MEDIGALAXY AUSTRALIA

RELATIVECARE Home Support Services

Smarter Living Choices unique community care

carers link

Responsive Support Provision and Management Policy 3.4.1

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Contents

1. Purpose 2
2. Scope 2
3. Policy 3
4. Procedure 3
4.1. Support management principles 3
4.2. Exiting the service 5
5. Related documents 5
6. References 5
7. Review of Policy 6

1. Purpose

The purpose of this policy is to ensure that every participant has access to responsive, timely, competent and appropriate supports that meet their needs, desired outcomes and goals.

Carers Link will provide program design, individual planning, coordination and support management to all participants.

2. Scope

We will ensure our staff are trained to act professionally and appropriately when developing plans that empower the participant to achieve their needs, goals and aspirations.

We will keep each participant informed of their plan while undertaking a holistic approach that incorporates strength-based and person-centred strategies.

3. Policy

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

The NDIS Coordinator will ensure that the least intrusive options are planned, using contemporary evidence-informed practices.

All reasonable efforts will be made to match the participant's key worker requirements to our current frontline workers.

We will collaborate with all relevant parties, including other service providers, and only share information with the consent of the participant. Our team will consult to ensure that we meet individual needs.

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

We will use this policy to ensure the organisation maintains a contemporary approach to support management services.

4. Procedure

4.1. Support management principles

Support management includes screening, comprehensive assessment, support planning and support plan implementation, monitoring, review and case closure.

The NDIS Coordinator or their delegate will:

- match available resources (i.e., staff to the needs of the participant)
- work across service boundaries to ensure that participants with complex care needs are provided access to a full range of required support services such as allied health, health and social support services
- provide a single point of contact for participants who require a complex range of services or require intensive levels of support
- ensure clients are screened for eligibility and suitability as per the applicable program guidelines and our Access to Supports Policy and Procedure
- 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 a service
- contact the participant and arrange a suitable time for a comprehensive assessment
- arrange interpreters, advocates, guardians, or other service providers, with the participant's consent, to attend the assessment
- determine, if possible, whether a clinical assessment of the participant's health condition is required and arrange for the appropriate staff to attend the assessment, i.e., registered nurse or allied health professional
- ensure representatives identified by the participant (e.g., family, advocate and carers) are contacted and, if necessary, participate in the assessment.
- carry out the assessment as per the organisation's appropriate policies and procedures and base the assessment on the participant's needs and situation.
- contact the referrer and any existing providers, within five (5) days after a comprehensive assessment, for further information that may be required
- arrange additional specialised assessments, if indicated
- investigate potential options for sourcing support, including the availability of our staff/resources and the use of brokerage resources
- arrange, if necessary, a case conference with relevant services and individuals to discuss the participant's situation
- ensure outcomes from support management are documented within the support plan
- inform the participant that their coordinator will continually review and assess their services for effectiveness
- provide the support plan, where appropriate, to participant's general practitioner or representative, with the participant's consent
- develop a support plan that includes a plan of action that meets the participant's needs, requirements and aspirations and includes:
    - participant information, e.g. personal and health details, cultural and spiritual requirements, sexual identification, Aboriginal and Torres Strait Islander status, etc.
    - participant goals
    - advocate details
    - interpreter requirements
    - consent forms
    - active engagement planning
    - strategies to develop, sustain and strengthen independent life skills
    - medical information, including conditions, doctors, medications, use and management

    - risks to participant and staff (include management of the risk if required)
    - any financial budget requirements (if applicable)
    - details of the participant's involvement in any planning and decision-making process
- monitor the relevancy of the support plan through regular contact with the participant and other representatives and service providers involved in the wellbeing of the participant.

When Support Plans are first developed or subsequently modified, a clinical note to that effect will be inserted into the client file on VisiCase and relevant Home Support Workers will be notified by the coordinator.

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, urgency and complexity of the family's needs and changes in family circumstances.

Support Plan reviews may be held to:

- determine if the current roles and responsibilities of our staff and organisation are meeting the needs of the participant
- assess if the frontline workers are meeting participant's goals
- review the purpose, intent, and direction of the intervention
- evaluate the service currently being supplied against the participant's strengths, needs, goals and aspirations
- consider previous assessments and to determine if any more are required
- reassess the participant, using the relevant assessment tool
- re-evaluate using evidence gathered during work with the participant
- examine the status of the support plan
- make decisions relevant to the participant & ensure all parties are informed
- review goals and actions
- schedule a case conference with the participant and all relevant stakeholders to ensure their active involvement and to discuss any changes in service
- plan towards transfer or closure, if relevant
- record any changes to a support plan in the participant's notes or file
- assess the need to change the service agreement.

4.2. Exiting the service

When the participant's needs begin to exceed program resources, or should the participant change to another service provider, the NDIS Coordinator will

- refer to the transition and exit notes in the Participant Support Plan
- follow the guidance of the Transition or Exit Policy and Procedure
- inform the participant of any potential risk of transferring or exiting
- negotiate participant handover arrangements with the new service provider
- advise participants of risk related to leaving the service.

5. Related documents

- 3.1.2 Access to Supports Policy and Procedure
- Hazard Risk Assessment Form
- Participant Individual Risk Profile Assessment
- 2.2.1 Risk Management Plan
- Risk Register
- Service Agreement
- 1.1.3 Person Centred Support Plan
- 3.5.1 Transition or Exit Policy and Procedure

6. References

- NDIS Practice Standards and Quality Indicators Nov 2021
- Work Health and Safety Act 2011 (QLD)
- Disability Services Act 2006 (QLD)
- Disability Discrimination Act 1992 (Commonwealth)

7. Review of Policy

This Policy will be reviewed annually.