



Individual Needs Policy

Version	08.2021	Scheduled review date	08.2024
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Whilst this policy provides a guide, as Cam Can provides people with disabilities and their families with personalised, tailored support that maximises their control over available resources, decision making and choice, there may be times when alternative decisions are made for the benefit of members.

Purpose

The purpose of this policy is to establish standards of practice that recognises members of the organisation as having unique skills, lifestyle preferences, personal aspirations and support needs. The policy has been framed around meeting individual needs as they are specified in the NDIS Act 2013 and the NDIS Practice Standards and governing principles 1 and 2 as outlined in Cam Can Inc – Rules of Association. All members of Cam Can (and their families) are to be incorporated in opportunities to foster empowerment and individual choice by involvement in decisions on their priority of needs and personal goals within the scope of the service to be provided.

Policy

Cam Can acknowledges that all individuals, regardless of their support needs, gender, race, ethnicity, religion or nationality are central to the planning of supports to be provided. Cam Can acknowledges the role of significant others/carers, families, advocates and Guardians in this process and is committed to providing quality supports that are tailored to meet individual needs that are flexible and responsive to changing circumstances.

Meeting Individual Needs:

- is multi-dimensional and looks at the whole person in the context of their community and the range of formal and informal supports required to maintain and promote their overall quality of life
- involves the member, their family and significant others in the process of identifying needs, personal goals, planning of services and regular review
- is carried out by an informed, experienced staff member with good knowledge of the organisation and local services
- is flexible and responsive to meet changing needs
- promotes valued roles for the individual
- has adequate safeguards and grievance procedures
- incorporates planning that is focused around the goals of people of similar age and service requirements.

Cam Can's service is tailored to the individual needs of each member.

The aim of the individual needs and goals identification is:

For the Individual

- to provide an overview of the member's support needs and goals to be met by the organisation
- to provide opportunity for the member and the most significant people in their life to participate in planning the direction of the member's service
- to provide a guide (via objectives) for staff about what their role, tasks and responsibilities are for the life of the NDIS plan with respect to improving the quality of service for the member
- to provide a method to systematically review how appropriately a member's identified goals are being met
- to identify any critical areas that may require more detailed planning and support.

For the organisation

- to provide a system that ensures all members' supports are regularly reviewed and that their needs are met appropriately
- to provide a system that helps measure how well the organisation adheres to the NDIS Practice Standards
- to provide a system that collects individual member information that can be used to shape organisation and individual plans.

Performance Standards

The following performance standards must be met to ensure that the procedures specified are implemented effectively:

1. The *Individual Needs* policy is available to individuals, families and staff.
2. Staff are provided with training in person centred practices and are familiar with the concepts of individual needs.
3. Members and their families/carers (when appropriate) are to be involved from the outset in designing the individual service plan.
4. Only necessary information is held by Cam Can and treated in accordance with the *Privacy, Dignity, Confidentiality and Data Protection* Policy.
5. Members and families have contributed in a meaningful way to the determination of their support needs.
6. Members and families have had a primary decision-making role about how agreed services are delivered.
7. Members and families have a current written copy of the individual service plan (It's All About me). A copy of the plan is available for engaged staff.
8. Individual service plans have been reviewed annually, or sooner if:
 - a. circumstances, needs or preferences have changed significantly, or
 - b. a request has been made to undertake a review by the member or family. This may be to review supports within the existing NDIS funding resource or may include assisting a member /family to request a review of their NDIS plan and associated resources.
9. Any grievances have been addressed in accordance with the individual needs principles outlined in this policy and the Compliments and Complaint Policy.

Review of the Policy

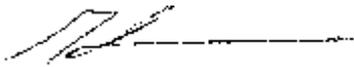
This policy will be reviewed on a three-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.

Related Documents

- Cam Can's Individual Needs Procedure
- Cam Can's – Rules of Association
- Cam Can's Compliments and Complaints Policy
- Cam Can's Privacy, Dignity, Confidentiality and Data Protection Policy
- Individual Needs – Cam Can Internal training materials

Authority

This policy is issued by:



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MANAGING DIRECTOR



Anthea Lema
DIRECTOR

Date: 19 August 2021

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