

Purpose and Scope

The purpose of this policy is to set out the guiding person-centred principles to lifestyle planning and review with people who use Cahoots supports and services.

These principles demonstrate a commitment to putting the person, their families, carers and nominated legal representatives at the centre of decision making on how Cahoots will guide and provide effective support to each participant.

This policy and procedure ensure legislative requirements are met for NDIS participants and informs our team on how to plan and collaborate in the development of Support Plans that incorporate the participant's wants, needs and aspirations.

This policy applies to all participants, staff and volunteers.

The Community Engagement Manager is responsible for implementation of this policy.

Definitions

Support Plan means a written plan that specifies the personal supports, goals and strategies that meet the participants identified needs. The Support Plan is developed with the participant and is the outcome of assessment and reassessment processes.

Goals means measurable objectives and are focused on the participants desired outcomes to skill development, level of independence and well-being, not merely on attendance at a certain number of activities per week.

Participant means the person accessing supports and services from Cahoots, and where the participant is unable to make decisions for themselves refers to their legal representative such as a parent, guardian, carer or advocate.

Support planning principles means the principles that guide staff procedures in the development and review of a Support Plan. These principles are that:-

- The support planning is a consultative process where the participant and Cahoots work together to identify strengths, needs and goals with a focus on choice and decision-making.
- The Support Plan promote the valued role of people with disabilities that is of their own choosing.
- The participant's preferences, values, culture and lifestyle choices should be supported (wherever possible).
- Using the Participant Risk Assessment and Action Plan, risk assessments are regularly undertaken and documented in their Support Plan, and appropriate strategies are planned and implemented to treat known risks.
- The Support Plan are integrated with other relevant plans such as Behaviour Support Plan, Epilepsy Action Plan etc, where applicable.
- The Support Plan will contain goals and promote quality of life, functional and social independence.
- Activities and supports in the Support Plan must be inclusive of the participant's chosen communities and maintain connections with their community to allow for active participation.
- The Support Plan should be strength-based, seek to maximise independence, and build on the participant's existing networks.
- The Support Plan will be agreed to and signed by the participant.

- The Support Plan should be provided to the participant in their first language, where appropriate and/or requested.
- The Support Plan is reviewed annually or earlier if required, in collaboration with the participant, according to the participant's changing needs or circumstances.
- Where progress is different from expected outcomes and goals, a review may be required with the participant to change and update the Support Plan.
- The participant may request a review of the Support Plan at any time.
- The participant's preventative health planning and management (vaccinations, dental check-ups, allied health services) remain the responsibility of the participant.
- Staff developing the Support Plan will have the necessary skills and competence to undertake this function.
- The participant's Support Plan will be readily accessible by them and by the Cahoots staff supporting them.

POLICY STATEMENT

Cahoots respects and values the diversity and strengths of each participant. Supports will be person focused; people centred and provide opportunities for participants and their families/carers to increase their life satisfaction.

The aim of individual planning and review is to support people to move toward a more positive lifestyle through enhancing decision-making opportunities and facilitating social integration, participation and inclusion in the community.

Each participant's support pathway will be developed with the person's interests, needs and aspirations at the centre of the planning process. The person's support pathway will include achievable goals as identified from the person and their family's point of view. The process will involve the assessment and management of risk.

The person, their family and Cahoots will implement the Support Plan following the agreed supports utilising resources identified both internally and externally.

Cahoots believes that every individual has a right to make their own decisions and to have the choices to enable them to fully participate in the community and life itself.

The participant is at the centre of decision-making. Each person is afforded the opportunity to exercise as much input as possible in the planning, implementation and review of services and supports they receive.

Planning with the person at the centre is a continuous process of listening, learning and further action and is not a one-off event. It is based on the assumption that people with disabilities have future plans and aspirations, and that their horizons will change and grow with their experiences.

Cahoots recognises the majority of planning and review will be undertaken using the resources provided by the National Disability Insurance Agency (NDIA). However, Cahoots will still require a level of support planning and review, particularly in the case of scheduling support paths and ensuring that the supports put in place are meeting the person's needs and desires under their NDIS plan.

Cahoots staff will be positive and non-judgmental in their approach with the person they support as well as their families and carers. Supports will be delivered to the best of each staff and volunteer's ability regardless of the person's nationality, race, religion, gender, sexuality, political belief, disability, medical status or illness.

Support time will be focused on assisting each person to achieve his or her goals and aspirations, and that each person is afforded respect, privacy and dignity.

Cahoots ensures all participants receive a service which is planned, implemented and monitored to meet their individual needs, therefore the development and review of the Support Plan is instrumental to service delivery.

Support Plans reflect participant's risks, needs, support requirements, preferences, strengths and goals, and are reviewed at least annually or as identified in the participant's post service Progress Notes.

The participant's Support Plan provides clear written information, detailing the supports the participant will receive from Cahoots. All Cahoots participants will have a current Support Plan ensuring full details of each participant's information are recorded in an accurate and timely manner, and has been agreed to and signed by the participant.

Where there is a change in the participant's needs, preferences and goals, the Support Plan will be amended and changes communicated to the participant/family/guardian.

