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	Review Date:	12 th Nov 2024
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Support Planning Policy and Procedure

1.0 Purpose

The purpose of this policy is to outline the legislative requirements and practice procedures for undertaking support services for NDIS participants. Our organisation will comply with the requirements of NDIS Practice Standards and Quality Indicators.

Compliance with this policy is a condition of appointment for all persons engaged in providing services on behalf of NO LIMITTS PTY. LTD.

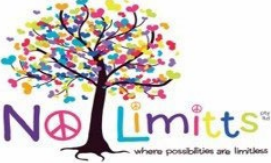
2.0 Scope

To instruct our team how to plan the development of a support plan to incorporate the participant's wants, needs and aspirations. Plans are to include the type of Staff and time and length of the service linked to the registration group on an NDIS Plan. This includes the policy that No Limits Support Coordination (SC) will not refer participants directly to No Limits Core, except under specific circumstances outlined below.

3.0 Policy

All participants and their support networks are aided to collaborate and participate in the development of a goal-oriented support plan. The support plan will reflect an individual's goals and aspirations and will review the strengths and functionality of the participant. The plan is based on the presumption of capacity and will safeguard the risks and needs of the participant.

The support plan is to incorporate both the 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 to maximise independence, allow to live independently and undertake mainstream activities).

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The support plan will provide transparent written information to the participant outlining the services and type of support/s they will receive from NO LIMITTS PTY. LTD. Where there is a change in the participant's needs, preferences or goals, the amended support plan will communicate the change in supports required by the participant.


Staff must be screened, trained, and qualified in the roles that they undertake. Employees are required to inform participants that:

- No Limits Support Coordination operates separately from No Limits Core, though both are part of the same business and a NDIS Registered Provider.
- Participants always retain the right to exercise their Choice & Control. If they choose to request a referral to No Limits Core, a written consent form signed and dated by both the participant and the SC representative is required. This referral will be reviewed to assess No Limits Core's capacity to provide the necessary services, ensuring continuity of support.
- Participants will also be provided with information on alternative service providers and reassured that they can access services from No Limits Support Coordination without any obligation to engage No Limits Core Supports.
- No referral to Core will be made unless the participant explicitly requests it and provides informed consent.
- No Limits SC participants will have access to No Limits Charters due to being a member of No Limits.

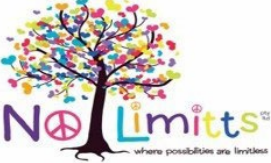
3.1 Support planning principles

- The support planning process is consultative where the participant, family, friends, carer or advocate work together to identify strengths, needs and life 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 choosing.
- NO LIMITTS PTY. LTD. promotes functional and social independence and quality of life.

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- Support plans will contain goals.
- Agreed service choices should reflect the participant's personal goals.
- Support plans should be creative, flexible, and not restricted to 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.
- If a participant identifies as Aboriginal or Torres Strait Islander, then their community will be contacted to allow for engagement and provision of support services.
- The support plan is reviewed regularly (at least annually) and amended to respond to the participant's needs and preferences.
- The support plan should be strength-based, seeking 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 or requested.
- The participant or their advocate may request a review of the support plan at any time.
- Staff conducting the support plan development will have the necessary skills and competence to undertake this function.
- A participant with a disability will be facilitated to assist comprehension of their NDIS Plan, including:
 - Understanding and self-directing their NDIS Plan
 - Understanding the supports in their NDIS Plan
 - Understanding funded support budgets
 - Purchasing general funded supports
 - Purchasing stated funded supports
 - Managing and paying for their supports
 - Choosing their providers
 - Making agreements with their preferred providers.

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4.0 Procedure

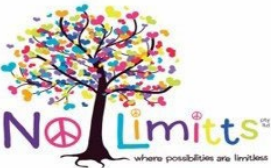
4.1 Support plan development

4.1.1 Planning

- Explain the support plan development process to 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 they want. Document the reasons for the decisions made (should a participant choose to have minimal input into their support plan).
- Before meeting with the participant, review the:
 - Participant intake form
 - Participant assessment information
 - Referral documents
 - Other relevant notes or data available that will assist in understanding the participant as an individual.

4.1.2 Providing information to the participant

- Emphasise to the participant why it's important they identify their personal goals and aspirations. Employees will act in participants' best interests to ensure they are informed, empowered, and able to maximise their choice and control from their NDIS plan
- Use the appropriate support plan as a prompt to assist the participant in identifying areas where NO LIMITTS PTY. LTD. services may help them realise their goals.
- Outline the prompts on the plan, including discussion of the participant's physical, emotional, spiritual, cultural, community, social and financial needs.
- Provide the participant with a clear understanding of their choices and service options available, so they're able to make informed decisions about their choices and priorities.
- Explain to the participant any information-sharing requirements with other parties.
- Provide the participant with examples and suggestions of how NO LIMITTS PTY. LTD. services may be able to help them achieve their goals.

