

CS2.1 Person Centred Practices

Purpose

1. To clearly define P4 Movement's commitment to delivering services that meets the goals, preferences and aspirations of service users.

Alignment with Practice Standards

1. Module 1: Rights and Responsibilities

Legislative Alignment

1. Disability Discrimination Act 1992

Key Responsible Executive

General Manager

For More Support

General Manager

Policy Statement

1. P4 Movement believes that people with disabilities have the right to choose the services and supports provided to them and how that service/support will be delivered. P4 Movement is committed to guiding and supporting service users and working in collaboration with them to identify their needs, goals, preferences and develop individual plans that reflect these.

Definitions

1. Person centred planning – a process of continually listening and learning, focused on what is important to someone now and for the future, and acting on this in alliance with their family, carers, friends and substitute decision makers.

Delegations

Roles	Responsibilities
Board of Directors	Endorse and ensures compliance with the Person Centred Practices Policy and Procedure
GM	- Lead the development of person centred culture that supports service user decision making - Manage and monitor compliance with this policy - Support staff competence and compliance with this policy and procedure
Management	- Manage and monitor compliance with this policy - Support staff competence and compliance with this policy and procedure
Staff, volunteers, contractors and students	Comply with the Human Rights Policy and Procedure

Principles

1. P4 Movement employs the following person-centred principles in our work with service users and their family, carers, friends and substitute decision makers:
 - a. The focus is on the service user, who they are, their unique interests, lifestyle preferences and needs
 - b. Concentrate on the aspirations, hopes and dreams the service user and their family have for their future life
 - c. Involve family, friends, significant others, advocates and other service providers to encourage the growth of the service user's network and community engagement
 - d. Decision making and choice is situated with the service user and their allies
 - e. A clear value base for achieving genuine social inclusion and community participation, and
 - f. Organise individualised support and re

Procedures

1. Individual Plan
 - a. The individual plan belongs to the service user and should be translated into a format that the service user understands for their personal use when required, e.g. plain English, low literacy versions or audio.
 - b. The plan documents service user goals, aspirations and strategies and how these strategies will be put in place to achieve those goals and aspirations. Individual Plans are developed and reviewed on an annual basis or earlier if considered necessary.
 - c. A variety of tools may be used to support the development of the plan. These can include:
 - i. one-page profiles
 - ii. communication profiles
 - iii. relationship circles
 - d. For more details see Participant Care and Participant Assessment and Support Planning.

2. Staff Training
 - a. All staff and volunteers will be provided with training in person centred approaches and how to work collaboratively with service users.

References to other P4 Movement policies and external sources

1. CS1.3 Decision Making and Choice
2. CS2.2 Communicating with Participants
3. CS2.3 Consumer Engagement
4. CS2.4 Feedback and Complaints
5. CS3.1 Participant Care

Summary of attachments

1. Nil

Version Control

1. 1 April 2026 - New Policy Creation