# **PERSON-CENTERED SUPPORTS – STANDARD AND SPIEL**

## STANDARD

Person-Centered Supports Criteria - extract from NDIS Rights and Responsibilities Practice Standards: Core Module.

This is what you need to demonstrate to the auditor that you meet.

|  |
| --- |
| **Outcome:** Each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making. |
| **To achieve this outcome, the following indicators should be demonstrated:**   * Are each participant’s legal and human rights understood and incorporated into everyday practice? * Is communication with each participant about the provision of supports responsive to their needs and is provided in the language, mode of communication and terms that the participant is most likely to understand? * Is each participant supported to engage with their family, friends and chosen community as per their direction? |

## SPIEL

Your explanation to the auditors on how you meet the above criteria from the Rights and Responsibilities Standard.

Read the Spiel below, adapt it to reflect what you are doing and then insert into your NDIS Commission On-line Application

|  |
| --- |
| * The NDIS Service Agreement outlines key participant’s legal and human rights (e.g. privacy, safety, treated with respect) * The Service Delivery Model informs staff of participant’s right to have choice and control in how their services are delivered. This is reinforced with the following policies and procedures:   + Rights and Responsibilities   + Consent   + Advocacy   + Dignity of Risk and Duty of Care   + Substitute Decision Makers and Duty of Care for Participants with Reduced Decision Making Capacity * All staff are provided with training at the time of induction and annually / regularly to ensure they understand and incorporate each participant’s legal and human rights into their delivery of services * At XXX supports and intervention are directed towards achieving the participant’s guiding Participation Goals. Quality improvement activities such as Goal Attainment Quality Improvement Activities and Participant Surveys are undertaken to ensure services delivered by XXX are responsive to the needs of the participant and their goals and aspirations * XXX staff are skilled at being able to communicate with participants and their families in a way they can understand and be actively involved. Assistive technology, interpreters and translators are used as required. AHP’s skills in communication are matched to best meet the needs of the participants via the Human Resources Register * Intake processes for new NDIS Participants referrals include consideration of communication needs and who they wish to be involved in the assessment process (e.g. family member) * The importance of social participation is recognised by XXX staff and all participants are supported to engage with their family, friends and chosen community as per their direction. The social environment is considered in the XXX Service Delivery Model and the NDIS Support Plan.   1.1 Supporting Documents*:*   * NDIS Service Agreement * Service Delivery Model * Rights & Responsibilities Policy & Procedures * Consent Policy & Procedures * Advocacy Policy & Procedures * Dignity of Risk & Duty of Care Policy & Procedures * Substitute Decision Makers and Duty of Care for Participants with Reduced Decision Making Capacity Policy & Procedures * NDIS Induction Checklist * Annual Training Plan * Training Attendance Record * Goal Attainment QI Activity – results to be provided closer to audit * Participant Surveys & related forms - results to be provided closer to audit * Human Resource Register * New Participant Intake Checklist * NDIS Support Plan |