

<b>Policy Title</b>	Person Centred Approach Policy
<b>Policy Category</b>	Operational
<b>Number &amp; Version</b>	SVC-MSO-PO-100-01
<b>Policy Owner</b>	Community Services
<b>Approval by</b>	CEO
<b>Effective date</b>	
<b>Date for review</b>	September 2021

## 1. STRATEGIC PURPOSE

The Snowy Valleys Council (Council) is committed to embedding a person-centred approach in the delivery of its community services.

## 2. POLICY STATEMENT

A person-centred approach ensures clients are at the centre of planning and decision making. This approach works with clients to identify their needs, aspirations and strengths and to develop plans with each person to achieve what is important to them now and into the future.

## 3. DEFINITIONS

**Multi Service Outlet (MSO)** A council run initiative providing services to the elderly, their carers and people with disabilities in the local government area.

**Client:** The person receiving the service.

**Work Participant** Any employees, labour hire staff, volunteers, work experience and contractors of the Council.

## 4. CONTENT

This policy applies to services and support delivered by all areas of Community Services. The following guiding principles govern the Council's person-centred approach.

1. **The person is at the centre:** The client will be present and at the centre of decision making and planning that assists them to achieve their preferred lifestyle. To ensure that clients have enough information to make an informed choice, information will be provided in easy to understand formats.

2. **Personal Priorities and Strengths:** Support will be provided to ensure services are responsive and personalised to each client's needs, wants, and aspirations. Services will aim to build upon clients' strengths.
3. **Partnerships:** Family, friends, significant others and other service providers, who have a commitment to a better life for the client, will be actively involved in the development and implementation of the person's plan, according to the wishes of the client.
4. **Sustainable:** The ongoing sustainability of a person-centred approach will be supported through continuous review and improvement, professional development, and exploring individual options for each person.

## Objectives

1. Each person will be provided with the opportunity to communicate and achieve their personal goals and aspirations.
2. Council will engage and empower work participants to implement person-centred service delivery and support.
3. Each client will have a plan developed to guide the achievement of their needs, aspirations and wishes for their future, and this plan will build upon the strengths of the individual.
4. Employees will be supported to understand and align with the values and behaviours of a person-centred approach.

## Training Support and Development of Work Participants:

Council will provide ongoing support and development to work participants to ensure consistent quality outcomes are achieved for each client.

## 5. ASSOCIATED LEGISLATION

Nil

## 6. ASSOCIATED COUNCIL DOCUMENTS

Nil

## 7. HISTORY

Date	Action	Name	Policy Number	Resolution Date	Resolution Number
	Superseded	Person Centred Approach Policy	TSC-MSO-PO-021-0 (Former Tumbarumba Shire Policy)		