Support Provision Policy

1.   Purpose

This policy provides guidelines for how our services and supports are provided.

All participants have the right to services and supports that:
- Are person-centred
- Respect individual values and beliefs respect privacy and dignity
- Promote independence and informed choice
- Are free from violence, abuse, neglect, exploitation or discrimination.

2.   Scope

This policy applies to all ICH NDIS representatives including key management personnel, Directors, full time workers, part time workers, casual workers, contractors, volunteers, students. For the purpose of this policy, these persons shall be referred to as workers.

This policy applies to services provided to participants.

3.   Definition

NDIS Plan: Everyone who is part of the NDIS has their own individual plan. A participant's plan will be written with their NDIS planner. A plan will describe a person's needs and goals, and the money and supports that the NDIS will give them to help achieve these goals.

4.   Policy

4.1   Commitment to supports

ICH NDIS are committed to:
- Supporting each participant to access the most appropriate supports that meet their needs, goals and preferences
- Providing services in a safe environment, free from hazards

4.2   Responsive support planning

All ICH NDIS participants will have a NDIS plan in place prior to receiving services. This plan will outline the participants goals and the role of the support coordinator in assisting participants to achieve their goals.

ICH NDIS will help participants to:
- Understand and use their NDIS plan
- Make the most of funded supports
- Access community and mainstream services
- Build their ability to become more independent
- Connect with people in their life such as family, friends and carers to help them achieve their goals
- Connect with providers
- Decide when they want to access supports and services and how much they want to pay for them
- Help with service agreements and service bookings

ICH NDIS will ensure that:
- Services are monitored and regularly reviewed to ensure it meets participants' needs
- NDIS plans are reviewed annually, quarterly or more regularly depending on the participant's needs and where this does not occur, that a review is requested
- Participants are supported to understand their NDIS plan in the language, mode of communication and terms they are most likely to understand
- Each participant can access their NDIS plan
- Each worker can access to all relevant plans of the participants they are supporting
- Each worker understands all relevant plans of the participants they are supporting
- Responses to individual, provider and community emergencies and disasters are included in each of the support plans developed by ICH NDIS for a participant
- Where possible, adjustments are made to account for changes in participant needs
- Each participant's health, privacy, dignity, quality of life and independence is supported
- Where progress is different from expected outcomes and goals, work is done with the participant to change and update all relevant plans which may include requesting a review of the participants NDIS plan
- With each participant's consent, their support plan is communicated to their support networks, other providers and relevant government agencies
- Where agreed by the participant, links are developed and maintained through collaboration with other providers (e.g. health care and allied health providers) in order to:
    - fully support the participant and work toward participant goals
    - meet the needs of the participant
    - share relevant participant information
    - manage risks to the participant

4.3 Working with participant support networks

The program will work with each participant and their support network to achieve the best possible outcomes for the participant. The following principles guide the services we:

- Promote open communication about major concerns, issues or opportunities to the collaborative areas
- Adopt a positive outlook coupled within a positive, proactive manner
- Adhere to statutory requirements and best practice including compliance with Australian privacy law
- Ensure collaborative links with participant support networks and other providers are established
- Manage stakeholders effectively and support decisions collaboratively made by their support network
- Act in a manner that reflects and respects the importance of the collaborative arrangement
- Ensure qualified workers are available and authorised to fulfil their responsibilities
- Act in good faith to support achievement of agreed objectives.

4.4 Safe environment

ICH NDIS will always work to maintain a safe support provision environment. This will be done by:

- Assessing and managing all risks associated with support provision
- Maintaining a culture of continuous improvement across the organisation
- Encouraging each participant to provide feedback and ensuring they feel comfortable doing so
- Ensuring that each participant has a service agreement that meets the support needs of that participant
- if required, work with other providers and services to:
  - Identify and manage risks
  - Ensure safe support environments prevent and manage incidents
  - Keep accurate and up-to-date records.

4.5 Waste management

As the program only operates in an office environment and does not provide direct support services, infectious or hazardous substances, or clinical waste are not typically encountered.

If this is ever required, ICH NDIS will ensure that there are appropriate practices in place for the safe storage and disposal of waste.

4.6   Risk management

ICH NDIS will collaborate with each participant to complete a risk assessment for that participant during the support planning process.

When assessing participant risks during support planning, the organisation will:
- Plan and implement appropriate strategies to treat known risks
- Consider the degree to which each participant relies on our services to meet their daily needs
- Consider the extent to which the health and safety of each participant would be affected if our services were disrupted for any reason.

The program will ensure periodic reviews that consider the risk management strategies to ensure they remain effective and suitable for participants.

4.7   Communication needs

ICH NDIS will meet the unique communication needs of each participant. This will help to ensure that participants are able to communicate their needs, including expressing any emerging health concerns.

Participants will be assisted with their communication needs by employing strategies such as:
- Assessing participant communication needs
- Recording participant needs and preferences
- Utilising communication aids (such as easy reads)
- Reviewing the effectiveness of the communication aids being used

4.8   Emergencies

All emergencies will be managed in accordance with our Emergency and disaster management policy.

5.   Review

This policy remains in effect unless otherwise determined by resolution of the Board of Directors.

This policy will be reviewed every two years or sooner as required.

6.   Related Documents

Policies
ICH NDIS Entry and Exit Policy
ICH NDIS Service Agreement Management Policy

Other Documents
ICH NDIS Support Plan Template

References
CentroAssist Policy Portal
NDIS (Quality Indicators) Guidelines (Cth)
National Disability Insurance Scheme Act (Cth)
NDIS (Registered Providers of Supports) Rules 2013 (Cth)
NDIS (Plan Management) Rules 2013 (Cth)
NDIS (Facilitating the Preparation of Participants' Plans—Queensland) Rules 2016 (Cth)
NDIS (Supports for Participants) Rules 2013 (Cth)