

9.23	PERSON CENTRED APPROACH
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Applies to: All Staff
Specific responsibility:

Version: 1
Date approved: 20.2.2018
Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

HECIS is committed to embedding a person-centred approach to all service and programs delivered, therefore this policy applies to all services and programs delivered by HECIS.

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

GUIDING PRINCIPLES

The following principles govern HECIS 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 goals.
2. **Personal priorities and Strengths:** Support will be provided to ensure services/programs 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:** HECIS will provide on-going support and development to staff to ensure consistent quality outcomes are achieved for each client/employee.
5. **Sustainable:** The on-going sustainability of a person-centred approach will be supported through continuous review and improvement, professional development, and exploring individual options for each person.

PROCEDURES

1. Each person will be provided with the opportunity to communicate and achieve their personal goals and aspirations
2. HECIS will establish clear procedures on how a person-centred approach will be embedded within the HECIS services and programs.
3. HECIS 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.

IMPLEMENTATION

HECIS staff will be guided by current policies, however in brief:

Client

An IEP (individual Education Plan) will be prepared for each client being supported under an HECIS education program which will include client goals, long term goals and short term strategies and steps for achieving goals. The IEP will be prepared in consultation with the client and may also involve input from other agencies/professionals involved with the client, and will also include an evaluation of progress.

The client will be actively encouraged to participate in this process and provide on-going consultation and feedback throughout the life of the plan.

Employee

A formally structured review will be undertaken with employees at least annually (and more often as required). A performance agreement will be completed in consultation with the employee where job-related skill and knowledge, employee competencies and behaviours are evaluated and compared against set standards and business objectives.

A performance plan will be developed in consultation with the employee and will outline the employee's goals and objectives for the next 12 months, in line with the HECIS Strategic plan.

The plan will also include a learning and development plan that will outline the employee's development priorities.

The employee is actively encouraged to participate openly and honestly in planning and assessing their own performance, objectives, needs and wants.

DEFINITIONS

Client: a person (child and/or the family of child) with a disability or special need receiving a service/support from HECIS

Employee: a Staff member (and/or volunteer) of HECIS that provides direct or indirect support to a person with a disability or special need who is in receipt of services/support from HECIS.

DOCUMENTATION

Documents related to this policy	
Related policies	9.12 Case Management 9.13 Client Participation and Social Inclusion 9.14 Client Assessment and Review 9.16 Client Decision Making and Choice 9.21 Client/family Decision Making Disagreements process 5.2 Workforce Development and Planning 5.14 Performance Management and Review 5.15 Staff Development and Training
Forms, record keeping or other organisational documents	Individual Education plan Staff Training & Development plan Staff Development Review/plan

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS CoOrdinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	6.9.18	HECIS CoOrdinator	Aug 2019
2	17.9.19	HECIS CoOrdinator	Aug 2020
3	15.9.20	HECIS CoOrdinator	Aug 2021