



POL 0021	Individual Needs Policy
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Responsibilities and Delegations	
The Policy Applies To	Committee of Management Administration Support Workers Program Managers, Program Developer, Assistant Program Manager Senior Management Executive Director
Specific Responsibilities	Support Workers Administration Program Managers, Program Developer, Assistant Program Manager Senior Management Executive Director
Policy Approval	Committee of Management (Aurora Support Services)

Policy Context – this policy relates to:	
Standards	NDIS Practice Standards Core Module 1, Rights and Responsibilities - Person Centred Supports (Client Rights)
Legislation	National Disability Insurance Scheme Act 2013 NDIS Code of Conduct NDIS Practice Standards National Disability Services Zero Tolerance Framework and Positive Behaviour Support Principles NDIS Quality and Safeguards Commission Disability Act 2006 Australian Human Rights Commission Act 1986
Contractual Obligations	NDIS Terms of Business Aurora Support Services Individual Participant Agreements Continuity of Support Program Funding Agreement Department of Environment, Land, Water and Planning
Organisational Related Policies / Procedures	<ul style="list-style-type: none"> • Participant Service Charter • Participant Rights Policy • Individual Needs Policy • Participation and Inclusion Policy • Providing Participant Advocacy and Support Policy • Privacy Dignity and Confidentiality Needs Policy • PCP Meeting Procedure
Organisational Related Forms / Documents	

Controlled Document					
File Name / Path	Z:\Senior Managers\Quality Management\QUALITY CONTROLLED ORIGINAL DOCUMENTS TEMPLATES\Policies\Individual Needs Policy (Qual Cont).docx				Page 1 of 2
Document Code	POL 0021	Last Reviewed	30 November 2021	Review Date	



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1. Purpose

The purpose of this policy is for Aurora Support Services to ensure all participants receive services that are designed and delivered around their individual circumstances, needs and preferences.

The policy has been framed around the National Disability Insurance Scheme Act 2013, NDIS Code of Conduct and NDIS Practice Standards.

This policy applies to all of Aurora Support Services programs and activities.

2. Procedures

The following procedures are to be implemented to enable the organisation to meet its policy objective:

Aurora Support Services will:

- 2.1 Maximise Involve the participant and key caregivers, where appropriate, in the development of the Person-Centred Plan.
- 2.2 Collect necessary information on the participant to accurately develop / update the Person-Centred Plan.
- 2.3 Seek the input of the participant and caregivers in the determination of their specific support goals and needs and / or discuss NDIS goals and the need for developing program objectives relating to all goals.
- 2.4 Seek the input of the participant and caregivers in constructing the Person-Centred Plan that meets the agreed support needs.
- 2.5 As far as practicable, given the availability and flexibility of organisational resources, construct a Person-Centred Plan that reflects the preferences of the participant.
- 2.6 Fully document the Person-Centred Plan and provide a copy to the participant and caregivers.
- 2.7 Commit the organisation to delivering services in accordance with agreed Person-Centred Plan.
- 2.8 Review the Person-Centred Plan annually for participants over 65 years of age and bi-annually for NDIS funded participants, or sooner if a request is made.

3 Review and Quality Improvement

The Services Directors are responsible for reviewing and updating this policy on a two yearly 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 will be reviewed immediately and amended accordingly.

Controlled Document						Page 2 of 2
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