



# SUPPORT PLANNING POLICY

Wide Bay Respite Services



## Support Planning Policy and Procedures

### PURPOSE

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 and Quality Indicators. Compliance with the policy is a condition of appointment for all persons engaged in providing services on behalf of Wide Bay Respite.

### SCOPE

To inform our team how to plan to collaborate in the development of the Support Plan that incorporates the participant's wants, needs and aspirations, including the type of Support Staff, time and length of the service linked to the registration group on their NDIS Plan.

### POLICY

All participants and their support networks are assisted to collaborate and participate in the development of a goal-oriented Support Plan. The Support Plan will reflect goals and aspirations and will look at the strengths and functionality of the participant. It is based on the presumption of capacity and will safeguard the risks and needs of the participant.

The Support Plan will incorporate both 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 maximise independence, allow to live independently and undertake mainstream activities).

The Support Plan will provide transparent written information to the participant, detailing the services and type of support that they will receive from Wide Bay Respite. 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.

Support 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 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 disabilities that is of their own choosing.

# Wide Bay Respite Services

*Supporting the caring roles of families*



Promotion of functional and social independence and quality of life.

It is the participants choice and control whether they share their 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.

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.

The Support Plan is reviewed regularly (at least annually) and amended to respond to participant needs and preferences.

The Support Plan should be strength-based, seek 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 and/or requested.

The participants or their advocates may request a review of the Support Plan at any time.

Support Staff conducting Support Plan development will have the necessary skills and competence to undertake this function.

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.

Choosing their providers.

Making agreements with their preferred providers.

## PROCEDURE

### Support Plan Development

#### Planning

Explain the Support Plan development process for the participant.

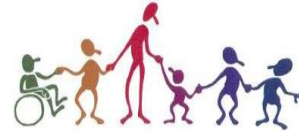
Arrange a meeting time with the participant and (if applicable) their advocate or family.

Develop the Support Plan with as much input, choice and decision-making from the participant as the participant wishes.

Prior to meeting with the participant review: prepare any relevant notes or data available that will assist in understanding the participant as an Support Staff Member.

# Wide Bay Respite Services

*Supporting the caring roles of families*



## Providing Information to the Participant

Emphasise the importance of the participant identifying their own personal goals and aspirations.

Provide the participant with a clear understanding of their choices and service options available so that they can make informed decisions about their choices and priorities.

Explain to the participant any information-sharing requirements with other parties.

Provide the participant with examples or suggestions of how Wide Bay Respite 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 support that would be most important to them.

Help the participant to recognise their strengths and capabilities.

Use the participants expressed priorities, agreed actions and goals to develop their Support Plan.

Also, consider:

The financial resource capacities and any limitations of Wide Bay Respite services or specific programs to be utilised.

The capacities, expertise and appropriateness of current Wide Bay Respite staff to provide the services.

Other services or Supports who will provide services (as designated by the participant).

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.

Identify all stakeholders (Participants, family, advocates, 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 & document the specific days for services or support.

(If not yet finalised) negotiate service fees and record these in the participant Service Agreement and on the Support Plan.

Ask the participant to sign the Support Plan to acknowledge their agreement with it.

# Wide Bay Respite Services

*Supporting the caring roles of families*



Agree on the criteria to evaluate the effectiveness of Wide Bay Respite 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 the participant may also request a review of the Plan at any time.

Ratified by the Board of Management:

Date ...../...../.....

Circulated to staff:

Date ...../...../.....

To be reviewed:

Date ...../...../.....

Signed .....

Manager

Signed .....

President