



for

# **Quality Life Psychology Services**

(hereafter referred to as QLPS)

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# Person Centred Practices Policy



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# Person Centred Practices Policy



## Document History

Document Status:	Version 1: 2020
Policy Owner:	Michael Ludwig (Director and Practice Manager) Dr Beris Ludwig (Director and Lead Psychologist)
Approved by:	Quality Life Psychology Services Board
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Familiarisation Frequency:	Annual

## Record of Review

Review Date	Lead by	People consulted
January 2023	Michael Ludwig Director Practice Manager	Dr Beris Ludwig Director Lead Psychologist

## Legislation

- National Disability Insurance Scheme Act 2013

## Reference Documents

- Document: NDIS Quality Indicators Guidelines 2018:
- p. 4: Applicable Practice Standards: Schedule 1 to the *National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018* sets out the relevant NDIS Practice Standards that apply to this Part.

## Policy Statement

Quality Life Psychology Services believes people with disabilities have the right to choose the services and supports provided to them and how that service/support will be delivered. Quality Life Psychology Services 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

**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.

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## Delegations

Roles	Responsibilities
Governing body e.g. Board	<ul style="list-style-type: none"><li>• Endorse and ensure compliance with the Person Centred Practices policy and procedure</li></ul>
CEO/Manager	<ul style="list-style-type: none"><li>• Lead the development of person centred culture that supports service user decision making</li><li>• Manage and monitor compliance with this policy</li><li>• Support staff competence and compliance with this policy and procedure</li></ul>
Management *if applicable	<ul style="list-style-type: none"><li>• Manage and monitor compliance with this policy</li><li>• Support staff competence and compliance with this policy and procedure</li></ul>
Staff, volunteers, contractors and students	<ul style="list-style-type: none"><li>• Comply with this policy and procedure</li></ul>

## Procedures

### Principles

Quality Life Psychology Services employs the following person centred principles in our work with service users and their family, carers, friends and substitute decision makers:

- The focus is on the service user , who they are, their unique interests, lifestyle preferences and needs
- Concentrate on the aspirations, hopes and dreams the service user and their family have for their future life
- Involve family, friends, significant others, advocates and other service providers to encourage the growth of the service user’s network and community engagement
- Decision making and choice is situated with the service user and their allies
- A clear value base for achieving genuine social inclusion and community participation, and
- Organise individualised supports and reduce reliance upon the service system.

### Individual Plan

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.

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.

A variety of tools may be used to support the development of the plan.

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These can include:

- **Family Tree or Genealogy**
- **Identification of Carers**
- **History**
- **Diagnoses**
- **Current support structures**
- **Current living arrangements**
- **Current mental health**
- **Current concerns**
- **Identification of short term therapy goals**
- **Identification of long term therapy goals**

For more detail see Individual Planning Policy.

## **Staff Training**

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