



# Support Management Policy and Procedure

## PURPOSE AND SCOPE

- To provide management and program design, individual planning, coordination and Support Management.
- To ensure staff are trained and act professionally at all times when developing plans that empower participant to achieve their needs, goals and aspirations.
- To keep participants informed on their plan whilst undertaking a holistic approach that incorporates strengths-based and person-centred plans.

## POLICY

It is Easy iCare Pty Ltd policy that all case-managed services are developed and delivered in collaboration with Participants or their advocates. All participants, family members, representatives or advocates must be included in any decision-making processes, choice of strategies or activities and approval for all aspects of their support plan. Support Management will include delivery, monitoring, review and reassessment in a timely manner.

Support Management will be utilised to:

- Empower participants;
- Promote independence;
- Allow them to express their choices, aspirations and preferences;
- Participate in their community and engage in mainstream activities of their choosing;
- Communicate current status against goals and outcomes; and
- Enable them to make arrangements that meet their care needs.

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Author/Reviewer	Kerry Bolton (Safety & Compliance Manager)		
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This will ensure that a holistic approach linked to the participant's strengths, needs, goals and aspirations are incorporated within their plan. Easy iCare Pty Ltd will utilise this policy to ensure the organisation maintains a contemporary approach to Support Management services

## PROCEDURE

### Support Management Principles

Support Management includes: Screening; Comprehensive assessment; Support Planning & Support Plan implementation; Monitoring; Review; and Case closure.

Easy iCare Pty Ltd Manager of packaged care services will:

- Match available resources and participants needs;
- Work across the service boundaries to ensure that Participants with complex care needs are able to have access to a full range of allied health, health and social support services they need;
- Provide a single point of contact for participants that require a complex range of services and/or require intensive levels of support

### Screening & Comprehensive Assessment

- Ensure Participant referred to Easy iCare Pty Ltd case managed service is screened for eligibility and suitability in accordance with applicable program guidelines and Easy iCare Pty Ltd Policies & Procedures - Service Access and Assessment;
- Verify that consent for assessment and services was received, and is recorded in the Participant's file;
- Review the Participant's referral information and confirm eligibility and suitability for a Easy iCare Pty Ltd service;
- Contact the Participant and arrange a suitable time for a comprehensive assessment;
- With the Participant's consent, arrange interpreters, advocates, guardians, or other service providers to attend the assessment, as appropriate;

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- Determine (if possible) whether clinical assessment of the Participant’s health condition is required and arrange for the appropriate staff (i.e. RNs) to attend the assessment;
- Ensure representatives identified by the Participant such as family member and carers, are contacted and if necessary, assisted to attend the assessment;
- On the day of the assessment, the assessment should be carried in accordance with organisation’s Policy & Procedure and based on the participant’s needs and situation.
- Within five (5) days after comprehensive assessment, contact the referrer and any existing care or support providers for further information if necessary;
- If indicated, arrange additional specialised assessments;
- Investigate potential options for sourcing care and support including availability of Easy iCare Pty Ltd staff/resources and use of brokerage resources;
- (If necessary) arrange a case conference with relevant services, and individuals to further discuss the Participant’s situation;
- Ensure outcomes from Support Management are documented within the support plan and advise the Participant that their services will be continually reviewed by the Coordinator for effectiveness;
- Where appropriate, and with Participant consent, provide the Support Plan to Participant’s General Practitioner or Representative;
- Develop a support plan that includes a plan of action that meet the participant’s needs, requirements and aspirations. The support plan will include:
  - Participant information - personal details, health details, cultural and spiritual requirements, sexual identification, Aboriginal and Torres Strait Islander
  - Goals,
  - Advocate, interpreter requirement
  - Consent forms,
  - Active engagement planning,
  - Plan to develop, sustain and strengthen independent life skills
  - Medical information including conditions, doctors, medications, use and management,
  - Risks to participant and staff - management of the risk, if required.

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- Any financial budget requirements (if application)
- Participant involvement in any planning and decision-making process

## Service Monitoring

Monitor the relevancy of the support plan through regular contact with the Participant and other representative and service providers involved in the well-being of the Participant. This should occur via:

- Home visits
- Telephone contact
- Case conferences
- Service reviews, and
- Feedback from external service providers and care staff
- Phone contact with Participant
- Collecting and reviewing Participant, Home Care Staff, representative and other service provider concerns, complaints and compliments
- Support planning meetings
- Staff meetings

Document monitoring/assessment contacts in the Participant's file. Include information source, date, information obtained, and action taken. If significant changes occur: Review the service, re-assess the Participant, schedule a case conference and update the Support plan as required. Note any changes to a Support plan in the Participant's file or notes and, if necessary, assess the need to change the service agreement.

## Reassessment of Support Requirements

Support Management reviews are a tool to assist with Support Management, where more than one worker is involved, whether within or across organisations. This process is an essential element in the provision of focused and relevant supports, occurring at various points in the Support Management continuum, depending on the needs of the

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participant or family, urgency and complexity of the family's needs and changes in family circumstances. Case reviews may be held to:

- Determine if current roles and responsibilities of workers and organisations are meeting the needs of the individual;
- Review if the support workers are meeting participant's goals;
- Review the purpose, intent, and direction of an intervention;
- Review the service currently being supplied against the participant's strengths, needs, goals and aspirations;
- Review previous assessment and determine if any more are required;
- Re-assess the participant using the relevant assessment tool;
- Review using evidence gathered during work with the participant;
- Review current status of case plan;
- Make decisions relevant to the participant – ensuring that all parties are informed;
- Review goals/actions;
- Schedule a case conference with participant and/or relevant stakeholders to ensure their active involvement and to inform changes in service are discussed;
- Plan towards case transfer and/or case closure if relevant;
- Records any changes to a support plan in the participant's file or notes and, if necessary;
- Assess the need to change the service agreement.

## Case Closure

When the Participant's needs begin to exceed program resources, or should the Participant change to another service provider, the Manager will:

- Follow the guidance of Easy iCare Pty Ltd Policy - Transition and Case Closure
- Informing the participant on any potential risk of transferring or exiting/
- Negotiate Participant handover arrangements with the new case manager or service provider.
- Inform participant of risk related to leaving the service

## RELATED DOCUMENTS

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- Easy iCare Pty Ltd Suite of Assessments
- Support plan
- Care Review Form

## REFERENCES

- Work Health and Safety Act 2011
- NDIS Practice Standards and Quality Indicators 2018
- NSW Disability Inclusion Act and Regulation 2014
- Privacy Act (1988)

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