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Participants are provided with alternative options, and, if a referral to No Limits Core Supports is requested, the process will include the participant's written consent that outlines:

- The independent and autonomous operations of No Limits Core Supports.
- Confirmation that alternative service providers were offered.
- The participant's reasons for choosing No Limits Core Supports.
- Acknowledgement of the participant's right to exercise Choice & Control at any time, including ceasing services with either No Limits Support Coordination or No Limits Core Supports, subject to the terms of their Service Agreement.
- An understanding that a referral to No Limits Core Supports does not guarantee service provision, as the referral will be objectively assessed based on Core's capacity to meet the participant's needs.


4.1.3 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 help or assistance that would be most important to them.
- Help the participant recognise their strengths and capabilities.
- Transform the participant's goals into SMART (Specific, Measurable, Attainable, Realistic and Timely) goals, e.g.
- Simple goal: To be able to collect the mail.
- SMART goal: To walk to the letterbox, without assistance, every day to collect the mail.
- Set a time frame for each goal, so progress can be measured. e.g. walk to the letterbox, without assistance, to collect the mail and to achieve this by November 30.
- Use the participant's expressed goals, priorities, goals and agreed actions to develop their support plan.

Consideration will also be given to:

- Financial resource capacities and any limitations of NO LIMITTS PTY. LTD. services or specific programs to be utilised
- Capacities, expertise, and appropriateness of current NO LIMITTS PTY. LTD. Staff to provide the services

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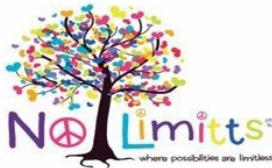
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- Availability of specialised subcontracted Staff or services, if applicable
- Other services or individuals who will provide services, as designated by the participant
- Volunteer supports available
- Determining, with the participant, how each goal will be measured so progress can be recorded
- Identifying, with the participant, any potential barriers to achieving their goals and then developing strategies to alleviate those barriers
- Working with the participant to prioritise their goals if many goals are identified. For each goal list the actions, responsibilities, frequency, and duration of services to be coordinated or supplied on behalf of the participant. Document all the information in the support plan.
- Identify all stakeholders, i.e. Participant, family, advocate/s, community engagement links and other services or agencies that will undertake to assist the participant in achieving each goal. Document this in the support plan.

4.2 Support plan delivery and review

- Negotiate specific days for services/supports and document in the Participant Support Plan.
- Where possible, agree upon time ranges for the services to build a level of flexibility into the service roster, e.g. start time between 1:00 and 1:30 pm and provision of one (1) hour of domestic assistance.
- If not yet finalised, negotiate service fees and record these in the participant's service agreement and on the support plan.
- Ask the participant to sign the support plan to acknowledge their agreement with it.
- Agree on the criteria to evaluate the effectiveness of NO LIMITTS PTY. LTD. service responses and document this in the support plan.
- Ensure that all involved stakeholders have copies of the agreed support plan.
- Explain to the participant that the Director will monitor the progress of the support plan, and that the participant may also request a review of the plan at any time.

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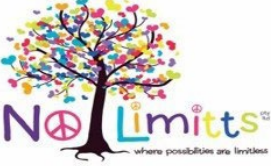
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01 Pre-Commencement	<ul style="list-style-type: none"> Marketing, strategic and organisational plan Networking with plan managers, local area coordinator
02 Eligibility	<ul style="list-style-type: none"> NDIS Plan with matching services Screening tool
03 Intake Process	<ul style="list-style-type: none"> Offer stakeholder engagement (family, advocate) Inform of rights, complaints, privacy, incidents, service agreements Collaborative processes to ensure participant's choice and decisions are heard and acted upon Intake form reviewed
04 Plan Development	<ul style="list-style-type: none"> Development of SMART goals with participant Person-centred choice Participants at the centre of the plan with informed-choice and options Risk-assessment undertaken Time given for participant to understand and agree or adjust as relevant
05 Service Agreement	<ul style="list-style-type: none"> Service agreement developed with participant and their stakeholders Includes details of services, payment, rights, privacy, withdrawals Time given to review Copy given to participant
06 Staffing	<ul style="list-style-type: none"> Review participant's support plan and service agreement Review staff to locate a match for the participant Supervisor to work with staff and the participant on first two shifts Staff to follow plan and develop rapport with participant. Introduce participant to at least one other worker to ensure they know their replacement Inform participant of any changes
07 Support and Follow up	<ul style="list-style-type: none"> Supervisor to develop rapport with participant to enable open communication Offer feedback and complaints options - staff, supervisor, forms or other methods Communicate with the participant regarding suitability of workers
08 Feedback and Improvements	<ul style="list-style-type: none"> Use feedback to inform our continuous improvement policy Review and revise processes as required Train staff in any changes Keep participant informed of changes

5.0 Related documents

- NO LIMITTS PTY. LTD. assessments
- Participant Intake Form
- Service Agreement & Consent Form
- Support Plan

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6.0 References

- NDIS My First Plan and Developing the Plan 2016
- NDIS Practice Standards and Quality Indicators 2018
- Privacy Act (1988)
- Work Health and Safety Act 2011