



**Upper Great Southern Family Support Association Inc**

**Policy On**  
**INDIVIDUAL NEEDS**

**Date Adopted: July 2008**

**Date Last Revised: March 2013**

**Latest Date for Next Review: March 2014**



Upper Great Southern Family Support Association Inc.

## Policies and Procedures

<b>Policy and Procedure:</b> Individual Needs	<b>Date Adopted:</b> July 2008
<b>Number of pages:</b> 4	<b>Date of Last Review:</b> March 2013
<b>Related Disability Service Standards:</b> 1,3,4,5,6	<b>Review Date:</b> March 2014

### Individual Needs

#### Purpose of this policy

Service Users of accessibility. (and their families) are to be incorporated in opportunities to foster empowerment and individual choice by enabling total input into decisions on their priority of needs and personal goals within the scope of the service to be provided.

### The Policy

#### Meeting Individual Needs:

- is multi-dimensional and looks at the whole person in the context of their community and the range of formal and informal supports required to maintain and promote their overall quality of life;
- involves the individual, their family and significant others in the process of assessment of needs, personal goals, planning of services and regular review;
- is carried out by an informed, experienced staff member with good knowledge of the Organisation and local services;
- is flexible and responsive to meet changing needs;
- promotes valued roles for the individual;
- has adequate safeguards and grievance procedures; and
- planning is focussed around the goals of people of similar age and service requirements.

The Organisation's service should be tailored to the individual needs of the Service User.

**Aim of the Individual Needs Assessment is:**

**a) For the Individual:**

- to provide an overview of the person's goals to be met by the agency;
- to provide opportunity for the person and the most significant people in the persons life to participate in planning the direction of the person's service;
- to provide a guide (via objectives) for staff about what their role, tasks and responsibilities are for the next twelve months with respect to improving the quality of service for the individual;
- to provide a method to systematically monitor how appropriately a person's identified goals are being met, and
- to identify any critical areas that may require more detailed assessment.

**b) For the agency**

- to provide a system that ensures all consumers are regularly reviewed and that their needs are met appropriately;
- to provide a system that helps measure how well the Organisation adheres to the Disability Service Standards, and
- to provide a system that collects individual consumer information that can be used to shape organisation and individual plans.

## **The Procedure**

The assessment / review process occurs in the following stages:

1. Initial referral process is completed by the Service Support Manager collecting information given by Referrer. The Service Support Manager outlines the organisation's philosophy and service delivery model.
2. Once the individual or family nominates accessibility, as the preferred service provider, the Chief Executive Officer will develop a funding plan and submits to the Disability Services Commission's Service Purchasing and Development Branch.
3. The Service Support Manager meets with Service User and significant others in order to complete the introduction process. This forms the basis to begin

selecting support assistants. This process will involve the individual/family if they wish.

4. In conjunction with the Service User and significant others, a program is developed. This will contain the aims and objectives of the program and also outlines the service, which will be put in place to meet the needs of the person.
5. Provide copies of the Program to the Service User and other relevant parties.
6. A schedule of program reviews will be agreed according to the individual circumstances of each Service User.

### **Review of the Policy**

This policy will be reviewed on an annual basis. However, is at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.