disability Agreement (NDA). The continued implementation of Stronger Together 2 and introduction of the National Disability Insurance Scheme will provide evidence as to the planning and review principles, guidelines and procedural direction for ConnectAbility Australia. This policy is not intended to be a static document and ConnectAbility Australia will make a commitment to its ongoing development.

Version	Date	Author	Reason	Sections
Draft 2	November 20 3	Scott Harvey & Anthony Brown	Policy created to reflect new DSS	All
(draft 1)	September 20 3	Anthony Brown	Due for review. Reviewed by staff.	All