

Support Planning and Service Agreement Collaboration Policy and Procedure

1.0 Purpose

The purpose of this policy is to ensure that participants are involved in the planning, coordination, and agreement of supports that align with their individual goals, preferences, and circumstances. SilaCa Tasmania Pty Ltd seeks to empower participants to exercise choice and control, and to promote active collaboration with families, advocates, support networks, and service providers.

Support planning and service agreement processes are guided by each participant's voice, preferences, and support needs. Our organisation recognises the value of shared decision-making and the importance of respectful and inclusive partnerships to support quality outcomes.

2.0 Scope

The policy applies to all staff involved in developing or implementing participant support plans and service agreements at SilaCa Tasmania Pty Ltd. It includes staff working directly with participants, as well as those supporting collaboration with families, advocates, and other providers.

3.0 Policy

SilaCa Tasmania Pty Ltd is committed to upholding the NDIS Practice Standards, NDIS Code of Conduct, and the Privacy Act 1988 (Cth) when engaging in collaborative support planning and service agreement processes. This includes respecting participant rights, ensuring informed consent, and supporting participants to access advocacy and make decisions that align with their goals and preferences.

Support planning places the participant at the centre. Staff are expected to build respectful and trusting relationships with participants, encourage their active participation, and ensure their goals and values are reflected in the service agreement. Supports must be culturally responsive, accessible, and tailored to individual needs, with appropriate safeguards in place where risks are identified.

Collaboration may involve:

- Engaging with family, advocates, or other providers to develop coordinated support strategies
- Participating in multidisciplinary planning and reviews
- Supporting transitions, including entry and exit from services
- Facilitating shared understanding between services and networks
- Developing goals, support plans, and service agreements in partnership with the participant

The Manager is responsible for overseeing collaboration protocols and ensuring communication with other providers is maintained to support continuity and quality of care.

Information and knowledge will be shared appropriately between all relevant parties, with the participant's consent, to uphold consistent and high-quality service delivery. Staff must respect privacy, adhere to ethical responsibilities, and ensure that all collaborative actions are aligned with the participant's best interests.

4.0 Procedure

4.1 Keyworker

Participants and families may need assistance locating the right person to work with the participant. To do this, our team will undertake the following process:

1. Discuss the participant's requirements with the participant, family and advocate.
2. Gain formal written consent to share and gather information with other providers.
3. Contact other service providers working with the participant to collaborate and determine the criteria.
4. Identify at least one (1) key support worker to contact participants, family and advocate, and the other providers.
5. Inform the participant, family, and advocate of the identified person for their approval.
6. Collaborate with the participants, family and advocate to identify continuity of care backup support
7. Record the process undertaken and the results in the participant's service agreement.
8. Cultural, language, and accessibility needs will be considered when selecting a keyworker to ensure participants are supported appropriately.

4.2 Supporting participants

Support planning will be person-centred, culturally safe, and trauma-informed. Where participants require assistance in decision-making, staff will offer support and refer to independent advocates if needed. Informed consent will be obtained for all decisions affecting the participant's plan, including information sharing.

Staff creating the support plan must understand the participant and their requirements and undertake the following:

- Work with the participant to make sense of my NDIS plan, and understand how I can use it and how it links to other services or plans in my life
- Build an understanding of participants' capabilities and support them to maintain and build their capacity and resilience to achieve my goals

- Support the participant to be creative and think outside the box to find and negotiate solutions that meet my goals
- Provide information and tailored opportunities for the participant to explore and expand their vision for their future and what it means to have a good life
- Share current best practices to support the participant in making connections and find information about support options
- Alert the participants to real or potential conflicts of interest when planning and selecting supports, and work with them to make informed choices
- Encourage the participant's specialised and mainstream service providers to recognise and challenge prejudice or lack of vision in service offerings and attitudes
- Involve participants in understanding and designing safeguards to keep them safe while supporting their right to take risks and build independence
- Seek input into our corporate governance to ensure our policies and practices reflect the needs of our participants and community
- Work with participants to develop a way to respond to emergencies, crises and foreseeable life event

4.3 Risk Management

All participants must have the following risk documents completed and recorded in their files:

- Individual Risk Profile,
- Safe Environment Checklist - Home and
- Personal Emergency Preparation Plan
- Support Plan

Participants will be actively involved in identifying potential risks and designing risk mitigation strategies that respect their right to dignity of risk and independence. All risk management practices will align with NDIS Practice Standards for Risk Management and Incident Management.

The above forms must be reviewed annually to safely encapsulate the participant's needs, preferences, and goals. Note: The Personal Emergency Preparation Plan must be trialed, adjusted (as required) and recorded.

