

Individual outcomes

National Standard for Disability Services 3

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1. Purpose

The purpose of this policy is to establish Lady Lawley Cottage (LLC) principles of practice that reflect our commitment to enabling the individual strengths, interests, identity, culture and life goals of the children and young people accessing our services. This policy is in line with National Standard for Disability Services, Standard 3.

2. Scope

All LLC staff, students, volunteers, committee members, contractors and others who act on behalf of LLC will uphold the principles of this policy. The principles will be applied across all parts of the organisation and when delivering services in the community, client homes and on LLC premises.

3. Responsibility

LLC management staff has responsibility to:

- implement these principles in the service for which they have control
- monitor staff compliance with the requirements of the policy
- ensure relevant training for staff to enable them to adhere to this policy.

Supervisors/Managers are responsible and will be held accountable for ensuring staff's familiarity with the requirements of the policy and that they have the skills, knowledge and ability to meet the policy requirements.

4. Application

LLC adopts a person centered approach to the support of our clients and adapts our services to an individual's needs. We recognise and respect diversity, the individual's strengths, preferences and aspirations and their inherent rights to freedom of expression, self determination, participation and inclusion together with the role of family, carers and advocates.

LLC is committed to assisting parents, families and guardians to lead and direct their child's individual service through:

- consultation and regular reviews about their child's individual plans
- involving networks of interested family and stakeholders where possible
- being flexible and responsive to the diverse range of needs
- referring to other appropriate services, as relevant
- providing an approachable service with easy to understand and accessible documentation and communication – taking into consideration cultural, religious and language needs.

Children and young people's individual needs are supported by LLC's commitment to a person centered approach. We achieve this by:

- creating a safe and welcoming environment
- delivering services in accordance with agreed individual plans and health care requirements
- supporting the goals set to achieve the child's personal aspirations
- tailoring services to a client's individual strengths and needs
- involving children in making personal choices daily and encouraging age/developmental appropriate decision making
- working with children/young people and their families in a constructive way to achieve positive outcomes
- delivering a service utilizing the least restrictive supports

5. References

[National Standards for Disability Services](#)

Lady Lawley Cottage as a key program of Red Cross is there for people in need, regardless of nationality, race, religious beliefs, class or political opinions. The organisation is impartial, neutral and independent.