



Person-Centred Support Policy for Invicta Care

Invicta Care is committed to providing Person-Centred Active Support to empower individuals in achieving their goals, fostering independence, and enhancing their overall well-being. This policy outlines the principles and practices that guide our staff in actively supporting individuals to lead fulfilling lives.

1. Purpose and Scope

The purpose of this Person-Centred Support Policy is to emphasize the importance of providing individualized support, empowering participants, and respecting their choices and preferences. This policy aligns with the National Disability Insurance Scheme (NDIS) service providers' requirements in Australia.

2. Policy Statements

Invicta Care is committed to delivering person-centred support that recognizes the uniqueness and autonomy of each participant. This policy outlines our commitment to:

2.1. Individualized Support Plans

Invicta Care will:

- Develop individualized support plans in collaboration with participants, their families, or advocates.
- Tailor support plans to address the specific goals, preferences, and needs of each participant.

2.2. Empowerment and Informed Decision-Making

Invicta Care will:

- Empower participants to make informed decisions about their lives and support services.
- Provide information in accessible formats, ensuring participants understand their options.

2.3. Dignity and Respect

Invicta Care will:

- Treat participants with dignity and respect, valuing their inherent worth and unique qualities.
- Foster an inclusive environment that promotes a sense of belonging for all participants.

2.4. Collaboration with Participants

Invicta Care will:

- Actively involve participants in the planning, implementation, and evaluation of their support services.
- Seek regular feedback to adjust and refine support plans based on participants' evolving needs.

2.5. Flexibility and Choice

Invicta Care will:

- Offer flexible support options that allow participants to exercise choice and control over their lives.
- Adapt support services to align with participants' changing circumstances or aspirations.

2.6. Communication and Active Listening

Recognizing that we are all members of a community, Invicta Care staff actively support individuals in building and maintaining meaningful relationships. We provide the necessary time, support, and resources for effective communication, which includes listening and gathering feedback through various means such as words, actions, behaviours, pitch, tone, gestures, eye contact, facial expressions, sign language, and other communication tools. All staff members are expected to uphold and promote a person-centred active support approach with every client.

Invicta Care will:

- Communicate openly and transparently with participants, ensuring they are informed about all aspects of their support.
- Practice active listening to understand participants' perspectives, preferences, and concerns.

2.7. Support Worker Training

Invicta Care will:

- Provide ongoing training to support workers on person-centred approaches, communication skills, and cultural sensitivity.
- Equip support workers with the tools to deliver services in a way that respects and promotes individual choice.

2.8. Privacy and Confidentiality

Invicta Care will:

- Safeguard participants' privacy and confidentiality, respecting the sensitivity of personal information.
- Obtain explicit consent before sharing any participant information with external parties.

6. Person-Centred Thinking

Invicta Care is committed to implementing and upholding the principles of Person-Centred Active Support through ongoing training for our staff. This includes regular updates, workshops, and resources to ensure that our team is well-equipped to provide high-quality, person-centred care.

7. Review and Continuous Improvement

This policy will be regularly reviewed to ensure its effectiveness and relevance. Invicta Care is dedicated to continuous improvement in our practices to provide the best possible Person-Centred Active Support to the individuals we serve.



3. Contribution

At Invicta Care, we recognize and celebrate the unique skills and abilities of each individual. Our staff is dedicated to breaking down daily activities into manageable steps, aligning the level of support with the person's specific needs. The focus is on doing things with individuals rather than for them, fostering increased independence, self-esteem, and confidence. Through active support, we aim to empower individuals to actively participate in their own lives.

4. Engagement

Person-Centred Active Support emphasizes meaningful engagement to enhance choice and control in an individual's life. By understanding, listening, and respecting the preferences of those we support, we strive to assist people in living the life they desire. Every moment offers an opportunity for connection, personal development, and success. We encourage our clients to learn new skills and experience ongoing success. Our approach involves maintaining existing skills while gradually decreasing assistance, aligning with the person's growing skill set and increased confidence.

5. Person-Centred Thinking

Understanding and valuing the choices made by individuals is fundamental to Person-Centred Active Support. Invicta Care staff assist clients in making decisions about their preferences, likes, dislikes, and the things that are important to them. Clients are encouraged to actively think about how they would like to be supported in achieving their goals, daily activities, interests, and overall needs.



3. Responsibilities

All staff members at Invicta Care share the responsibility for implementing and upholding this Person-Centred Support Policy. The management team oversees the policy's implementation, monitors progress, and adjusts as necessary.

4. Review

This policy will be reviewed annually or as needed to ensure its continued relevance and effectiveness in promoting person-centred support.

This Person-Centred Support Policy reflects Invicta Care's commitment to providing individualized support, empowering participants, and respecting their choices and preferences, aligning with the NDIS service providers' requirements in Australia.

