1. Purpose
This policy governs the use of a person-centred approach. A person-centred approach ensures clients / employees are at the centre of planning and decision making. This approach works with clients / employees to identify their needs, aspirations and strengths and to develop plans with each person to achieve what is important to them now and into the future.

2. Scope
This policy applies to services and support delivered by all areas of Activ.

3. Policy Statement
Activ is committed to embedding a person-centred approach to all services and support delivered.

3.1. Guiding Principles
The following guiding principles govern Activ’s person-centred approach.

1. **Person is at the centre**: The client / employee will be present and at the centre of decision making and planning that assists them to achieve their preferred lifestyle.

2. **Personal Priorities and Strengths**: Support will be provided to ensure services are responsive and personalised to each client / employee’s needs, wants, aspirations and such supports build upon their strengths.

3. **Partnerships**: Family, friends, significant others and other service providers, who have a commitment to a better life for the client / employee, will be actively involved in the development and implementation of the person’s plan, according to the wishes of the client / employee.

4. **Support and Development of Staff**: Activ will provide ongoing support and development to staff to ensure consistent quality outcomes are achieved for each client / employee.

5. **Sustainable**: The ongoing sustainability of a person-centred approach will be supported through continuous review and improvement, professional development, and exploring individual options for each person.
3.2 Objectives

1. Each person will be provided with the opportunity to communicate and achieve their personal goals and aspirations.

2. Activ will establish clear procedures on how a person-centred approach will be embedded within the services.

3. Activ will engage and empower staff to implement person-centred service delivery and support.

4. Each client / employee will have a plan developed to guide the achievement of their needs, aspirations and wishes for their future, and this plan will build upon the strengths of the individual.

5. Staff will be supported to understand and align with the values and behaviours of a person-centred approach.

4. Definitions

Client: a person with a disability receiving a service and/or support from Activ.

Employee: a person with a disability who is participating in supported employment with Activ or employed within Activ Business Services.

Staff: a member of a team of people at Activ, paid or voluntary, that provides direct or indirect support to a person with a disability who is in receipt of services and/or support from Activ.

5. Key Related Policies and Documents

External Consultation Policy

6. Consultation Process

Clients / employees / families / carers
Staff
Leadership Team
Service Advisory Committee