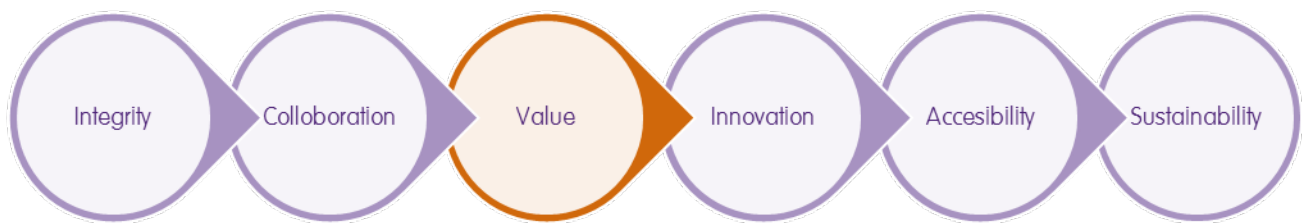


HCA Disability Services Policy 3 Individual Outcomes



Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability - are the values that underpin all of our services and relationships.

Policy Statement

HCA's Customer Service Charter represents our vision and core values and sets out what our customers can expect from HCA when they select us to provide their service. HCA's Customer Service Charter commits to:

- Providing a valuable service delivery
- Promote independence and person centred approaches
- Treating all people with, respect and dignity
- Listening intently to what is important to you
- Providing flexible and innovative options
- Responding to you in a timely manner
- Providing a safe, supportive and holistic inclusive environment for all people
- Informing customers about changes and challenges in delivering their service that may occur
- Welcoming and acting on your feedback and complaints to enhance your experience with us
- Customers are informed of their inherent human rights and are supported to exercise and empower their rights and responsibilities
- Customers are respected for their worth, dignity, individuality and privacy
- Strengthening customers cultural, spiritual and language connections, and including the cultural connections for Aboriginal and Torres Strait Islanders
- Customers have the right to their full potential in areas of their life

To deliver on the intent and principles of our Customer Service Charter, HCA is committed to protecting all individuals and safeguarding from abuse, harm, and neglect, while promoting the Charter of Human Rights.

HCA customers can expect that HCA will:

- Assist each customer to lead and direct their service, supporting them to set the goals that will achieve their personal aspirations and meet their individual needs
- Recognise and respond to individual difference such as, age, gender, culture, heritage, language, faith, sexual identity and relationship status and other relevant factors
- Use person centred thinking, planning and approaches when working with our customers to design the service and supports that will meet their personal needs and support their goals and aspirations

- Support our customers' informal network of family, friends, carers and advocates to be involved with the planning of the customer's supports in line with their aspirations, strengths, needs and life goals
- Encourage all networks and other supports of our customers, in supporting the person's choices and decisions with as little intervention from them as possible

Purpose

Assist our customers in a person centred way to plan the support they want, for them to live the life they want and achieve their individual life goals. This includes HCA actively listening to understand what is important to the customer their family, carers and other supports

To meet or exceed HCA's Customer Service Charter and the National Disability Services Act and Standards and comply with all other relevant legislation

Scope

The National Disability Services Act and Standards relate to the provision of disability services for people with a disability and recognise the role of families, friends, carers and advocates.

This policy relates to all activities of HCA. Each area of HCA is required to take responsibility for ensuring full understanding of the commitments outlined in this policy and implement relevant systems, procedures, workflows and other strategies that will direct the development of HCA's culture of Customer Service.

Policy Details

HCA is committed to ensuring our customers' strengths, interests, identity, culture and life goals are reflected in the planning for their supports and in the way their individual needs are supported.

A customer's plan will assist us to deliver and regularly monitor, measure and review how well HCA's support is assisting them to achieve their aspirations and goals.

HCA will support customers to achieve the outcomes they have told us are important to them by:

- Putting customers at the centre of decision making in all aspects of their life
- Supporting the customers access to information on which to base their decisions when they want to try new things or continue with options that may not have gone well in the past including the benefits and risks, consequences and responsibilities to them and others
- Gaining their consent to the level of involvement that other people such as their family, carers or advocate have in planning and decision making about the customer's life and how they chose to live it, including decisions about the supports that are important to them and for them
- Making every effort to enable the customer to make a decision or assist families, carer's and advocates to come to an agreement before a substitute decision maker is engaged
- Respecting the views of the customer's family and carers but recognise that our customer has the final say in the planning and decision making about their service unless guardianship has been legally appointed to others
- Ensuring the information and support the customers need to make decisions and choices, take into account their cultural, language and communication needs
- Recognising that our customers can communicate their choices, likes and dislikes in many ways for example verbal communication, withdrawal, acting out, engagement and disengagement, aggression, excitement, despondency and joyfulness

- Working with the customer and adapting to their individual needs as they change over time regardless of the frequency or cause
- Understanding the cultural/ language needs of our customer’s family and carers, where they are involved, in particular respecting the social structure of the Aboriginal and Torres Strait Islander Communities
- Helping our customers discover and make the most of their strengths, abilities interests and talent
- Supporting customers to explore the things that are important to them such as family, culture, religion, friends and social networks, earning an income or having a valued community role; and important for them such as medical services, therapy, behavioural intervention, skill development, legal aid and advocacy
- Continuously reviewing how we support HCA customers to make sure we are meeting their individual needs and expectations using contemporary person centered and strengths based thinking, tools and approaches
- Continuously improving our capacity and capability to offer and deliver our customers a service that is flexible, responsive and personalised
- Providing the HCA workforce with training, supervision, career opportunities and acknowledgement giving our customers, their family and carers confidence in the commitment, quality and competency of the people selected to support them
- Supporting customers’ choice to select the people to provide their supports from HCA’s workforce
- Acting as a customer’s intermediary when requested engaging specialist and community based services based on your choices, plan and available resources
- Ensuring that any other services we engage with on behalf of our customers ’will deliver the best quality of service and upholds their human rights while achieving the customer’s goals

References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Person Centred Active Plan & Support Policy
- HCA Health, Wellbeing & Safety Policy
- HCA Freedom from Abuse & Neglect Policy

Mapping to State Standards

While all states meet the requirements of the National Disability Standards, some standards are rearranged and titled differently to meet local requirements. The following table shows the national standard and how it aligns with alternative state standards. States not listed remain unchanged from the national standard.

National	Queensland	Victoria
3 Individual Outcomes	3. Responding to Individual Need	3. Wellbeing

Standard KPI's

- 3:1 The service works together with an individual and, with consent, their family, friends, carer or advocate to identify their strengths, needs and life goals
- 3:2 Service planning, provision and review is based on individual choice and is undertaken together with an individual and, with consent, their family, friends, carer or advocate
- 3:3 The service plans, delivers and regularly reviews services or supports against measurable life outcomes.
- 3:4 Service planning and delivery is responsive to diversity including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status, and other relevant factors
- 3:5 The service collaborates with other service providers in planning service delivery and to support internal capacity to respond to diverse needs