Mimosa Care

Compassion. Innovation. Trust.

Person-Centred Care Policy Statement

Statement of Intent

Mimosa Care is committed to delivering safe, high-quality, compassionate and person-centred disability support services that empower participants to live meaningful, fulfilling and independent lives.

We place each participant at the centre of all planning, decision-making and service delivery, recognising their individual strengths, abilities, aspirations, preferences and support needs. We uphold the human and legal rights of participants, promote dignity, independence, choice and control, and support individuals to actively participate in decisions that affect their lives.

Mimosa Care is committed to providing culturally safe, accessible, inclusive and responsive services that respect diversity and adapt to the changing needs and circumstances of each participant.

Where services are provided to children and young people, we uphold their rights, safety and wellbeing and support their participation in age-appropriate decision-making, in accordance with the National Principles for Child Safe Organisations, applicable Child Safe Standards and relevant legislative requirements.

Our approach is guided by the NDIS Practice Standards, NDIS Code of Conduct and applicable Commonwealth and state legislative and regulatory requirements.

Our Approach

Mimosa Care delivers person-centred care and support by ensuring the following:

1. Informed Decision-Making, Choice and Control

We empower participants to make informed decisions about their supports, services, goals and daily lives. Participants and, where appropriate, their families, carers, advocates or legally authorised decisionmakers are provided with information about service options, eligibility, costs, rights and responsibilities, privacy, consent and complaints processes.

We promote supported decision-making by explaining available options, risks and benefits, respecting individual preferences and allowing sufficient time for participants to make decisions. We respect participants' rights to accept, decline or change their supports.

2. Accessible Information and Active Participation

We provide clear, inclusive, culturally appropriate and accessible information that enables participants to understand their options and actively participate in decisions regarding their care and support.

Communication methods are tailored to each participant's individual needs, including cultural, linguistic, cognitive, sensory and communication requirements. Where required, we facilitate access to interpreters, communication aids, Easy Read resources and independent advocacy services.

3. Fair and Transparent Intake and Access

Mimosa Care implements fair, consistent and transparent intake, referral and assessment processes. Access to services is considered in accordance with individual support needs, service suitability, available resources and organisational capacity.

Where immediate support cannot be provided, we communicate openly about service availability, anticipated timeframes and alternative support options. We actively identify and address barriers that may prevent participants from accessing appropriate services.

4. Respectful Identity Verification and Privacy

Where identity verification is required, Mimosa Care undertakes respectful and appropriate processes that protect participants' privacy, confidentiality and dignity.

Personal and sensitive information is collected, stored, accessed and shared securely, in accordance with applicable privacy legislation, informed consent and organisational policies.

5. Strengths-Based and Responsive Assessment

We undertake individualised assessments to understand each participant's strengths, abilities, preferences, support needs, personal goals, health and wellbeing, and potential risks.

Assessments are conducted in partnership with participants and, where appropriate, their chosen support networks and relevant health and allied health professionals.

Support needs are reassessed regularly and when significant changes occur to ensure services remain safe, appropriate, effective and responsive.

6. Collaborative and Individualised Support Planning

Mimosa Care develops individualised support plans in partnership with each participant, reflecting their personal goals, preferences, lived experiences, abilities and aspirations.

With the participant's consent, families, carers, advocates, support coordinators and relevant professionals may contribute to the planning process.

Support plans are informed by contemporary evidence-informed practices and are regularly reviewed to monitor progress, evaluate outcomes and respond to changing needs. We promote capacity building, independence, social inclusion and meaningful community participation.

7. Informed Consent

We obtain, document and review informed consent in accordance with legislative requirements and organisational procedures.

Participants are supported to understand the purpose, benefits, risks and alternatives associated with their supports. We respect their right to provide, refuse or withdraw consent, subject to applicable legal requirements.

Where a legally authorised decision-maker is involved, Mimosa Care continues to recognise and support the participant's will, preferences and participation to the greatest extent possible.

8. Culturally Safe and Inclusive Service Delivery

Mimosa Care respects the diverse identities, cultures, languages, religious beliefs, spiritual practices, sexual orientations, gender identities and personal values of all participants.

We recognise and respect the cultural heritage, traditions and connections of Aboriginal and Torres Strait Islander peoples and are committed to providing culturally safe and respectful supports.

We adapt our service delivery approaches to accommodate individual needs and preferences and promote an environment free from discrimination, prejudice and exclusion.

9. Dignity of Risk and Independence

Mimosa Care recognises that participants have the right to make their own decisions, explore opportunities and take reasonable risks as part of leading an independent and meaningful life.

We work collaboratively with participants to identify, assess and manage risks without unnecessarily restricting their independence, autonomy or freedom of choice.

Supports are delivered in the least intrusive manner appropriate to the participant's needs, balancing individual rights with our duty of care and safeguarding responsibilities.

10. Participant Safety, Rights and Wellbeing

Mimosa Care is committed to protecting participants from violence, abuse, neglect, exploitation and discrimination.

We promote a safe and respectful service environment through appropriate safeguarding measures, risk management, worker training, incident reporting and responsive complaints management.

Participants are encouraged to raise concerns, provide feedback and access independent advocacy without fear of retaliation, discrimination or adverse treatment.

Our Commitment

Mimosa Care is committed to fostering an organisational culture where every participant feels heard, valued, respected, safe and empowered.

All employees, contractors, volunteers and management personnel are responsible for embedding person-centred principles into everyday practice and delivering supports that uphold participant rights, promote independence and enhance quality of life.

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