

28. Support Planning Policy and Procedure

Approval Date: 20 Jan 2024	Review date: 20 Jan 2025	Version: 1.0
-----------------------------------	---------------------------------	---------------------

Purpose

The purpose of this policy is to outline the legislative requirements and practice procedures for undertaking support services for NDIS participants. Our organisation will comply with the requirements of NDIS Practice Standards and Quality Indicators.

Compliance with this policy is a condition of appointment for all persons engaged in providing services on behalf of Australian Quality Care.

Scope

To instruct our team how to plan the development of a support plan to incorporate the participant's wants, needs and aspirations. Plans are to include the type of Staff and time and length of the service linked to the registration group on a NDIS Plan.

Policy

All participants and their support networks are aided to collaborate and participate in the development of a goal-oriented support plan. The support plan will reflect an individual's goals and aspirations and will review the strengths and functionality of the participant. The plan is based on the presumption of capacity and will safeguard the risks and needs of the participant.

The support plan is to incorporate both the participant's supports (described as nature of a coordination, strategic or referral service or activity) and reasonable and necessary supports funded under NDIS (activities that support goals to maximise independence, allow to live independently and undertake mainstream activities).

The support plan will provide transparent written information to the participant outlining the services and type of support/s they will receive from Australian Quality Care. Where there is a change in the participant's needs, preferences or goals, the amended support plan will communicate the change in supports required by the participant.

Staff must be screened, trained and qualified in the roles that they undertake.

Support planning principles

- The support planning process is consultative where the participant, family, friends, carer or advocate work together to identify strengths, needs and life goals, with a focus on choice and decision-making.

- The participant's preferences, values and lifestyle choices should be supported (wherever possible).
- Support plans should promote the valued role of people with disabilities that is of their choosing.
- Australian Quality Care promotes functional and social independence and quality of life.
- Support plans will contain goals.
- Agreed service choices should reflect the participant's personal goals.
- Support plans should be creative, flexible and not restricted to set patterns or methods of service delivery.
- Activities and supports in the plan must be inclusive of the participant's chosen communities and maintain connections with their community to allow for active participation.
- If a participant identifies as Aboriginal or Torres Strait Islander, then their community will be contacted to allow for engagement and provision of support services.
- The support plan is reviewed regularly (at least annually) and amended to respond to the participant's needs and preferences.
- The support plan should be strength-based, seeking to maximise independence and build on the participant's existing networks.
- The support plan should be provided to the participant in their first language, where appropriate or requested.
- The participant or their advocate may request a review of the support plan at any time.
- Staff conducting the support plan development will have the necessary skills and competence to undertake this function.
- A participant with a disability will be facilitated to assist comprehension of their NDIS Plan, including:
 - Understanding and self-directing their NDIS Plan
 - Understanding the supports in their NDIS Plan
 - Understanding funded support budgets
 - Purchasing general funded supports
 - Purchasing stated funded supports
 - Managing and paying for their supports
 - Choosing their providers
 - Making agreements with their preferred providers.

Procedure

Support plan development

Planning

Explain the support plan development process to the participant.

- Arrange a meeting time with the participant and, if applicable, their advocate or family.
- Develop the support plan with as much input, choice and decision-making from the participant as they want. Document the reasons for the decisions made (should a participant choose to have minimal input into their support plan).
- Before meeting with the participant, review the:
 - Participant intake form
 - Participant assessment information
 - Referral documents
 - Other relevant notes or data available that will assist in understanding the participant as an individual.

Providing information to the participant

- Emphasise to the participant why it's important they identify their personal goals and aspirations.
- Use the appropriate support plan as a prompt to assist the participant in identifying areas where Australian Quality Care services may help them realise their goals.
- Outline the prompts on the plan, including discussion of the participant's physical, emotional, spiritual, cultural, community, social and financial needs.
- Provide the participant with a clear understanding of their choices and service options available, so they're able to make informed decisions about their choices and priorities.
- Explain to the participant any information-sharing requirements with other parties.
- Provide the participant with examples and suggestions of how Australian Quality Care services may be able to help them achieve their goals.

Facilitating the development of participant-centred goals

- Work with the participant and their advocate/s to identify their personal goals.
- Ask the participant to identify the types of help or assistance that would be most important to them.
- Help the participant recognise their strengths and capabilities.

