



## Individual Outcomes Policy

<b>Policy Number</b>	1	<b>Version</b>	3
<b>Date</b>	July 2017	<b>Written by</b>	K. Hedley
<b>Review Date</b>	July 2020	<b>Approved by</b>	E. Introna

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### Purpose

To outline how our services will operate to ensure each person is supported to have choice and control over the planning and provision of their supports and services.

### Scope

Applies to all IntroConnect Stakeholders including but not limited to:

Clients          Carers          Management          Staff          Contractors

### Policy

IntroConnect will promote active choice and decision-making by involving participants in all decision making processes. With the individual's consent IntroConnect will actively engage and work with, their families, friends, carers and advocates in planning, delivery and review of services and supports.

IntroConnect will ensure that services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals. IntroConnect will promote person-centred approaches to service delivery whereby individuals lead and direct their services and supports. IntroConnect will ensure that services meet participant's needs and the standard of service meets their expectations.

Services delivered by IntroConnect will be flexible and tailored to each individual's strengths and needs and will deliver positive outcomes considering individual's disability as well as recognising and responding to issues related to age, gender, culture, heritage, language, faith, sexual identity, relationship status and other relevant factors.

## Policy in Action

- IntroConnect recognises the importance of:
  - people with disability leading and directing their own supports with support from family, friends, carers and advocates (with consent);
  - person centred approaches in service planning, implementation and review based on individual strengths, needs and life goals;
  - collaboration and dialogue,
  - responsiveness to diversity.
- IntroConnect will take a person centred approach to delivering services. We will work together with an individual and, with their consent, their family, friends, carer or advocate to identify their strengths, needs and life goals.
- Person-Centred resources will be available to support participants. New person centred resources will be sourced as part of our ongoing commitment to continuous improvement.
- IntroConnect planning, provision and review will be based on individual choice and will be undertaken together with an individual and, with consent, their family, friends, carer or advocate.
- IntroConnect will make plans, deliver and regularly review plans, services and supports against measurable life outcomes.
- IntroConnect planning and delivery will be responsive to diversity including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status, and other relevant factors.
- IntroConnect will collaborate with other service providers to enhance the range of options available to individuals within the community and to build a referral network.
- If IntroConnect is able to provide more than one type of support in a participants plan, the client will be informed that there is no obligation to accept this service and alternative service providers that can provide a similar service, will be suggested.
- IntroConnect will support, facilitate and encourage an individual to make their own decisions. This will be supported by providing information in appropriate formats to support informed decision making. If required tools to assist in the decision making process will be utilised.
- Where support is needed from their family, carers or advocates, IntroConnect will facilitate all parties to come to an agreement prior to any substitute decision maker becoming involved.
- IntroConnect recognises the right of an individual to take risks and we will support each person to assess the benefits and risks of the available options. We will also support the trialling of approaches even when everyone may not be in agreement.
- If client needs and expectations change such that a new service provider may be required. The process contained within the Service Access policy will be followed.

## Resources

- [National Standards for Disability Services](#)
- Ageing, Disability and Home Care (ADHC) [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)
- Guardianship Division [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)
- NSW Trustee and Guardian [www.tag.nsw.gov.au](http://www.tag.nsw.gov.au)
- NSW Public Guardian [www.publicguardian.justice.nsw.gov.au](http://www.publicguardian.justice.nsw.gov.au)
  - Attorney General's Department of NSW (2008) Capacity Toolkit  
[www.publicguardian.justice.nsw.gov.au/Documents/capacity\\_toolkit](http://www.publicguardian.justice.nsw.gov.au/Documents/capacity_toolkit)

### Information on Person Centred Thinking and approaches

- [www.helensandersonassociates.co.uk](http://www.helensandersonassociates.co.uk)
- [www.learningcommunity.us](http://www.learningcommunity.us)
- [www.inclusion.com](http://www.inclusion.com)
- [www.health.nsw.gov.au](http://www.health.nsw.gov.au)
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## Related Legislation

- Community Services (Complaints, Reviews and Monitoring) Act 1993 (CS CRAMA) (NSW)
- Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014
- Guardianship Act 1987(NSW)
- Health Records and Information Privacy Act 2002 (NSW)
- Mental Health Act 2007 (NSW)
- NSW Trustee and Guardian Act 2009 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Carers (Recognition) Act 2010 (NSW)
- Carers Recognition Act 2010 (Commonwealth)

## Internal Resources:

- Mission, Vision & Values
- Funding Implementation Form
- Getting to know you
- New Client Information Statement
- Rights Policy (Policy 1)
- Person Centred Planning tools – including Decision making profile and agreement.
- Service Access Policy (Policy 6)