Service Agreement

A Service Agreement between the participant and Cahoots will be agreed to and signed by both parties prior to service delivery. The Service Agreement will outline obligations and responsibilities of both parties to achieve the Support Plan.

PROCEDURE

1. Support Plan development

Work is undertaken with the participant to enable effective assessment and development of the Support Plan. This includes:

- Explaining the Support Plan development process to the participant.
- Arranging a Service Intake appointment with the participant.
- Informing participants from a CALD background that interpreter services can be utilised.
- Attaining the participant's consent to collect, use, store, disclose and share personal information from a range of resources to ensure the participant's needs, support requirements, preferences, strengths and goals are included in the Support Plan.
- Identifying and assessing each participant's risks.
- Undertaking a service-based assessment.
- Reviewing the participant's assessment information and any referral documents, and other relevant notes or data available that will inform us in understanding the participant as an individual.
- Developing the Support Plan with as much input, choice and decision-making from the participant as the participant wishes. We will document the reasons should a participant choose to have minimal input into their Support Plan.

2. Information sharing and goal development

- Provide the participant with a clear understanding of the Cahoots services available, so the participant can make informed decisions about their choices and personal priorities.
- Ask the participant to identify the types of help or assistance that would be most important to them.
- Explain to the participant any information-sharing requirements with other parties.
- Work with the participant to emphasise the importance of the participants own personal goals and aspirations.
- Provide the participant with examples or suggestions of how Cahoots services may be able to help them achieve their goals. Where appropriate, use the Cahoots Learning Outcomes to assist the participant in identifying areas where Cahoots services may help them reach their goals.
- Utilising the prompts on the Support Plan to facilitate a discussion of the participant's physical, emotional, spiritual, cultural, community and social support needs.

3. Identify with the participant, any potential barriers to achieving their goals, and work out strategies to alleviate these barriers

- When sharing information with the participant, where necessary, we identify and discuss;
 - any limitations of Cahoots services or specific programs to be utilised; and
 - the capacity and capability of the Cahoots staff and volunteers to provide the requested services.

4. Support Plan delivery and review

- Discuss the days for services or support and document these in the Cahoots customer relationship management system and on the Support Plan.
- Discuss service fees and record these in the participant Service Agreement and on the Schedule of Supports.
- The Support Plan is developed and reviewed either over the phone or in a face-to-face meeting with data entered in the Cahoots customer relationship management system.
- Ensure the Support Plan contains the names of all involved in its development, the staff member responsible and a review date.
- Provide the participant the agreed Support Plan and request it be signed to acknowledge it is correct.
- A printed copy is then made available to Cahoots team members working with the participant to ensure supports planned with each participant meet their specific needs and preferences.
- The Support Plan is communicated, where appropriate and with the participant's consent, to their support network, other providers and relevant government agencies.
- The Support Plan is reviewed at least annually or earlier if required, in collaboration with the participant, according to the participant's changing needs or circumstances, and booking of Cahoots services.
- Cahoots Family Relationship Officers will monitor and schedule annual Support Plan (including participant risk assessments) review dates through the Monthly Documentation Check Report. This report lists all participants booked for upcoming services.
- Cahoots staff will monitor the participant's risk management and the progress of the Support Plan through regular participant feedback and post service Progress Notes. Where progress is different from expected outcomes and goals, work is done with the participant to change and update the Support Plan.
- The participant may request a review of the Support Plan at any time by contacting a Cahoots Family Relationship Officer.

Quality assurance

A quality management system framework ensures consistency and a high level of quality care and support for participants and their support networks. Cahoots adopted policy framework is informed by human rights principles, refers to nationally consistent standards, NDIS Practice Standards, sound compliance and monitoring systems, and information readily available to participants and their support networks to inform them of minimum quality expectations.

Communication

This policy will be communicated in an appropriate way to:

- Participants and their support networks through Cahoots e-newsletter, website, intake process, easy to read flyers and accessible on request.
- Staff and volunteers through inductions, professional development and staff meetings.

Policy Review

This policy will be reviewed every two years in consultation with participants and their support networks together with staff and volunteers.

This policy is not intended to be a static document and Cahoots commits to its ongoing development as part of continuous quality improvement, and as policy and legislation changes dictate.

References and Related Documents

- NDIS Practice Standards and Quality Indicators 2021
- Work Health and Safety Act 2011
- Privacy Act (1988)
- Cahoots Risk Management Policy
- Cahoots Privacy Policy
- Cahoots Service Access and Exit Policy and Procedure
- Cahoots Service Agreement Policy and Procedure
- Cahoots Learning Outcomes
- Cahoots Complex Care Needs Policy
- Cahoots Formal and Informal Supports Policy
- Cahoots Medication Management Policy
- Cahoots Mealtime Management Policy and Procedure
- Cahoots Behaviour Support Policy and Procedure
- Cahoots Restrictive Practices Policy
- Cahoots Individual Values and Beliefs Policy
- Cahoots Early Childhood Supports Policy
- Cahoots Accessing Personal Information Consent Policy
- Cahoots Complaints and Feedback Policy and Procedure

Versions

No.	Approval Date	Description of Amendment
1.0	4/4/2023	Policy created, NDIS Quality Standards

Owner	Approver	Next Review
Community Engagement Manager	CEO	April 2025