

1.1 Person-Centered Supports Policy

Document Control

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Revision History

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1.0	27 July 2026	Initial Issue	Director

Purpose

Smart Way Disability Care Pty Ltd is committed to protecting and promoting the legal and human rights of every participant. This policy ensures supports are delivered in a manner that promotes dignity, respect, choice, control and person-centered practice in accordance with the NDIS Practice Standards.

Scope

This policy applies to all directors, managers, employees, contractors, volunteers and students engaged by Smart Way Disability Care Pty Ltd, and to all participants receiving services.

Policy

The organization will uphold participant rights, support informed decision-making, provide accessible information, respect diversity and culture, protect privacy, promote advocacy, and ensure participants are involved in all decisions relating to their supports.

Procedure

During intake and onboarding, staff will provide each participant with the Participant Handbook and explain their rights, responsibilities, privacy, complaints process, advocacy services and choice and control in a format they can understand. Staff will document communication needs, support networks and participant preferences, confirm understanding, and record that the handbook has been provided. Support Plans will be developed and reviewed in partnership with the participant.

Communication and Information

Information will be provided in plain English, Easy Read, translated formats, interpreters or other communication supports where required. Communication needs will be documented and reviewed regularly.

Participant Rights

Participants have the right to dignity, respect, privacy, freedom of expression, informed choice, control over their supports, culturally safe services, advocacy and participation in decisions affecting their lives.

Advocacy

Participants will be supported to access an independent advocate of their choice. Staff will provide information about advocacy services whenever requested or where additional support may assist the participant.

Individual Values and Beliefs

Supports will respect each participant's culture, identity, beliefs, values, lifestyle and personal preferences. These will be identified during assessment and reflected in planning and service delivery.

Privacy and Dignity

Personal information will only be collected, used and disclosed with consent or where required by law. Participants will be treated with dignity and supported to make informed decisions.

Community Participation

Staff will support participants to participate in community, social, recreational, educational and employment activities that align with their goals and preferences, promoting inclusion and independence.

Freedom from Violence, Abuse, Neglect, Exploitation and Discrimination

Participants have the right to live free from violence, abuse, neglect, exploitation and discrimination. All workers must comply with the NDIS Code of Conduct and organizational safeguarding requirements. Concerns must be reported immediately through the Incident Management process and managed in accordance with legislative and organizational requirements.

Responsibilities

Management will ensure this policy is implemented, monitored and reviewed. Staff will uphold participant rights, comply with this policy and report concerns. Participants and their representatives are encouraged to actively participate in planning, communicate changes to support needs and treat others with dignity and respect.

Related Documents

Participant Documents

- Participant Handbook
- Easy Read Participant Handbook
- Participant Consent Form
- Service Agreement
- Participant Support Plan

Procedures

- Participant Intake and Onboarding Procedure
- Incident Management Procedure
- Complaints Management Procedure

Forms

- Participant Intake Assessment
- Participant Onboarding Pack Checklist

Staff Documents

- Training and Development Register
- NDIS Code of Conduct for Workers
- Code of Conduct Declaration Form

Supporting Policies

- 1.4 Independence and Informed Choice Policy

Supporting Resources

- Complaints and Dispute Resolution Flowchart

References

- National Disability Insurance Scheme Act 2013
- NDIS Practice Standards
- NDIS Code of Conduct
- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

