



Person Centred Service Planning Policy

Model of Care Outcome: 6 – Self Determination



Purpose

This policy is for clients and staff who support clients. It guides staff to:

- help clients to live the life they want, based on their choices, needs, interests and goals
- find the best ways to support clients.

Person centred means the client is at the centre of any decision that is made about them.

We plan with clients so that services will focus on what matters most to clients. Service planning is about talking to clients about what is important to them and for them. The client may ask others who know them well to be involved, like family, friends or representatives. Service planning is also about talking with others, like other services, to help the client to get what they want and need.

Person centred service planning aims to:

- build on the client's abilities
- increase the client's independence
- work in collaboration with the client's family, and
- support the client to participate in their community, such as through:
 - Sport
 - Music and art
 - School
 - Work

- Seeing friends
- Going to events
- Volunteering.

Policy Statement

At CPA we listen to the client and what they say is important to them. We offer clients choice about services, such as:

- what services they want
- when they want services
- where they want services
- how the services should be given
- who should deliver the services

When we plan with a client we:

- listen without judgement
- respect the client's rights and what they say is important to them and for them
- communicate with the client in ways that the client prefers and can understand
- work together with the people who know and support the client, like their family, friends or representatives.

Who is this policy for?

This policy is for everyone at CPA, including

- staff
- volunteers
- contractors and
- students.

It is for clients and the people who are important to them, such as their family, friends and representatives. Clients may:

- live in a CPA house
- go to Respite

- be part of Lifestyles
- work at Packforce
- go to Therapy Services.

Who is responsible for this policy?

These CPA roles support staff to follow this policy in their work area:

- Senior operational and service managers
- Site managers
- Regional Managers
- Senior Quality Manager

Policy in Action

This policy aligns with the CPA Model of Care framework. The [Model of Care](#) says how staff will provide services and supports to clients. It says:

- The person is at the centre of services we provide. We make sure our services meet the needs of each person.
- All clients have the right to high quality services.
- We support each client in the best way for them. We make sure the care is right for the person. It is what they want and need.
- We see each client as a whole person. We respect their social, spiritual, physical, and emotional wellbeing.
- We work together with clients, their families, and other service providers.
- Our services are legal, ethical, safe, and high quality.
- Our services are based on best research and practice evidence.

At CPA we know it is important that:

- we listen to the client and the people who are important to them
- clients make the decisions about their own lives and have the right support to do this

- clients tell us their preferences for how they would like to be supported. We document this so that all staff can support clients in this way.
- we communicate with clients in ways that are right for the client
- our services help clients reach their life goals listed in their Service Plan.
- we respect each client and help others to treat our clients with dignity and respect

At CPA, we know that some clients will want to:

- have an advocate (or representative) to help with decisions
- make choices that involve some risk
- use funding in the right way for them
- ask that services are delivered in a way that suits the client

We partner with clients to plan and achieve these outcomes.

The **guiding principles** for service planning at CPA include:

- **Person centred:** The client is at the centre of any decision made about them.
- **Strengths based:** It is about the client's abilities, interests and aspirations. It is also about what supports they need to achieve these and increase their independence.
- **Goal oriented:** It is about what the client wants to do or achieve now and in the future.
- **Customised:** It is flexible and supports the client's needs and choices now and in the future.
- **One plan approach:** It is about everyone working together to help the client achieve their plan, including CPA and other services. It aligns with the client's NDIS / DSOA goals (if they have a NDIS or DSOA plan).

Definitions

(Note: The meanings of words used a lot at CPA are located in the [CPA Common Definitions](#). The words in the list below are new and are only used in this policy and the other documents that are part of this policy).

Service Planning

The process where the client, people who are important to the client and CPA staff meet to discuss:

- what goals are important to and for the client and what does a successful outcome look like
- what the client wants and needs
- how CPA can support the client to achieve these.

The outcome and agreed actions are recorded in the client's Service Plan.

Service Plan

The client's plan that says what is important to the client and for the client. It records the outcome and agreed actions of the service planning meeting.

