

Individual Outcomes Policy

Policy Area:	Participant Services	Document Owner:	CEO
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Policy Context

Relevant service standards: <ul style="list-style-type: none"> • NDIS Practice Standards: Person Centred Supports • NDIS Practice Standards: Individual Values and Beliefs • NDIS Practice Standards: Continuity of Supports • NDIS Practice Standards: Safe Environment 	Legislation/other requirements: <ul style="list-style-type: none"> • NDIS Act 2013 • Disability Act 2006 • United Nations Convention on the Rights of Persons with Disabilities
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Purpose

The purpose of this policy is:

- To outline how Distinctive Options meets individual participant outcomes.
- To establish standards of practice that recognise each participant as having unique skills, lifestyle preferences, personal aspirations and support needs.
- To promote person-centred approaches whereby participants lead and direct their services and supports.
- To promote collaboration with other service providers to respond to the customer's life goals, where required.
- To meet relevant service standards, regulatory requirements and comply with all relevant legislation.

Scope

This policy affects staff and participants who receive a service from Distinctive Options, acknowledging the importance of promoting the specific needs of individuals. This includes an individual's disability as well as the need for services to competently recognise and respond to issues related to age, gender, culture, heritage, language, faith, sexual identity and relationship status, as a minimum.

Policy Statement

Distinctive Options is committed to ensuring that services used by people are flexible and tailored to each individual's strengths and needs, and deliver positive outcomes.

Policy Details

Distinctive Options acknowledges achieving individual outcomes requires collaboration between the individual and Distinctive Options to ensure active choice and decision-making. Our focus on individual outcomes includes individuals and Distinctive Options working collaboratively to review progress against planned and measurable outcomes. Families, friends, carers and advocates also play a critical role in planning, delivery and review of individual outcomes, with the individual's consent.

Outcomes

- People have a goal-oriented plan, specific to their individual needs that is documented and implemented.
- People receive services and supports in a safe and healthy environment.
- People shall receive a copy of their plan and any revised plans in a format that facilitates understanding.
- Participation in decision making and choice opportunities is facilitated (but not limited) through the Rights & Responsibility Network meetings across three locations, regular feedback opportunities, access to readily available processes for raising concerns/issues/complaints, systematic program reviews and the Annual Participant Survey.

Procedures

The following procedures are related to this policy:

- [Incident Reporting and Response Procedure](#)
- [Service Delivery Procedure](#)
- [Group Supports Program Delivery Planning Procedure](#)
- [Program Planning – Group Supports Procedure](#)
- [NDIS Goal Management Procedure](#)
- [Incident Reporting and Response Procedure](#)
- [Complaints Management and Response Procedure](#)