

Individual Needs

Record of Policy Development

Version	Date approved	Date of last review	Date for next review
3.0	January 2008	July 2020	October 2022

Responsibilities and Delegations

This policy applies to:	Board, CEO, Executive Team, Human Resources, Staff, Volunteers, Students, any individuals acting for and on behalf of Interchange (herein referred to as 'Personnel') and customers
Policy Approval	Policy Committee

Policy Context – this policy relates to:

Standards	<ul style="list-style-type: none"> National Standards for Disability Services (Standard 3) NDIS Practice and Quality Standards Core Module – Rights and Responsibilities and Provision of Supports
Legislation	<ul style="list-style-type: none"> National Disability Insurance Scheme Act 2013 Disability Services Act 1993 (WA)
Contractual obligations	<ul style="list-style-type: none"> NDIS Department of Communities Department of Health
Organisation policies	<ul style="list-style-type: none"> Customer Services Charter Protecting Customer's Human Rights policy Diversity and Cultural Inclusion policy
Forms, record keeping, other documents	<ul style="list-style-type: none"> Customer Needs Assessment Form Interchange Service Agreement Interchange 'Customer iPlan' (Individual Plan) Customer Goals and Outcomes Plan
Published	<ul style="list-style-type: none"> This Policy and Procedure is published on the Interchange website for the ease of access by external parties.

Policy

Interchange recognises that each customer has unique skills, abilities and life goals. Interchange is committed to supporting people to:

- ✓ Live safe and well within their own home;
- ✓ Enjoy access to the same facilities and services as the rest of the community;
- ✓ Receive support alongside others in the community, and
- ✓ Have the opportunity to socialise and build enduring relationships within their local communities.

Interchange will promote the connection of our customers with their families, friends and chosen communities. We work together with our customers to enable their genuine participation and inclusion based on the individual's interests, identity, culture and aspirations.

Procedure

Interchange will:

- ✓ Work together with individual customers to connect to family, friends, and their chosen communities and to promote community inclusion and participation.
 - ✓ Ensure employees understand, respect and facilitate individual interests and preferences, in relation to voluntary work, learning, social activities and community connection.
 - ✓ Actively engage with, and work in partnership with, mainstream community organisations and identify opportunities for customers to participate, according to their personal goals and abilities, in community activities and events that are accessed by other members of the community.
 - ✓ Provide its services in ways that make the greatest use of general community facilities and services, and that facilitate the integration and participation of service recipients with other members of the general community.
 - ✓ Seek out volunteers who can demonstrate involvement and connection with the wider community.
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- Each of our customers will receive services that are designed around their individual circumstances, needs and preferences.
 - A *Customer Needs Assessment* will be conducted by Community Engagers to determine the level of support required.
 - An *Individual Plan (iPlan)* will be developed in consultation with the customer, their family, carer/guardian and/or advocate. The iPlan will consider the customer's support, health and care needs, personal goals and service preferences, and their family, home and community context.
 - The *iPlan* might include activities that are undertaken (according to abilities) independently by the customer, and/or with a Support Worker or a volunteer who has been appropriately trained.
 - A copy of the *iPlan* will be provided to the customer and with their consent their family, carer/guardian or advocate.
 - The *iPlan* alongside any funding plan will inform customer's goals and outcomes. These will be recorded within the *Customer Record System* and updated on a quarterly basis with an annual review by Team Leader and/or Community Engager.
 - A Goal and Outcomes Plan will be developed to document the valued roles and activities the customer will be assisted to engage in and provide details of the reasonable and necessary supports that will be made available by Interchange. It will specifically document the outcomes the customer is working towards.
 - The Goal and Outcomes Plan will provide for both group and individual activities and supports according to the customers abilities, aspirations and needs, and the available funding and resources, and will include support required to live in their own home, health and wellbeing, personal care, engagement with family and friends, naturally occurring community participation, and the creation of activities and supported arrangements.
 - Where relevant, Interchange welcomes other provider service plans to be integrated into the customer plans to ensure all stakeholders are working towards and achieving the same goals.

Equity and Access Considerations

- ✓ Interchange is committed to ensuring fair and equal access to physical environments, information, communication and services. For the communication and implementation of this policy, this may include considering the suitability of physical environments and the use of augmentative and alternative communication methods to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language. These methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.