



PERSON CENTRED PRACTICE POLICY

Policy Code: 1101	PERSON CENTRED PRACTICE POLICY
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Purpose

CASS is committed to delivering supports and services that are person-centred, culturally responsive, and strengths based, ensuring that every participant's goals, preferences, and values are at the core of all service delivery. Every participant is treated with dignity and respect and is supported to exercise choice and control in the planning and delivery of their services. It supports compliance with the NDIS Practice Standards and promotes the rights and autonomy of individuals with disability.

We recognise that people with disability are the experts in their own lives and have the right to make decisions that affect them.

Scope

This policy applies to all staff, contractors, volunteers, and management working within CASS who interact with or support NDIS participants.

Guiding Principles

The following principles underpin our person-centred approach:

- Respect – We honour each participant's individuality, values, culture, and beliefs.
- Choice and Control – Participants are supported to make informed decisions and direct their supports.
- Participation – We encourage active involvement in all aspects of service planning, delivery, and review.
- Inclusion – We promote social and community inclusion and participation.
- Strengths-Based – We focus on abilities, aspirations, and potential, not limitations.
- Partnership – We collaborate with participants, their families, and support networks as equal partners.

Responsibilities

- Management must ensure that policies, systems, and service models support person-centred practice.
- All staff and contractors are responsible for upholding person-centred values in their daily interactions and decision-making.
- Participants are encouraged and supported to be actively involved in their own planning, goal setting, and service delivery.

Implementation Strategies

Individualised Support Planning

- Develop support/care plans in partnership with the participant, based on their unique goals, preferences, and needs.
- Review plans regularly and adapt as required by the participant's changing circumstances.
- Ensure participants understand their plans and are active participants in the review process.

Informed Choice

- Provide information in accessible formats to support understanding and decision-making.
- Ensure participants are aware of their rights and the options available to them.
- Respect participants' right to take risks and make decisions, even when those decisions differ from staff advice.

Cultural Competence

- Acknowledge and respect cultural, linguistic, and spiritual diversity.
- Offer culturally appropriate services and engage interpreters or cultural support when needed.

Communication and Consent

- Use communication methods suited to the participant's needs and preferences.
- Gain informed consent before implementing any support or making decisions on behalf of participants.

Feedback and Engagement

- Actively seek and use participant feedback to shape services.
- Involve participants in governance, service planning, and quality assurance processes where possible.

Monitoring and Evaluation

- Regularly audit participant files to ensure plans reflect person-centred principles.
- Review feedback and complaints to identify areas for improvement in practice.
- Monitor participant outcomes to ensure services are responsive and effective.

Documents related to this policy	
Related Policies and regulations	• NDIS Practice Standards – Rights and Responsibilities Module • NDIS Code of Conduct • United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) • NDIS Quality and Safeguards Commission resources • Abuse, neglect, exploitation, violence and

	discrimination policy • Compliments and Complaints Policy • Advocacy policy • Service evaluation policy • Need assessment policy • Staff Code of Conduct • NDIS Practice Standards
Forms, record keeping or other organisational documents	• Participant support/care plans • Consent forms • Service evaluation form

Reviewing and approving this policy		
Frequency	Person responsible	Approval
3 years	Unit Head	HAS & DS Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review due
Version 1	1 June 2014	HAS & DS Committee	31 May 2017
Version 2	29 May 2017	HAS & DS Committee	28 May 2020
Version 3	November 2020	HAS & DS Committee	November 2023
Version 4	November 2023	HAS & DS Committee	November 2026
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