



INDIVIDUAL OUTCOMES POLICY

NSW Disability Service Standard 3: Individual Outcomes

Each person is supported to exercise choice and control over the design and delivery of their supports and services.

Overview

People with a disability have the right to make their own decisions and to have choices which enable them to fully participate in their community. Fundamental to achieving individual outcomes are person-centred approaches to planning and support. The person with a disability is central to planning and decision-making to achieve the preferred lifestyle while remaining healthy and safe.

POLICY STATEMENT

TAD promotes and implements flexible and responsive supports and services where people with a disability, their families, carers and advocates are at the centre of decision-making; in this way, the individual exercises control in services and supports received.

In accordance with the person's wishes, TAD will ensure that families, carers, advocates, significant others and service providers are actively included in the planning process

- to support their ongoing involvement in the person's life, and
- to encourage and assist growth of the person's networks and community engagement.

TAD will offer information that reflects a range of options and that draws on broader family, cultural and religious networks and community organisations, thereby enabling a person to explore what is possible.

People with a disability are looking for the same opportunities as others in the community, and may therefore make choices and have experiences that involve risk. TAD will balance the person's freedom of choice with its duty of care and dignity of risk responsibilities in planning processes, so that if a person wants to try different things, s/he is able to do so.

TAD will use planning practices that focus on the person's strengths, interests and changing needs throughout the various life stages.

To maximise outcomes for people receiving services from TAD, planning and service delivery will be responsive to diversity, taking into account each person's individual needs and preferences.

Definitions

Duty of care: The obligation to take reasonable care to avoid injury to a person whom it can be reasonably foreseen may be injured by an act, or omission.

Dignity of risk: The belief that each person with a disability is entitled to experience and learn from life situations even if these, on occasion, may be a threat to their well-being.

Diversity includes age, gender, culture, language, faith, sexual identity, relationship status, disability type and other factors.

Legislation

TAD recognises that it has legislative obligations, which are monitored and maintained in its Legal & Regulatory Compliance Register.