










Your Support Plan




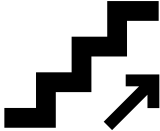
This document explains Cahoots **Support Plan Policy and Procedure**




A policy tells you **HOW** and **WHY** we do things.

When you see the word **we** or **us** in this document it means **Cahoots**

	<p>This policy tells you</p> <p>The steps to write and deliver your Support Plan</p> <p>The information we need from you to write your Support Plan</p>
	<p>Who is this policy for?</p> <p>It is for you and your family or your decision makers.</p>
	<p>We need a Support Plan for you to go on a Cahoots Service</p> <p>A Support Plan lets us know</p> <ul style="list-style-type: none">Your support needsWhat you like and do not likeYour emergency contacts
 	<p>Together we develop your Support Plan</p> <ol style="list-style-type: none">1. We will get your consent to collect personal information about you2. We will meet with you and discuss the information you provide so you get<ul style="list-style-type: none">The right serviceThe service at the right timeThe best service

	<p>3. You will attend a service so you can see if you like our service</p> <p>and</p> <p>we can see if we can meet your needs and goals</p>
	<p>Personal Information is information about you</p> <p>This includes:</p> <ul style="list-style-type: none"> Your name and date of birth Your address and contact details Your funding information Your goals and services you would like to use
	<p>We may need some sensitive information about your</p> <ul style="list-style-type: none"> Health and medical information Religion and Culture
	<p>How do we collect your information?</p> <p>Most of the time we talk to you, your family or your decision makers directly</p> <p>Your information is kept safe in our Customer Management System (computer)</p> <p>Only authorised staff can see and use it</p>
	<p>Sometimes you need someone to help with providing your personal information, like</p> <ul style="list-style-type: none"> Someone in your family Your guardian Another person you trust <p>You or the other person will provide us this information with your consent</p>

	<p>No Consent</p> <p>Sometimes you may not want us to use your personal information</p> <p>You can say NO</p> <p>but</p> <p>This may mean we can not give you the service or supports you want</p>
	<p>Changing your Consent</p> <p>Sometimes you may want to change what consents you have given. You can do this by</p> <ul style="list-style-type: none"> • Filling in a new Consent Form, or • Writing or emailing Cahoots at any time
	<p>Agree to your Support Plan</p> <p>We will provide you your Support Plan to review and make sure it is correct</p> <p>If it is correct, you will be asked to sign your Support Plan and send back to us</p> <p>If it is NOT correct, please contact us</p>
	<p>Your Support Plan and progress</p> <p>Your Support Plan will be provided to Cahoots staff on your service so we can meet your needs and goals</p> <p>After each service we will write notes on your progress and provide to you</p> <p>Where your progress is different from your needs and goals, we work with you to change your Support Plan</p>

	<p>Complaints</p> <p>A complaint is when you are not happy</p> <p>and</p> <p>You tell someone</p>
	<p>How to make a Complaint</p> <p>If you are not happy with the way we have used your information you can</p> <ul style="list-style-type: none"> • Tell any Cahoots worker or leader • Send us an e-mail at info@cahoots.org.au • Telephone us on 1300 103 880 • Complete the website Cahoots Feedback and Complaints Form
	<p>If you are still not happy you can</p> <p>Call the NDIS Commission on 1800 035 544</p> <p>Complain online at the NDIS Commission website NDIS Complaint Contact Form</p> <p>or</p> <p>Call the Health and Disability Services Complaints Office (HaDSCO) on 1800 813 583</p> <p>Complain online at HaDSCO Complaint Form</p> <p>The NDIS Commission or HaDSCO will work with us to fix your complaint</p>

You can request the **Cahoots Support Plan Policy and Procedure** by contacting us

Send us an e-mail at info@cahoots.org.au

Telephone us on 1300 103 880