Staff undertaking risk assessments must be approved by the Manager. The risk assessment includes:

- Consideration of the degree to which the participant relies on our services to meet their daily needs
- The extent to which the participant's health and safety are affected due to disruption

4.4 Collaborating with other providers

The Manager or their delegate will make initial contact with other providers after obtaining consent from the participant, their family and the advocate. Various methods will be used to maintain contact, e.g. email, phone and networking. All records of contact are kept in the participant Service Agreement.

Participants will have the right to choose which providers they collaborate with, and their consent will be obtained before any collaboration occurs. Advocacy supports will be offered where participants need assistance to engage in collaborative processes.

4.5 Transition and exit

The participant's needs, interests or aspirations may change during the delivery of their supports. These changes may lead to a need to transition to or exit from their current service. If this occurs, with the consent of the participant, we will contact the relevant service provider to:

- collaborate with providers and the participant to develop a plan of action
- request or send documents relevant to the participant
- confirms current supports, practices and needs to enable the participant to transfer or exit smoothly
- identify risks and develop a risk management plan
- develop a transition/exit process for the participant and confirm details with the participant
- work with the participant during the process
- review the effectiveness of the transition upon completion
- document the process in the participant support plan

Risks associated with each transition to or from SilaCa Tasmania Pty Ltd are identified, documented and outlined in our Transition or Exit Policy and Procedure and Risk Management Policy and Procedure.

4.6 Capacity building

The participant's capacity-building process is designed to improve and retain their skills and knowledge to maintain and improve their functionality.

To build and support the participant's functional capacity, SilaCa Tasmania Pty Ltd will collaborate with:

- a participant, their family, and advocate to affirm, challenge and support
- other providers to develop the participant's skills further and to improve practice and relationships.

Capacity-building approaches will be culturally safe, person-centred, and trauma-informed, respecting each participant's background, strengths, and choices.

4.7 Participant outcomes

Collaboration with a participant, their family, and their advocate is the basis for ensuring functional outcomes focused on the participant's needs, priorities, and skills. This process includes:

- listening to every person
- analysing the information from each person
- determine relevant participant outcomes
- consult with all parties to reach an agreement on outcomes
- record the information in the support plan
- set a review date to ascertain if the participant reached the outcome required
- detail collaborates in the service agreement

4.8 Support planning

During the assessment and support planning process, collaboration is undertaken with a participant, their family or advocate to:

- complete a risk assessment (see 4.3 Risk Management)
- document a risk assessment
- plan appropriate strategies to manage/treat known risks
- create an emergency plan
- train staff in strategy implementation
- implement appropriate strategies to manage/treat known risks
- conduct an annual review, or earlier, according to the participant's changing needs/circumstances

Participant outcomes will be co-designed with the participant and their chosen representatives, respecting their right to dignity of risk. Informed consent will be sought for all aspects of goal setting and support planning.

4.8.1 Support Plan document

Staff completing the support plan must identify the participant's communication needs. This information will determine how they will present and inform the participant about their support plan. Staff must explain and provide the support plan in a mode of communication that suits the participant.

4.9 Service agreements

SilaCa Tasmania Pty Ltd will collaborate with the participant to develop a service agreement that establishes the following:

- expectations of both parties
- supports to be delivered
- conditions associated with the delivery of supports, including details of why particular conditions are attached

With the consent or direction from the participant, SilaCa Tasmania Pty Ltd collaborates in the development of the support plan with other providers to:

- develop links
- maintain links
- share information
- meet the needs of a participant

Service Agreements will be collaboratively developed, negotiated, and reviewed with the participant and provided in a format that is accessible to them (e.g., Easy Read). Participants will be informed of their right to request changes or terminate the agreement.

5.0 Related documents

- Continuity of Care Backup Support Form
- Participant Information Consent Form
- Safe Environment Risk Assessment
- Personal Emergency Preparation Plan
- Privacy and Confidentiality Agreement
- Risk Management Policy and Procedure
- Service Agreement
- Support Plan
- Easy Read - Planning With You
- Transition or Exit Policy and Procedure
- Advocacy Support Policy and Procedure
- Complaints and Feedback Policy and Procedure
- Participant Safeguarding Policy
- Reportable Incident, Accident and Emergency Policy and Procedure

6.0 References

- NDIS Practice Standards and Quality Indicators 2021
- Privacy Act 1988 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Services Act 1986 (Commonwealth)
- National Disability Insurance Scheme Act 2013 (Commonwealth)
- NDIS Code of Conduct
- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS (Provider Registration and Practice Standards) Rules 2018

Support Planning Policy and Procedure

1.0 Purpose

The purpose of this policy is to ensure that every participant receives support that is responsive, inclusive, and centred on their unique preferences, aspirations, and strengths. It guides the development of support plans that promote individual choice and control, enable participants to explore opportunities safely with dignity of risk, and reflect their values and goals.

