

## **SELF DIRECTION – What this means at AMICUS!**

At Amicus, we value the importance of relationships between our staff, participants their carers, and families and self-direction is a concept that we support, however, there are some limitations.

The Amicus Team is committed to providing the best support we can to our participants, we will do this by:

- Creating relationships with participants, their carers, other service providers, and families to provide the most suitable support to meet participants’ needs and goals
- Ensuring participants are matched with more than one staff member as this reduces the risk of reliance on an individual and the inability to provide the ongoing support
- Ensuring staff have registrations, certificates, and competencies to work in the industry
- Selecting, recruiting and hiring staff for support based on their fit for the role, their values, and behaviours that align with Amicus
- Developing frameworks, policies, procedures and work instructions for Amicus staff to work within
- Coaching, training, supervising, and monitoring the work performance of Amicus staff
- Investigating concerns fairly and equitably and determining outcomes based on these investigations
- Limiting fatigue of staff by monitoring work hours to ensure compliance to employment and safety law and regulations to maintain best practice supports
- Communicating with others and protecting private information by ensuring our IT systems have appropriate security and information is protected
- In the event of emergencies, Amicus staff will consider the interest of the participant to determine if emergency support is required, if so, they will initiate this in the first instance
- Constantly improving our support services and implementing changes to enable this.

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