

PURPOSE

This policy aims to ensure that every participant has access to responsive, timely, competent and appropriate supports that meet their needs, desired outcomes and goals.

SCOPE

All About Care Australia (AACCA) will ensure that staff are trained appropriately and act professionally when developing supports that empower the participants to achieve their needs, goals and aspirations.

POLICY

All services and assessments are developed and delivered in collaboration with the participant and their family/carer/advocate. All participants, family members, representatives or advocates must be included in any decision-making process, selecting strategies or activities, and approving all aspects of their support plan. Support management will consist of delivery, monitoring, review and reassessment.

Reasonable efforts will be made to match the participant's worker requirements to our current support workers. We will collaborate with all relevant parties and only share information with the consent of the participant. Our team will consult to ensure that we meet individual needs.

AACCA will ensure that only appropriately trained staff will work with the participant. The allocation process will incorporate a skill and knowledge review of a potential support worker.

AACCA 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 and support plan implementation, monitoring and review.

The General Service Manager, or their delegate, will:

- match available resources, i.e. Staff to the needs of the participant, prioritising support models such as self-directing teams
- provide a single point of contact for participants that require a complex range of services and/or require intensive levels of support
- verify that consent was received for assessment and services and is recorded in the participant's file

- review the participant's referral information and confirm eligibility and suitability for AACCA support
- contact the participant and arrange a suitable time for a comprehensive assessment
- ensure representatives identified by the participant, such as family, advocate and carers, participate in the assessment if necessary
- carry out the assessment as per the organisation's appropriate policies and procedures and base the assessment of the participant's needs and situation
- ascertain the availability of AACCA staff/resources to meet the individual participant needs
- monitor the relevancy of the support plan through regular contact with the participant and other representatives involved in the well-being of the participant
- develop a support plan that includes a plan of action that meets the participant's needs, requirements and aspirations. The support plan may include the following:
 - participant information, e.g. personal and health details, cultural and spiritual requirements, sexual orientation, Aboriginal and Torres Strait Islander
 - details of the participants' support network, e.g. family, friends
 - participant goals
 - advocate details
 - interpreter requirements
 - consent forms
 - strategies to develop, sustain and strengthen independent life skills
 - medical information, including conditions, doctors, medications, use and management
 - risks to participants and staff, including management of the risk if required
 - any financial budget requirements (if applicable)
 - a copy of the participant's NDIS Plan, service agreement and funding arrangements
 - details of the participant's involvement in any planning and decision-making process

The support review is an essential element in the provision of focused and relevant supports, occurring at various points in the support continuum, depending on the needs of the participant or family, the urgency and complexity of the family's needs, and changes in family circumstances.

Support plan reviews may be held to:

- determine if the supports provided by AACCA are meeting the needs of the individual
- assess if participant goals are being supported by staff
- evaluate the supports currently being supplied against the participant's strengths, needs, goals and aspirations

- consider previous assessments and determine if any more are required
- reassess the participant, using the relevant assessment tool
- re-evaluate using evidence gathered during work with the participant
- make decisions relevant to the participant; ensure all parties are informed
- review participant goals
- record any changes to a support plan in the participant's electronic file
- assess the need to change the service agreement

Exiting the service

When the participant's needs begin to exceed AACCA's resource capacity, or should the participant change to another service provider, the General Services Manager or their delegate will follow the guidance of AACCA's 'Participant Access, Transition and Exit Policy and Procedure'.

Continuous access to AACCA supports depends on the availability of adequate funding within the participants' NDIS plan.

RELEVANT LEGISLATION AND POLICIES

- NDIS Practice Standards and Quality Indicators 2018
- Work Health and Safety Act (2011)

RELEVANT DOCUMENTS

- Access to Supports Policy and Procedure
- Consent Policy and Procedure
- AACCA assessments (as required)
- Service Agreement
- Participant Handbook
- Support Plan
- Participant Access, Transitional and Exit Policy and Procedure