Support planning at SilaCa Tasmania Pty Ltd is a collaborative process that empowers participants to lead decisions about the supports they receive. It aims to ensure consistency, clarity, and alignment between participant needs and service delivery, with a strong focus on communication, transparency, and continuous improvement.

2.0 Scope

The policy applies to all staff involved in developing, reviewing, or implementing support plans for participants at SilaCa Tasmania Pty Ltd.

3.0 Policy

SilaCa Tasmania Pty Ltd is committed to implementing support planning practices that comply with the NDIS Practice Standards and Quality Indicators 2021, the NDIS Code of Conduct, and the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). Our approach reflects the principles of dignity of risk, informed choice, inclusion, and person-centred care.

Support plans will be developed in partnership with participants, their families, and other support networks. Plans will document individual goals, functional strengths, preferences, and reasonable and necessary supports, including those funded under a NDIS plan. The support plan will also outline staffing requirements, frequency, and duration of services, as linked to the participant's registration group.

All participants will have access to support in a communication format that suits their needs, including visual aids, interpreters, or supported decision-making as appropriate. Where necessary, participants will be offered access to an independent advocate or substitute decision-maker to ensure their rights are upheld.

Support planning will involve ongoing communication with the participant and will be reviewed as needed to reflect changes in their goals, health, or circumstances. Staff must ensure that plans are accessible to the participant and their support team and that any changes are clearly communicated.

All staff involved in support planning must be suitably qualified, trained, and hold current worker screening in accordance with the NDIS (Practice Standards – Worker Screening) Rules 2018.

3.1 Support planning principles

- Support planning will be person-centred, culturally safe, and trauma-informed, ensuring participants' identities, experiences, and values are respected. Where participants require support to make decisions, advocacy and supported decision-making options will be offered. Support planning will incorporate strategies for preventing abuse, neglect, and exploitation, and reflect our commitment to participant safeguarding and rights under the UNCRPD.
- The support planning process is consultative, where the participant, family, friends, carer or advocate work together to identify strengths, needs and life goals, focusing 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.
- SilaCa Tasmania Pty Ltd promotes functional and social independence and quality of life.
- 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.
- The plan's activities and supports must include the participant's chosen communities and maintain connections with their community to allow active participation.
- If a participant identifies as Aboriginal or Torres Strait Islander, their community will be contacted to engage and support services.
- The support plan is reviewed regularly (at least annually) and amended to respond to participants' 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 or Easy Read, where appropriate or requested.
- Staff working with a participant must have access to and understand the support plan and Personal Emergency Preparation Plan.
- Continuity of care backup support is identified in consultation with the participant.
- Support plan must include preventative health measures, including vaccinations, dental check-ups, comprehensive health assessments and allied health services
- The participant or their advocate may request a review of the support plan.
- The staff developing the support plan will have the necessary skills and competence to undertake this function.
- The support plan be linked to the Personal Emergency Preparation Plan

- A participant with a disability will be facilitated to assist in the 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

4.0 Procedure

4.1 Support plan development

4.1.1 Planning

- Explain the support plan development process for 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).
- Staff creating the support plan must understand the participant and their requirements and undertake the following:
 - Work with the participant to make sense of their NDIS plan and understand how to use it and how it links to other services or plans in my life.
 - Build an understanding of participants' capabilities and support them to maintain and build their capacity and resilience to achieve my goals.
 - Support the participant to be creative and think outside the box to find and negotiate solutions that meet my goals.
 - Provide information and tailored opportunities for the participant to explore and expand their vision for their future and what it means to have a good life.
 - Share current best practices to support the participant in making connections and find information about support options.
 - Alert the participants to real or potential conflicts of interest when planning and selecting supports and work with them to make informed choices.
 - Encourage the participant's specialised and mainstream service providers to recognise and challenge prejudice or lack of vision in service offerings and attitudes.
 - Involve participants in understanding and designing safeguards to keep them safe while supporting their right to take risks and build independence.

