

# Policy

## INDIVIDUAL NEEDS

### 1. Purpose and Scope

The purpose of this policy is to establish standards of practice that recognise each participant of Aurora Support Services as having unique skills, lifestyle preferences, personal aspirations and support needs. The policy has been framed around meeting individuals' needs as specified in 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. Policy Statement

Aurora Support Services is committed to ensuring all participants receive services that are designed and delivered around their individual circumstances, needs and preferences.

### 3. Procedures

The following procedures are to be implemented to ensure Aurora Support Services meets its policy objective of designing and delivering services around participant's individual circumstances, needs and preferences.

Aurora Support Services will :

- 3.1 Involve the participant and key caregivers, where appropriate, in the development of the Person-Centred Plan.
- 3.2 Collect necessary information on the participant to accurately develop / update the Person-Centred Plan.
- 3.3 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.
- 3.4 Seek the input of the participant and caregivers in constructing the Person-Centred Plan that meets the agreed support needs.
- 3.5 As far as practicable, given the availability and flexibility of organisational resources, construct a Person-Centred Plan that reflects the preferences of the participant.
- 3.6 Fully document the Person-Centred Plan and provide a copy to the participant and caregivers.
- 3.7 Commit the organisation to delivering services in accordance with agreed Person-Centred Plan.
- 3.8 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.

### 5. Review of Policy

This policy will be reviewed on a two year 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.

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