



Support Planning Policy and Procedures

PURPOSE AND SCOPE

- The purpose of this policy is to outline the legislative requirements and practice procedures for undertaking support services for NDIS participants.
- To comply with the requirements of NDIS Practice Standards. Compliance with the policy is a condition of appointment for all persons engaged to provide services on behalf of Easy iCare Pty Ltd.

POLICY

It is the policy of the that all participants and their support networks are aided to participate in the development of a goal-oriented Support plan. The Support plan will reflect an individual's goals and aspirations and will look at strengths and functionality of the participant. It is based on the presumption of capacity and will safeguard risks and needs of the participant.

The support plan to incorporate both general 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, maximise independence, allow to live independently and undertake mainstream activities).

The Plan will provide clear and written information to the participant, detailing the services and type of supports they will receive from Easy iCare Pty Ltd. Where there is a change in the participant's needs, preferences and goals, an amended Support plan will communicate this change in supports required to the participant.

Document Title	Support Planning Policy and Procedures	Effective Date	26/8/19
Authorised by	Karl Jenkins (Director)	Review Date	26/2/19
Author/Reviewer	Kerry Bolton (Safety & Compliance Manager)		
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Staff must be screened, trained and qualified in the roles that they undertake.

Support Planning Principles:

- Support planning process is consultative where the participant, family, friends, carer or advocate work together to identify strengths, needs and live 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 disability that is of their own choosing.
- Promotion of functional and social independence and quality of life.
- Support plans will contain goals. Service choices agreed to should reflect the participant's personal goals.
- Support plans should be creative, flexible and not developed by set patterns or methods of service delivery.
- Care 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 this community will be contacted to allow for engagement and support services.
- The Support plan is reviewed regularly and amended to respond to participant needs and preferences.
- Support plans should be strength based, seeking to maximise independence, and build on the participants existing networks.
- The Support plan should be provided to the participant in their first language where appropriate and/or requested.
- Participants or their advocates may request a review of the support plan at any time.
- Staff conducting support plan development will have the necessary skills and competence to undertake this function.

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- Participants with a disability will also be facilitated to understand their NDIS plan including:
 - Understanding and self-directing their NDIS plan
 - Understanding the supports in their NDIS plan
 - Funded support budgets
 - Purchasing general funded supports
 - Purchasing stated funded supports)
 - Managing and paying for their supports
 - Choosing their providers
 - Making agreements with their chosen 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.
- Develop the Support plan with as much input, choice and decision-making from the participant as the participant wishes. Document the reasons (should a participant choose to have minimal input into their Support plan).
- Prior to meeting with the participant review: Participant's assessment information; any referral documents, and other relevant notes or data available that will assist in understanding the participant as an individual.

-Providing Information to the Participant

- Emphasise the importance of the participant identifying their own personal goals and aspirations.
- Use the appropriate Support plan as a prompt to assist the participant to identify areas where Easy iCare Pty Ltd services may help them realise their goals.

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- 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 choices and services available so that they are able to make informed decisions about their choices and priorities.
- Provide the participant with examples or suggestions of how Easy iCare Pty Ltd 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 to recognise their strengths and capabilities
- Transform the participant's goals into SMART (Specific, Measurable, Attainable, Realistic and Timely)
 - *Example Simple Goal:* To be able to get the mail.
 - *Example SMART Goal:* To be able to walk to the mailbox each day by myself to get the mail.
- Set a timeframe with each goal so that progress can be determined.
 - Example: To be able to walk to the mailbox each day by myself to get the mail. To achieve this by 30 Nov 20XX
- Use the participants expressed priorities, agreed actions and goals to develop their Support plan.

Also consider:

- The financial resource capacities and any limitations of Easy iCare Pty Ltd services or specific programs to be utilised;
- The capacities, expertise and appropriateness of current Easy iCare Pty Ltd care staff to provide the services;
- The availability of specialised subcontracted staff or services (if applicable);

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- Other services/individuals who will provide services (as designated by the participant); and
- Any volunteer supports available.
- Determine with the participant how each goal will be measured so that progress can be recorded.
- Identify with the participant, any potential barriers to achieving their goals and work out strategies to alleviate these barriers.
- Ask the participant to prioritise their goals if many goals have been identified. For each Goal, list the actions/responsibilities / frequencies and durations, of services to be coordinated on behalf of the participant. Document in the Support plan
- Identify all stakeholders (Participants, family, community engagement links, other services or agencies) that will undertake to help the participant achieve each goal, and document this in the Support plan.

Support Plan Delivery and Review

- Negotiate the specific days for services or support and document these in the 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 of between 1 and 1:30 pm and 1hr of Domestic assistance).
- (If not yet finalised) negotiate service fees and record these in the participant 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 Easy iCare Pty Ltd service responses and document this in the Support plan.
- Ensure all involved stakeholders have copies of the agreed support plan
- Explain to the participant that the Manager will monitor the progress of the Support plan, but they may also request a review of the Plan at any time.

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RELATED DOCUMENTS

- Easy iCare Pty Ltd Suite of Assessments
- Support plan

REFERENCES

- Work Health and Safety Act 2011
- NDIS Practice Standards and Quality Indicators 2018
- Privacy Act (1988)
- My first plan and Developing the Plan, NDIS, 2016

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