Documents that are part of this policy

Guidelines

[Person Centred Service Planning Guidelines](#)

[Respite Service Plan Example](#)

[Accommodation Services Accountabilities for Person Centred Service Planning](#)

[Person Centred Service Planning Policy Easy Read for Clients](#) (on CPA website)

[CP Guide for Adults Easy Read for Clients](#)

Procedures

[Person Centred Service Planning Procedure](#)

[Substitute Decision Maker or Person Responsible](#)

Forms

[Planning: Blue Sky Thinking](#)

[Planning: Communication Expressive](#)

[Planning: Communication Profile](#)

[Planning: Communication Receptive](#)

[Planning: Decision Making](#)

[Planning: Review Questions](#)

[Planning: Gifts and Strengths](#)

[Planning: Good Day-Bad Day](#)

[Planning: History Map](#)

[Planning: Hopes and Dreams](#)
[Agenda Person Centred Service Planning Meeting](#)
[Pre Planning Checklist Person Centred Service Planning Meeting](#)
[A Guide to Service Planning Discussions](#)
[Home Service Plan \(Accommodation Clients\)](#)
[Service Planning Action List](#)
[About Me Profile Template](#)
[Goal and Outcome Monitoring Record](#)
[Goal Monitoring Record – Record Sheet 1: Frequency](#)
[Goal Monitoring Record – Record Sheet 2: Participation](#)
[Goal Monitoring Record – Record Sheet 3: Progress](#)
[Goal Monitoring Record – Record Sheet 4: Skill Development](#)
[Communication Profile](#)
[Lifestyles Service Plan](#)
[Respite Service Plan](#)
[Packforce Individual Employment Service Plan](#)
[Decision Making Record](#)

Practice Guides

[Person Centred Service Planning Practice Guide](#)

Related policies and further reading

[Client Intake](#)
[Client Services Request](#)
[Client Personal Safety and Support Checker](#)
[Child Safety Policy](#)
[\(TH\) Service Plan Review Therapy](#)
[\(LS\) Service Plan Review Lifestyles](#)
[\(YS\) Service Plan Review Youth Services](#)
[\(R\) Service Plan Review STA \(Respite\)](#)
[\(PF\) Service Plan Review Packforce](#)
[\(THW\) Service Plan Review Part 2 Therapy](#)
[\(LS\) Service Plan Review Part 2 Lifestyles](#)
[\(YS\) Service Plan Review Part 2 Youth Services](#)
[\(R\) Service Plan Review Part 2 STA \(Respite\)](#)
[\(PF\) Service Plan Review Part 2 Packforce](#)
[Service Plan Review Staff Guidance Notes](#)
[Client Safety Risk Register](#)
[Client Safety Risk Register – User Guide](#)
[\(AR\) Daily Shift Report](#)
[\(LS\) Lifestyles Daily Shift Report](#)
[\(LS\) 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	04/09/2023 (approved by COO in CEO's absence)
Approval Authority	CEO
Date of Commencement	21 October 2021
Date for Next Review	September 2024
Related Legislation	NDIS Act 2013. Disability Inclusion Act 2014. NDIS (Provider Registration and Practice Standards) Rules 2018. NDIS (Quality Indicators) Guidelines 2018.

Revision history

Please email policyfeedback@cerebralpalsy.org.au for access to past policies and/or further revision history details.

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 • 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 In the Policy: <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	Deleted: <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. Added: <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.
13/09/23	Full scheduled review Reviewed and significant updates made to: <ul style="list-style-type: none"> • Person Centred Service Planning Policy, including Plain English translation • Person Centred Service Planning Practice Guide, including Plain English translation • Packforce Individual Employment Service Plan Reviewed and minor updates made to: <ul style="list-style-type: none"> • Respite Service Plan Example • Home Service Plan Accommodation • Renamed Goal and Outcome Monitoring Record (previously Goal Monitoring Record Goal Program Template) • Goal Monitoring Record Sheet 1: Frequency • Goal Monitoring Record Sheet 2: Participation • Goal Monitoring Record Sheet 3: Progress • Goal Monitoring Record Sheet 4: Skill Development • Communication Profile • Respite Service Plan Added: <ul style="list-style-type: none"> • Person Centred Service Planning Guidelines (combined the previously named 'Person Centred Service Planning Guidelines Accommodation Clients' and 'Person Centred Service Planning Guidelines Community Clients and Packforce Employees') • Person Centred Service Planning Procedure (combined the previously named 'Person Centred Service Planning Procedure - Accommodation Clients' and 'Person Centred Service Planning Procedure Community Clients and Packforce Employees') • A Guide to Service Planning Discussions (combined the previously named 'A Guide to Discussion Service Planning with Accommodation Clients' and 'A Guide to Discussion Service Planning with Community Clients and Packforce Employees') • Accommodation Services Accountabilities for Person Centred Service Planning • Person Centred Service Planning Policy Easy Read for Clients (linked current document to policy) • CP Guide for Adults – Easy Read for Clients.
13/03/24	Updated Person Centred Service Planning Guidelines. Lifestyles clients will have their goals and outcomes reviewed every 6 months (or more frequently if the client's needs change) – previously the review was three times per year.
28/05/24	Updated Respite Service Plan and Respite Service Plan Example to change 'VOOHC' to 'SSRC' and add section re mealtimes under Personal Care.
01/08/24	Updated Lifestyles Service Plan.