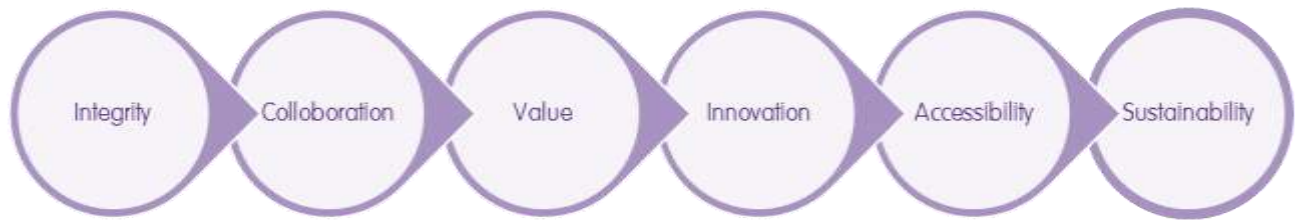


## HCA Customer Person Centred Plan Statement



**Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability**  
are the values that underpin all of our services and relationships.

## Policy Statement

HCA will work with you to create a Person Centred plan that suit your needs. The plan is used to ensure that HCA provides the best quality services and to support each person to reach their goals. The plan is a guide to ensuring that you are supported in your own decision making, and also assist HCA in how we support you as a team.

It is a legislative requirement for HCA to ensure that every person that accesses our services has a plan that is updated, reviewed and can be accessed at any time. All decision making when developing, implementing and reviewing a plan must include the customer, their family, carers, guardians, advocate or significant others. The plans must be reviewed regularly to make sure that your needs and goals are being met.

It is HCA's responsibility to ensure that everybody that is involved in supporting you must have a copy of this plan, or are able to access the plan at any time. HCA is required to deliver, measure and document the outcomes of your plan.

Person-centred active support:

- Engages people in activities of choice in their local community.
- Supports people to participate in meaningful activities and relationships
- Involves doing things with people, not for people – to enable them to participate in all the activities of everyday life, such as preparing a meal, collecting the mail, going shopping, meeting friends or seeing a movie

The aim is for all people, irrespective of abilities or behaviour, to:

- Have more control over their life
- Be more involved in the community
- Gain independence
- Pursue interests

Support staff should:

- Inform people with a disability about the range of activities that they could do and to develop activities with them
- Ensure each person's cultural, linguistic, spiritual, religious and indigenous background and practices are respected
- Discuss with people what activities they want to do

- Encourage some outdoor activity to promote better health
- Support people to make their own choices
- Notice and record the choices of people and to communicate and act on these as required
- Plan for the activities to happen
- Allocate responsibilities to support participation
- Support participation where required by using gestures or physical prompts, demonstrating how to undertake the activity or providing physical guidance
- Regularly monitor and review progress
- Complete activity plans, monthly opportunity plans and support plans.

Managers should:

- Monitor whether staff have provided opportunities for people to participate in activities in the local community
- Ensure staff consider accessing activities provided by organisations focused on culturally and linguistically diverse (CALD) and/or indigenous backgrounds or by or mainstream community organisations.
- Ensure the supports people require to participate are planned, provided and regularly reviewed and monitored
- Support participation through the allocation of responsibilities and adequate timelines.

## References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Disability Services Standard 3 – Individual Outcomes