



Subject: Individual Outcomes

Policy No: NS3-1

Disability Standard: 3 – Individual Outcomes

Purpose

To outline how staff will support clients to make service choices based on their individual needs and goals.

Policy Statement

Our services are individualised, with measurable goals. We design services collaboratively with the client/ family/ [person responsible](#).

Responsibility

Client Services Managers are responsible for implementation and compliance monitoring of this policy in their work areas.

Scope

This policy applies to current and potential clients and their families, and all staff providing services to clients.

Policy in Action

- Our services are:
 - based on a plan
 - based on research evidence and practice experience
 - holistic
 - respectful of client/family choice to access alternative treatments and supports
 - outcome focussed
 - measurable.
- We take a [person-centred](#) approach to planning and support. This means that clients (and, with their consent, their families, carers and advocates) are at the centre of planning and decision making and are encouraged to exercise [choice and control](#) in the services and supports they receive.
- We encourage all clients, including those aged 16 years and under, to express their preferences.

- Clients aged over 16 years may require a [substitute decision maker](#) if they do not have [capacity](#), or are not confident to make choices or give [consent](#) in relation to matters of accommodation, finance and/or medical treatment. The substitute decision maker may be a family member or other person who is legally appointed, or they may be the Public Guardian. Staff members cannot act as substitute decision makers.
- Some clients may have an [advocate](#) who assists them to express their needs. An advocate is not a substitute decision maker.
- We review plans regularly against outcomes.
- If a client has capacity to give consent but is physically unable to sign, a note indicating this is made on the document and signed by two witnesses.

Definitions

(Note: Commonly defined terms are located in the [CPA Common Definitions](#). Any defined terms below are specific to this Policy and its related documents.)

Nil.

Procedures/Forms/Appendices

NS3-1-Pr1 [Substitute Decision Maker/Person Responsible](#)

Related Policies and Further Reading

NS1-1 [Rights](#)

NS1-1-Pr11 [Coordination of Supports](#)

- The Capacity Toolkit – NSW Government – Attorney General’s Department http://www.diversityservices.justice.nsw.gov.au/divserv/ds_capacity_tool.html
- [National Multilingual Disability Hub](#)
- FACS and UNSW resource: [Doing an effective case review with a person with disability](#)

Temporary Policy Documents for A&R Northern Sydney use only

TNS3-1-G1 [Exploring and Implementing Person Centred Approaches](#)

TNS3-1-G2 [Exploring and Implementing Person Centred Approaches-Accessible Version](#)

Policy Owner	Chief Operating Officer
Date Approved	29/08/16
Approval Authority	CEO
Date of Commencement	1 December 2016
Date for Next Review	
Related Legislation	Disability Inclusion Act 2014 Disability Inclusion Regulation 2014 Guardianship Act 1987

Revision History

Note: Reviewed and rewritten policies and procedures took effect on 1 December 2016. For revision history prior to this date, contact the Company Secretary.

Review Date	Revision Details
07/03/18	Added links to temporary A&R Northern Sydney policy documents.