

1. Purpose

This policy governs the use of a person-centred approach. A person centred approach ensures customers are at the centre of decision making that relates to or impacts them.

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 customer will be supported to make decisions about their life and exercise their rights. The customer's personal preferences and support needs will be at the centre of decision making and where possible, participate in decision making.
2. **Personal Priorities and Strengths:** Support will be provided to ensure services and supports are responsive and personalised to each customer'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 customer, will be actively involved in the design, delivery and review of a customer's supports and services, according to the customers wishes
4. **Support and Development of Staff:** Activ will provide ongoing support and development to staff to ensure consistent quality outcomes are achieved for each customer.
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 customer.

3.2 Objectives

1. Every customer 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 customer will have a plan developed to guide the achievement of their needs, aspirations and wishes for their future, and this plan will build upon their strengths.
5. Staff will be supported and provided with training to understand and align with the values and behaviours of a person-centred approach.

4. Definitions

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

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 (AQuA 1967)

Customer Service Planning Procedure (AQuA 2573)

Service Contract (AQuA 2513)

Customer Service Plan: Part A-C (AQuA 2716, 2717, 2718)

Customer Service Plan Guidelines (Activ8)

Consent Form (AQuA 1990)

Customer and Risk Profile (Customer Enquiry) (AQuA 2750)

Customer and Risk Profile (Current Customers) (AQuA 1767)

Learning Log (AQuA 2284) – only for staff without access to ActivLink

Planning Tools – Person Centred Planning (AQuA 2789)

6. Consultation Process

Customers / families / carers / advocates

Staff

Service Advisory Committee