

**ASSOCIATION FOR THE BLIND OF WA (INC.)**  
**INDIVIDUAL NEEDS**

**POLICY AND PROCEDURE**

**POLICY**

**1.0 INTRODUCTION**

The purpose of this policy is to establish standards of practice that recognise each consumer of the Association as having unique skills, lifestyle preferences, personal aspirations and support needs. The policy has been framed around meeting individuals' needs as they are specified in the Disability Services Act (1993) and Standard 2 of the Disability Services Standards (1993).

This policy applies to all of the Association's programs and activities. It will be reviewed after consultation with the Consumer Advisory Committee.

**2.0 STATEMENT**

The Association is committed to ensuring that the provision of services to its consumers uses a client centred and, in the case of children, a family centred approach.

This framework is driven by the formation of positive assumptions about a consumer which determine the development of a constructive relationship. The characteristics of such relationships are equality with, caring about, acceptance of and empathy for the consumer.

As a result, all consumers of the Association receive services that are designed, coordinated and delivered around their individual and, in the case of children, their family's circumstances, needs and preferences.

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Dr Margaret Crowley  
Chief Executive Officer

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20/03/2006  
Effective Date

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First Adopted: 2001; Reviewed: 2004

**PROCEDURE**

**1.0 INTRODUCTION**

The following procedures enable the Association to meet its policy objective of responding to each consumer's individual circumstances, needs and preferences via its client and family centred approach.

In circumstances where the consumer is aged less than 18, the term “consumer” also includes his/her parents/guardians and, where applicable, family.

## **2.0 SERVICE PLANS**

Within the context of the Association’s Service Coordination framework, it will assign a primary contact person, Service Coordinator, to take responsibility for the consumer’s receipt of services. This person will:

- 2.1 undertake an initial assessment with consumer and advocate/family as appropriate; and
- 2.2 develop, as described below, an appropriate plan of intervention for the consumer, which takes the form of an Individual Service Plan (for adults) and Individual Family Service Plan (for children):
  - 2.2.1 make central the consumer/family as the key stakeholder, in the development of his/her Individual Service Plan (ISP) or, Individual Family Service Plan (IFSP); and
  - 2.2.2 collect necessary information about the consumer to properly inform the individual service planning process; and
  - 2.2.3 determine the consumer’s needs based upon his/her input; and
  - 2.2.4 construct, in consultation with the consumer, an ISP/IFSP that meets the consumer’s agreed needs in a timely and flexible manner which, as far as the availability of the Association resources permits, reflects the preferences of the consumer in a manner sensitive to his/her age, gender, cultural, linguistic, religious background, adjustment to vision impairment and involvement with other agencies.
  - 2.2.6 fully document the ISP/IFSP and offer a copy to the consumer; and
  - 2.2.7 commit the Association to delivering services in accordance with the agreed ISP/IFSP; and
  - 2.2.8 ensure that operational mechanisms include Association consumers in the review and amendment of their ISP/IFSP; and
- 2.3 liaise with Association and external service providers to ensure that services are delivered in a timely and appropriate manner; and
- 2.4 when all appropriate services have been provided, reviewed and completed, formally close the contact period and invite consumer to re-contact the Association whenever further assistance is required; and
- 2.5 ensure that all records have been properly documented.

### **3.0 RELATED DOCUMENTS**

- Intake and Service Coordination: practice guidelines for service delivery
- Guide to Services for children who are blind or vision impaired and their families
- Service Coordination for Children and Families Policy and Procedure