

Person-centred practice

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Gold Coast Recreation & Sport (GCRS) has a policy of promoting a person-centred approach when providing their services. When providing person-centred supports, the participant is at the centre of those supports. This means the focus is on what matters most to the participant and their family, and how we can help the latter achieve their goals.

The benefits of a person-centred approach is that:

- the wishes of each participant are respected
- each participant is encouraged to make informed choices
- it provides flexibility to meet the diverse needs of each participant
- it improves personal development of participants by broadening their experiences
- it improves customer experience and overall satisfaction of participants.

The key principles that underpin a person-centred practice:

- the participant is at the centre
- the participant's wider social network is involved as full partners
- there is a partnership between us, the participant, and their family/carer
- the participant's whole of life is considered.

Applicability

When

- applies to supports and services provided to all participants.

Who

- applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors and volunteers.

Our commitment to person-centred practice

To ensure person-centered practice, GCRS will:

- ensure our supports and services are in line with the needs, goals and desires of each participant
- listen to each participant and those who know them best to understand what they want for their lives
- support each participant to develop individual outcomes so that we know what success looks like
- support each participant to identify and prioritise obstacles in the way of achieving their outcomes
- support each participant to set steps or goals to address challenges to achieving their outcomes
- ensure our workers are trained, supported and motivated to follow the principles of this policy
- protect all participants, including children and young people, from harm
- regularly review the standard of service delivery and the achieved outcomes
- deliver the agreed service in a reliable and consistent manner

- encourage and support the person in gaining access to more appropriate services, if our services do not meet their needs
- ensure that our policies and procedures foster a safe and supportive service environment.