



Subject: Person Centred Service Planning

Policy No: NS3-2

Disability Standard: 3 – Individual Outcomes

Model of Care Outcome: 6 – Self Determination



Purpose

To support our clients in a collaborative and cooperative way to have a life and lifestyle based on their own expressed needs, interests and aspirations. The guiding principles below describe a [person centred](#) approach. This approach puts the client and others who are important in their life at the centre of service planning activities. To also provide direction for staff in how we support our clients.

The reason we plan is to focus service delivery on what matters most to our clients. This is so that we can maximise their independence, inclusion and quality of life. We support clients to build their capacity to decide what is required to make these things happen. We encourage our clients to make a positive contribution to their community. This can be through sport, creative arts, volunteering, education, open employment, supported employment and participation in community life.

Planning is based on the individual client's goals, interests, dreams and aspirations, and on what they want and need into the future. We use planning to learn what matters to clients from day to day, and the services and support needed to make them happen. Children are encouraged to make age appropriate decisions with the support of their family. For adults, their family and other important people in their life can be included in the planning with their consent.

Policy Statement

At Cerebral Palsy Alliance (CPA), we listen to our clients and support them to decide what, how, when and where their services should be delivered and who should deliver them. We ensure the following when facilitating service planning with a client:

- the individual rights of the client are understood, upheld and respected
- communication with the client is responsive and in a manner they prefer and are most likely to understand
- the client is supported by the people they choose, who are the most important to them and know them best.

Responsibility

These roles are responsible for implementation and compliance monitoring of this policy in their work areas:

- Senior operational and service managers
- Site managers
- General Manager, Therapy Services; General Manager, Accommodation, Respite & Supported Employment; General Manager, Client Engagement; General Manager, Lifestyles
- Staff responsible for direct service provision to clients.

Scope

This policy applies to clients, staff, volunteers, contractors and students.

Policy in Action

- Our [Model of Care](#) provides the framework within which our staff provide supports and services to our clients and includes the following principles:
 - we acknowledge that clients have the right to have the most important people in their life involved in any service planning and decision making activities
 - our service planning is conducted in a manner that is person centred, builds capacity and promotes the wellbeing of the individual client
 - we respect the clients we support and help others recognise their value
 - we acknowledge that clients and their families are best placed to identify their needs and choose the services to help address them
 - we acknowledge that all clients have the right to make their own decisions, and that some clients may need support to do this
 - we acknowledge that all clients have a right to communicate and receive information in accessible, alternative and augmented formats to enable them to voice their own choice and control
 - we respect the right of clients and their families to choose an advocate
 - we support the right of clients and their families to make choices, including the right to choose to take some risks in their life
 - we create a cooperative and collaborative environment where fairness, trust and dependability are key elements of our partnerships with our clients and their families
 - we ensure clients and families have the information and support they need to make decisions and use their funding
 - we design our services to meet client set goals as well as personalising the services where required
 - we support clients to achieve and maintain their goals, lifestyle preferences, interests and activities and this is outlined in their Service Plan.

The **guiding principles** that underpin service planning at CPA include the following:

- **Person centred:** putting the client and others that are important to them at the centre of service planning activities.
- **Strengths based:** focuses on the client's abilities, interests, dreams and aspirations and the supports they require to realise them and maximise their independence.
- **Goal oriented:** is oriented toward the client's present and future short- and long-term goals and documented in a manner that the client wishes.
- **Customised:** personalised and flexible approach to planning that supports the client to exercise their choices and make ongoing changes as they wish.
- **One plan approach:** shared commitment across CPA and any other service providers the client accesses to create a consistent and integrated service experience. It is to be aligned with and informed by the client's immediate support needs, NDIS/ DSOA goals (where a client has a NDIS or DSOA plan) and/ or other short or long-term aspirations as outlined in their Service Plan.

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.)

Service Plan

An individualised plan recording the outcome and agreed actions of the service planning process. Articulates what is important to the client and what is important for the client when receiving these services.

Service Planning

The process by which CPA staff, the client and others who are important in their life discuss, agree, and review an action plan to achieve the goals or behaviour change of most relevance to the client.

Procedures/Forms/Appendices

NS3-2-G1	Person Centred Service Planning Guidelines Accommodation Clients
NS3-2-G2	Person Centred Service Planning Guidelines Community Clients and Packforce Employees
NS3-2-G3	Respite Service Plan Example
NS3-2-Pr1	Person Centred Service Planning Procedure Accommodation Clients
NS3-2-Pr2	Person Centred Service Planning Procedure Community Clients and Packforce Employees
NS3-2-Pr3	Substitute Decision Maker or Person Responsible
NS3-2-F1	Planning: Blue Sky Thinking
NS3-2-F2	Planning: Communication Expressive
NS3-2-F3	Planning: Communication Profile

