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**Support Planning Policy and Procedure**

**Purpose**

This policy will outline the requirements and procedures related to undertaking support services for NDIS participants. CAPS complies with the requirements of NDIS Practice Standards and Quality Indicators.

**Scope**

Compliance with this policy is required by all employees. The policy directs employees on how to support the wants and needs of participants.

**Policy**

In the creation of a support plan, CAPS will collaborate with the participant, their family/carers, advocates and their extended support network. The support plan will use the participants NDIS plan as a basis. This NDIS plan outlines the supports and services that a participant is eligible for and the funding allocate to each area of support.

The support plan will outline the supports that the participant will be receiving for the organisation. The plan will be goal oriented and outline the activities that will assist the participant in achieving these goals. When the needs and wants of the participant change, the support plan will be amended to reflect the change.

All staff that work with the participant must meet the necessary requirements. The participant has a right to request a change in allocated workers.

**Support planning principles**

* Participants and their support network will be consulted throughout the support planning and will work together in identifying strengths, needs and life goals, focusing on assisting the participant with their independence
* The participant’s preferences, values and identity will be supported
* Support plans will promote participants independent decision making
* The support plan will focus on assist the participant in living a high quality of life
* Support plans will contain goals. These goals will be reflected in the services
* Support plans should be made flexible and individualised
* Activities and supports in the plan must consider the participants chosen community
* If a participant identifies as Aboriginal or Torres Strait Islander, their community will be contacted so that they can be engaged with through the supports
* The support plan is reviewed regularly and amended when there is a change in the participants wants and needs
* The support plan will be strength-based, aiming to develop independence and build on the participant's existing networks
* The support plan should be provided to the participant in their first language
* The support plan can be reviewed and the request of the participant at any time
* The employee creating the support plan will have the required skills
* The participant will be assisted in understanding all aspects of their support plan including:
  + The self-direction of their plan
  + The supports available in their NDIS Plan
  + Funding and support budgets
  + Managing and paying for their supports
  + Choosing their providers

**Procedure**

Support plan development

(2)In collaboration with each participant:

a)  risk assessments are regularly undertaken, and documented in their support plans; and

b)  appropriate strategies are planned and implemented to treat known risks to them.

*Planning*

* Explain the process to the participant
* Arrange a meeting with the participant and their advocate and/or family/carers
* Develop the plan with as much input for the parties as they choose to give. Record reasoning for each decision
* Complete a risk assessment that includes planned strategies that are to be implemented in order to treat known risks
* Before the meeting, review:
  + Participant referral form
  + All provided information and documents regarding the participant

*Providing information to the participant*

* Explain to the participant why they must identify their goals
* Use appropriate prompts to assist the participant in identifying the areas that CAPS can assist them in realizing their goals
* Explain all the prompts in the plan
* Provide clear explanations to the participant regarding their options so that they can make an informed decision
* Explain to the participant what the collected information will be used for
* Provide information on how CAPS can assist the participant with their goals

*Facilitating the development of participant-centered goals*

* Collaborate with the participant to identify their goals and what assistance they need to achieve them
* Transform the goals into SMART goals (Specific, Measurable, Attainable, Realistic and Timely)
* Set a timeframe for each goal and outline how it will be measured

*Consideration will also be given to:*

* financial capacities and other limitations of CAPS services
* Appropriateness of available staff for participant needs
* Other services already being provided to the individual
* Identifying in collaboration with the participant any potential barriers to achieving their goals and developing a response plan
* The priority of the participants goals
* Providing a support plan to assist all stakeholders

(2A) Risk assessments include the following:

a)  consideration of the degree to which participants rely on the provider’s services to meet their daily living needs;

b)  the extent to which the health and safety of participants would be affected if those services were disrupted.

(3)Periodic reviews of the effectiveness of risk management strategies are undertaken with each participant to ensure risks are being adequately addressed, and changes are made when required.

Risk assessments

Risk Assessments are to be carried out for each individual participant during the support planning process. The Risk Assessments will consider any medical conditions or behavioral issues that may result in harm to the participant. The assessment will also consider the degree to which the participant relies in CAPS services to meet their daily living needs as well as, the extent to which the health and safety of the participant would be affected if the services they receive from CAPS were disrupted.

To protect participant safety, Risk Assessments are to be periodically reviewed to discern the effectiveness of the risk management strategies that have been undertaken with individual participants. This is to guarantee risks are being adequately addressed, and changes are made when they are required.

Support plan delivery and review

* Agree on specific days for services/supports and document them in the support plan
* Where possible, agree upon flexible time ranges
* Finalise service fees
* If the participant agrees with what is outlined, have them sign the support plan
* Ensure that all involved stakeholders have copies of the agreed support plan
* Explain to the participant that CAPS will monitor progress

(2)In collaboration with each participant:

a)  risk assessments are regularly undertaken, and documented in their support plans; and

b)  appropriate strategies are planned and implemented to treat known risks to them.

* Annually review the support plan and related documents (e.g. risk assessment). Reviews can be carried out earlier at the request of the participant or if deemed necessary