

Interchange Policy & Procedure Manual

► Policy 2.3 Individual Needs

DATE OF BOARD ENDORSEMENT	JANUARY 2008
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CURRENT VERSION	V1.2

Reference Documents

- National Standards for Disability Services (Standard 3)
 - Interchange 'Customer Service Plan' (CSP)
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Policy Statement

Interchange recognises that each customer has unique skills, abilities and life goals. Each of our customers will receive services that are designed around their individual circumstances, needs and preferences. This will be documented in an Individual Customer Service Plan.

Procedures

- An Individual needs assessment will be conducted and form the basis of an individual Customer Service Plan (CSP) for each customer, developed in consultation with the customer, their family and significant others. The Plan will take into account the customer's needs, personal goals and service preferences, and their family and community context, and will support the customer to engage in valued roles and activities. It will specifically document the outcomes to be achieved by the customer.
- The CSP will provide for both group and individual activities according to the customers abilities, aspirations and support needs, and our available resources, and will include naturally occurring community participation, the creation of activities and supported arrangements.
- The CSP might include activities that are undertaken (according to abilities) independently by the customer, with the support of a Community facilitator or a volunteer who has been appropriately trained.
- A copy of the CSP will be provided to the customer.
- The CSP will be reviewed six months after service to the customer first commences, to ensure that what is being delivered is what was expected, and any necessary adjustments will be made at this time.
- Following the initial review the CSP will then be subject to regular monitoring by the Community facilitator to ensure its continuing currency, and be formally reviewed and updated at least once every year by the Interchange Service Centre Manager (or a senior delegate) and Community facilitator, in consultation with the customer and/or advocate.

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Equity and Access Considerations

Interchange is committed to ensuring fair and equal access to physical environments, information, communication and services. For the communication and implementation of this policy, this may include:

- Considering the suitability of physical environments
- The use of augmentative and alternative communication methods to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language. These methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Cultural Diversity

Employees are to ensure that services are provided with sensitivity to and an awareness of the cultural beliefs and practices of clients from culturally and linguistically diverse backgrounds. This includes an awareness of the needs of Aboriginal and Torres Strait Islander people, their families and communities.

Communication about this policy should be done in a way that suits each individual with regard to their cultural background e.g. if required, the use of an interpreter or easy English documents.

Interchange will develop connections with culturally appropriate organisations and groups to influence the meaningful participation of people with disability.

Where relevant, when attempting to strengthen relationships with people from Aboriginal and Torres Strait Islander backgrounds, Interchange will firstly utilise the advice and influence of key community members and organisations.