- Work with participants to develop an agreed way to respond to emergencies, crises and foreseeable life events.
- Be proactive in supporting preventative health measures, including vaccinations, dental check-ups, comprehensive health assessments and allied health services.
- Support and build participants' capacity and confidence.
- Negotiate with support and service providers, make transitions or adjust my plan, if relevant to their role, and inform the supervisor otherwise.
- Encourage the participant to navigate complexity, resolve issues and maintain continuity and integration of supports, refer to the supervisor as required.
- Create opportunities for the participants to practice and develop their capacity to manage and direct their supports.
- Support participants to coordinate different and often disconnected services and support into an integrated experience.
- Identify breakdowns in support arrangements and work with participants and other service providers to adapt in response.
- Identify emergencies and disasters by linking to the Personal Emergency Preparation Plan.
- Before meeting with the participant, review the following:
 - Participant Intake Form
 - participant assessment information
 - referral documents
 - other relevant notes or data will assist in understanding the participant as an individual

4.1.2 Providing information to the participant

- Emphasise to the participant why they must identify their personal goals and aspirations.
- Use the appropriate support plan as a prompt to assist the participant in identifying areas where SilaCa Tasmania Pty Ltd services may help them realise their goals.
- Outline the prompts on the plan, including a 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 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 SilaCa Tasmania Pty Ltd services may be able to help them achieve their goals.
- Provided information in accessible formats suited to the participant's communication needs (e.g. Easy Read).

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 most important to them.

- Help the participant recognise their strengths and capabilities.
- Transform the participant's goals into SMART (i.e. 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 achieve this by November 30.
- Use the participant's expressed goals, priorities, and agreed-upon actions in developing their support plan.
- Goal development will incorporate participants' right to dignity of risk. Where risks are identified, staff will work with participants and their chosen supporters to develop proactive strategies to manage or mitigate these risks, ensuring participant safety and autonomy are balanced.

Consideration will also be given to the following:

- financial resource capacities and any limitations of SilaCa Tasmania Pty Ltd services or specific programs to be utilised
- capacities, expertise and appropriateness of current SilaCa Tasmania Pty Ltd staff to provide services
- 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. Each goal lists 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
- identifying and documenting a support plan, all stakeholders (e.g. participant, family, advocate/s, community engagement links and other services or agencies) will undertake to assist the participant in achieving each goal

4.2 Support plan delivery and review

- Negotiate specific days for services/supports and document them in the participant support plan.
- Where possible, agree upon time ranges to build flexibility into the service roster, e.g. start time between 1:00 pm and 1:30 pm and provision of one (1) hour of domestic assistance.
- If not finalised, negotiate service fees and record these in the participant's service agreement and the support plan.
- Ask the participant to sign the support plan to acknowledge their agreement.
- Ensure access to support plan by both the participant and their worker.

- Agree on the criteria to evaluate the effectiveness of SilaCa Tasmania 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 Manager will monitor the progress of the support plan.
- Explain that support plans will be reviewed at least annually or sooner if requested by the participant or if their circumstances change. Participants will be actively involved in all reviews and updates.
- Explain to the participant that they are part of the review process (see Responsive Support Provision and Support Planning Policy and Procedure).

5.0 Related documents

- Risk Assessment Form
- Individual Risk Assessment Profile
- Participant Intake Form
- Participant Intake Checklist
- Participant Information Consent form
- Personal Emergency Preparation Plan
- Service Agreement
- Support Plan
- Easy Read - Planning With You
- Support Plan Review Report
- Advocacy Support Policy and Procedure
- Complaints and Feedback Policy and Procedure
- Reportable Incident, Accident and Emergency Policy and Procedure
- Participant Safeguarding Policy
- NDIS Worker Screening and Risk Assessed Roles Policy and Procedure

6.0 References

- NDIS - [Developing your first NDIS Plan](#)
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Workforce Capability Framework
- Privacy Act 1988 (Commonwealth)
- Work Health and Safety Act 2011 (Commonwealth)
- National Disability Insurance Scheme Act 2013 (Commonwealth)
- NDIS Code of Conduct
- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS (Provider Registration and Practice Standards) Rules 2018

Service Agreement with Participant Policy and Procedure

1.0 Purpose

The purpose of this policy is to ensure that all participants are actively engaged in developing a clear, collaborative, and person-centred service agreement that reflects their needs, goals, and preferences. Service agreements provide a shared understanding between SilaCa Tasmania Pty Ltd and the participant about what supports will be delivered, when, how, and by whom.

This process strengthens trust and transparency and ensures that participants are supported to make informed choices and participate in shaping the services they receive. Service agreements also assist in setting expectations and outlining responsibilities, promoting positive and respectful relationships between all parties.

2.0 Scope

The policy applies to all staff responsible for establishing, reviewing, or managing service agreements at SilaCa Tasmania Pty Ltd.

3.0 Policy

SilaCa Tasmania Pty Ltd is committed to working in accordance with the NDIS Practice Standards, NDIS Code of Conduct, and the United Nations Convention on the Rights of Persons with Disabilities (UNCPRD) to ensure service agreements are inclusive, accessible, and tailored to each participant's goals and support requirements.

