

Individual Needs Policy

DS Standard 2 - Individual needs and personal goals are met in the least restrictive way possible and within available resources.

HACC Objective 4 – Coordinated, Planned and Reliable Service Delivery

Community Connection's position

Community Connection believes that individuals with a disability and their families have the right to receive a service that is tailored to meet their needs and that all people have the ability to learn and develop skills regardless of their age, circumstance or disability.

Individual staff teams

Community Connection will employ Support Workers to work specifically with one individual and their family.

Support Workers will only work for more than one family in the following circumstances:

- i. Holiday relief when there are no workers in the team who can cover the shifts;
- ii. and the individual and family who the relief worker usually supports agree;
- iii. and the worker is a good match for the individual and family

or

- i. When there are two families who receive limited funding and want support at times that do not conflict;
- ii. and both individuals and families agree to sharing the worker;
- iii. and the worker is a good match for both individuals and families;
- iv. and exhaustive efforts to recruit suitable workers for both positions have been made.

Assessment of need

Community Connection will use a holistic assessment process that identifies the range of needs and risks that should be addressed when planning support for the individual and family.

Family Agreements

Community Connection will negotiate an annual Individual Plan and Agreement with the individual and/or their family. The Family Agreement will set out the support that will be provided and the responsibilities of the individual and/or their family and Community Connection.

Goals and action plans

Community Connection will work with individuals and/or families to identify goals, based on their needs and aspirations, and the competencies required to achieve these goals. Community Connection will also assist individuals and/or their families to develop Goal and Action Plans detailing how each goal will be attained.

Format of plans

Community Connection will provide copies of agreements and plans to the individual and/or their family in a format that is accessible to them.

Implementation of plans

Community Connection will monitor progress on items identified in plans to ensure that each individual's plans are being implemented by the Support Workers.

Review of agreements and plans

Community Connection will arrange regular meetings for each individual and family with their Support Workers, members of the Coordination team and any other relevant stakeholders to plan a calendar of activities to identify any change in needs or desires and discuss how the individual's life could be improved.

All plans shall be living documents that are adapted to reflect changing circumstances. Community Connection will review all agreements and plans with each individual and/or family at least annually.