



Person-Centred Practice Policy

Scope

This policy applies to Brook RED Community Members/NDIS Participants, Nominated Support People, board members, employees, volunteers, and students on placement.

Purpose

To ensure that the support Brook RED provides is focused on what the Community Member/NDIS Participant wants and needs (rather than what services want or need).

Principles

From our own experiences, we know that we can grow and learn when given the chance to express what we want to do and make our own decisions about our own health, rather than being directed by someone else. At Brook RED, we focus on the person we are supporting and how they would like to move forward with their life and we aim to build strong and empowering relationships that are resilient to challenges and roadblocks.

Policy

Brook RED will:

- Ensure all our supports and services are in line with the needs, goals and desires of each Community Member/NDIS Participant
- Listen to each Community Member/NDIS Participant and those who understand them best to understand what they want for their lives
- Support each Community Member/NDIS Participant to develop goals and explore what success looks like for them
- Support each Community Member/NDIS Participant to identify challenges and roadblocks that get in the way of them achieving their goals
- Ensure our employees are adequately trained, supported and motivated to carry out this policy

References

Brook RED Vision, Mission and Values
NDIS (Quality Indicators) Guidelines 2018
Brook RED NDIS Participant Welcome

Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	December 2019	Eschleigh Balzamo	Introduction of new policy	January 2021
Version 02	June 2021	Eschleigh Balzamo	Review and Update	June 2023

Person-Centred Practice Policy

The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.