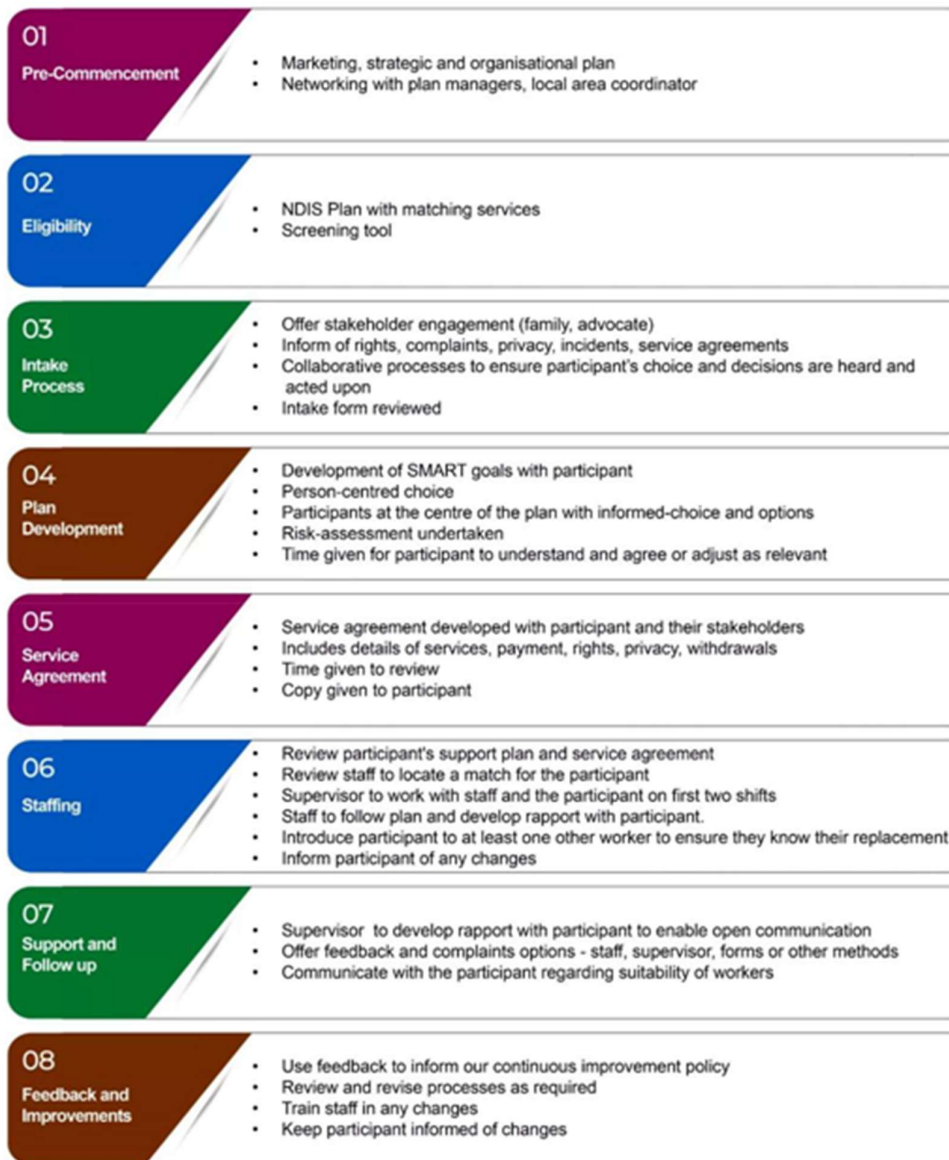
- Use the participant's expressed goals, priorities, goals and agreed actions to develop their support plan.

Consideration will also be given to:

- Financial resource capacities and any limitations of Australian Quality Care services or specific programs to be utilised
- Capacities, expertise and appropriateness of current Australian Quality Care Staff to provide the services
- Availability of specialised subcontracted Staff or services, if applicable
- Other services or individuals who will provide services, as designated by the participant
- Volunteer supports available
- Determining, with the participant, how each goal will be measured so progress can be recorded
- Identifying, with the participant, any potential barriers to achieving their goals and then developing strategies to alleviate those barriers

Support plan delivery and review

- Negotiate specific days for services/supports and document in the Participant Support Plan.
- Where possible, agree upon time ranges for the services to build a level of flexibility into the service roster, e.g. start time between 1:00 and 1:30 pm and provision of one (1) hour of domestic assistance.
- If not yet finalised, negotiate service fees and record these in the participant's service agreement and on the support plan.
- Ask the participant to sign the support plan to acknowledge their agreement with it.
- Agree on the criteria to evaluate the effectiveness of Australian Quality Care service responses and document this in the support plan.
- Ensure that all involved stakeholders have copies of the agreed support plan, if requested
- Explain to the participant that Australian Quality Care will monitor the progress of the support plan, and that the participant may also request a review of the plan at any time.



Related Documents

- Australian Quality Care assessments
- Participant Intake Form
- Service Agreement
- Support Plan

References

- [NDIS My First Plan and Developing the Plan 2016](#)
- [NDIS Practice Standards and Quality Indicators 2020 – Version 3](#)
- [Privacy Act \(1988\)](#)
- [Work Health and Safety Act 2011 \(QLD\)](#)