



Person-Centred Practice Policy

This policy supports and promotes a person-centred approach in the way we provide our supports and services. A person-centred approach ensures that the participant is at the centre of all decisions, rather than the service provider. Our focus is on what matters most to the participant, their family, and/or carer while ensuring our workers are supported in delivering these outcomes.

The key principles that underpin a person-centred practice:

- **The participant is at the centre** – Their needs, preferences, and goals drive service provision.
- **The participant's wider social network is involved as full partners** – Families, carers, and chosen support networks play a key role in decision-making.
- **A whole-of-life approach** – Supports consider all aspects of a participant's life, including personal, social, and community participation.

The benefit of a person-centred approach is that:

- **Respect for individual wishes** – Each participant's preferences and aspirations are honoured.
- **Empowerment through informed choice** – Participants are supported to make informed decisions about their care and future.
- **Flexibility in service provision** – Supports are tailored to meet the diverse needs of each participant.
- **Enhanced personal development** – Broadens experiences and fosters independence.
- **Improved participant satisfaction** – Focused on providing a positive and fulfilling customer experience.



PERSON-CENTRED PRACTICE POLICY

Every Human Disability Services Pty Ltd

Our Commitment

As part of our commitment to a person-centred approach, we will:

- Ensure all supports and services align with the needs, goals, and aspirations of each participant.
- Listen to each participant and those who know them best to understand their needs and preferences.
- Support participants to develop individual outcomes and define what success looks like for them.
- Identify and prioritise obstacles that may hinder the achievement of these outcomes.
- Assist participants in setting and achieving steps or goals to overcome challenges.
- Train, support, and motivate our workers to adhere to the principles of this policy.

Legal & Human Rights Commitment

- We recognise and uphold the legal and human rights of each participant, ensuring that dignity, autonomy, and equality are at the forefront of service delivery.
- Participants have the right to make decisions regarding their lives and supports, and we will respect their choices in all circumstances.
- Our practices align with the **United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)** and **NDIS Practice Standards**, ensuring ethical, fair, and non-discriminatory service delivery.

Communications & Accessibility

- We will communicate with each participant in a way that is responsive to their needs.
- Information will be provided in the language, mode of communication, and terms that the participant is most likely to understand.
- We will use assistive communication tools and resources as needed to ensure effective engagement with participants.

Community Engagement and Social Inclusion

- Each participant will be supported to engage with their chosen support network and community as per their wishes.
- We will promote opportunities for community participation and social inclusion to enhance well-being and independence.
- Participants will be encouraged and assisted in building meaningful relationships and connections within their community.

Relevant Items

Regulations relevant to this policy include:

- *NDIS (Quality Indicators) Guidelines 2018 (Cth)*

External Documents relevant to this policy include:

- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)
- NDIS Code of Conduct