NS3-2-F4	Planning: Communication Receptive
NS3-2-F5	Planning: Decision Making
NS3-2-F6	Planning: Review questions
NS3-2-F6	Lifestyle Planning: Review questions
NS3-2-F7	Planning: Gifts and Strengths
NS3-2-F8	Planning: Good Day-Bad Day
NS3-2-F9	Planning: History Map
NS3-2-F10	Planning: Hopes and Dreams
NS3-2-F11	Agenda Person Centred Service Planning Meeting
NS3-2-F12	Pre Planning Checklist Person Centred Service Planning Meeting
NS3-2-F13	A Guide to Discussion Service Planning with Accommodation Clients
NS3-2-F14	Home Service Plan (Accommodation Clients)
NS3-2-F15	A Guide to Discussion Service Planning with Community Clients and Packforce Employees
NS3-2-F16	Service Planning Action List
NS3-2-F17	About Me Profile Template
NS3-2-F18	Goal Monitoring Record – Goal Program
NS3-2-F19	Goal Monitoring Record – Record Sheet 1: Frequency
NS3-2-F20	Goal Monitoring Record – Record Sheet 2: Participation
NS3-2-F21	Goal Monitoring Record – Record Sheet 3: Progress
NS3-2-F22	Goal Monitoring Record – Record Sheet 4: Skill Development
NS3-2-F23	Communication Profile
NS3-2-F24	Lifestyles Service Plan
NS3-2-F25	Respite Service Plan
NS3-2-F26	Packforce Individual Employment Service Plan
NS3-2-F27	Decision Making Record
NS3-2-PG26	Person Centred Service Planning Practice Guide

Related Policies and Further Reading

NS5-1-Pr1	Client Intake
NS5-1-F1	Client Services Request
NS5-1-F2	Client Personal Safety and Support Checker
NS5-1-F4	(THW) Service Plan Review Therapy and Health and Wellbeing
NS5-1-F5	(LS) Service Plan Review Lifestyles
NS5-1-F6	(YS) Service Plan Review Youth Services
NS5-1-F7	(R) Service Plan Review STA (Respite)
NS5-1-F8	(PF) Service Plan Review Packforce
NS5-1-F9	(THW) Service Plan Review Part 2 Therapy and Health and Wellbeing
NS5-1-F10	(LS) Service Plan Review Part 2 Lifestyles
NS5-1-F11	(YS) Service Plan Review Part 2 Youth Services
NS5-1-F12	(R) Service Plan Review Part 2 STA (Respite)
NS5-1-F13	(PF) Service Plan Review Part 2 Packforce

NS5-1-App4	Service Plan Review Staff Guidance Notes
NS6-1-10-F1	Client Safety Risk Register
NS6-1-10-G1	Client Safety Risk Register – User Guide
NS6-1-12-F3	(AR) Daily Shift Report
NS6-1-12-F9	(LS) Lifestyles Daily Shift Report
NS6-1-12-F10	(LS) Youth Program Evaluation Form
NS6-1-12-F11	(LS) Youth Coaching Evaluation Form

Note: This policy has been adapted from the below policy documents from the Ageing, Disability and Home Care NSW Division of the NSW Department of Family and Community Services:

- Exploring and Implementing Person Centred Approaches
- Exploring and Implementing Person Centred Approaches Accessible Version
- Lifestyle Planning Policy and its associated documents

Policy Owner	General Manager, Strategy, Quality and Risk
Date Approved	20/10/2021
Approval Authority	CEO
Date of Commencement	21 October 2021
Date for Next Review	October 2023
Related Legislation	NDIS Act 2013. Disability Inclusion Act 2014. NDIS (Provider Registration and Practice Standards) Rules 2018. NDIS (Quality Indicators) Guidelines 2018.

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
21/10/21	New Policy.
10/02/22	Minor amendments to NS3-2-F14 Home Service Plan: <ul style="list-style-type: none"> • Section 1.1 added column to include “What you should do/ say” • Section 1.2 added Menopause as a personal care activity • Sections 1.3 & 2.1 added additional rows • Section 2.3 added column to include the details for the service/ repair provider.
22/02/22	Added definition for “Service Plan” and “Service Planning” to Policy.
15/03/22	Added the following documents: <ul style="list-style-type: none"> • NS3-2-G2 Person Centred Service Planning Guidelines – Community Clients and Packforce Employees • NS3-2-G3 Respite Service Plan Example • NS3-2-Pr1 Person Centred Service Planning Procedure – Accommodation Clients • NS3-2-Pr2 Person Centred Service Planning Procedure – Community Clients and Packforce Employees • NS3-2-F15 A Guide to Discussion Service Planning with Community Clients and Packforce Employees

	<ul style="list-style-type: none"> • NS3-2-F23 Communication Profile • NS3-2-F24 Lifestyles Service Plan • NS3-2-F25 Respite Service Plan • NS3-4-F26 Packforce Individual Employment Service Plan <p>In the Policy:</p> <ul style="list-style-type: none"> • Replaced “Home Service Plan” with “Service Plan”. • Removed definition to “Home Service Plan” and amended definition for “Service Plan”. • Removed NS6-1-12-F8 (LS) Lifestyles Service Plan – Goals and Outcomes as a related document as replaced by NS3-2-F24 Lifestyles Service Plan.
28/03/22	Added “Procedure” step to NS3-2-F16 Service Planning Action List.
07/04/22	<p>Deleted:</p> <ul style="list-style-type: none"> • NS2-1 Participation and Inclusion Policy as it has been replaced by this policy. • NS3-1 Individual Outcomes Policy as it has been replaced by this policy. <p>Added:</p> <ul style="list-style-type: none"> • NS3-2-F27 Decision Making Record previously called NS3-1-F1 Decision Making Record. • NS3-2-Pr3 Substitute Decision Maker or Person Responsible previously called NS3-1-Pr1 Substitute Decision Maker or Person Responsible.