Service agreements are developed with the active involvement of the participant, using their preferred language, communication style, or support methods. This may include the use of interpreters, Easy Read documents, assistive technology, or the involvement of advocates or representatives. Where appropriate, agreements will also include emergency and disaster planning.

The service agreement will outline:

- The supports and services to be delivered
- The duration and frequency of supports
- The responsibilities of both SilaCa Tasmania Pty Ltd and the participant
- Conditions or limitations that apply to the service
- Procedures for changes, reviews, and feedback

Participants are supported to understand their rights throughout the process, including the right to ask questions, seek clarification, raise concerns, or request advocacy. The Manager, or their delegate, is

responsible for facilitating the agreement process and ensuring documentation is current, accurate, and stored securely in line with the Privacy Act 1988.

Collaboration with other providers or stakeholders must be done only with the participant's consent. Any information shared will follow strict privacy and consent protocols as outlined in our Privacy and Information Management Policy and Procedure.

4.0 Procedure

SilaCa Tasmania Pty Ltd undertakes the following procedure to develop a service agreement with each participant:

1. Collaborate with the family, advocate or representative to ensure that the service agreement meets the requirements and links to needs, interests and aspirations.
2. Use appropriate communication methods to explore, explain and determine what is provided within the agreement.
3. Keep appropriate records explaining the process undertaken, including consent/direction to collaborate with other providers and to share information to enable the team to meet the participant's requirements.
4. Obtain and document the participant's consent for any information sharing, ensuring compliance with privacy and safeguarding obligations.
5. Develop emergency and disaster planning in a person-centred manner, in collaboration with the participant, and document it within the service agreement and Personal Emergency Preparation Plan.
6. Include in the service agreement the participant's right to exercise dignity of risk, while collaboratively identifying and mitigating any associated risks.
7. Provide the participant with a copy of their service agreement. When the participant wishes not to keep a copy of the agreement, the circumstance under which the participant did not receive a copy must be documented and kept on the participant's file. Having the participant note that a copy was not required on the agreement is good practice.
8. Inform participants that the service agreement can be reviewed and revised as their goals or circumstances change and outline their right to terminate the agreement by giving notice as specified in the agreement.
9. The Service Agreement must outline the party or parties responsible and their roles, where applicable, for the following issues:
 - a. How will the participant communicate their concerns about a dwelling?
 - b. How will potential conflicts involving participant(s) be managed?
 - c. As agreed, changes to participant circumstances or support needs will be disclosed.
 - d. How vacancies are filled in shared living and how each participant has the right.
 - e. Are their needs, preferences and situation being considered?
 - f. How behaviours of concern are managed may put tenancy at risk if relevant to the participant?

- g. management of emergencies and disasters

5.0 Related documents

- Code of Conduct Agreement
- Participant Information in Easy English
- Personal Emergency Preparation Plan
- Service Agreement
- Support Plan
- Easy Read - Planning With You
- Advocacy Support Policy and Procedure
- Complaints and Feedback Policy and Procedure
- Participant Safeguarding Policy
- Risk Management Policy and Procedure
- Reportable Incident, Accident and Emergency Policy and Procedure
- [Participant Rights and Responsibilities Statement](#)

6.0 References

- NDIS Practice Standards and Quality Indicators 2021
- Work Health and Safety Act 2011 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- National Disability Insurance Scheme Act 2013 (Commonwealth)
- NDIS Code of Conduct
- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- Privacy Act 1988 (Commonwealth)

Responsive Support Provision and Support Management Policy and Procedure

1.0 Purpose

The purpose of this policy is to ensure that each participant receives high-quality, responsive support that reflects their goals, needs, and preferences. Supports must be timely, person-centred, and aligned with the principles of dignity of risk, safeguarding, and informed choice.

SilaCa Tasmania Pty Ltd aims to deliver coordinated services that empower participants, build independence, and support meaningful participation. Through thoughtful support design and management, we help participants to identify their priorities, set goals, and access the right resources to achieve them.

2.0 Scope

The policy applies to all staff involved in planning, coordinating, delivering, or reviewing participant supports at SilaCa Tasmania Pty Ltd.

3.0 Policy

SilaCa Tasmania Pty Ltd is committed to delivering person-centred support in accordance with the NDIS Practice Standards, NDIS Code of Conduct, and the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). We ensure that all supports are planned and provided in a way that upholds the participant's rights, choices, privacy, and safety.

Support management must be collaborative, with participants actively involved in decision-making. Where needed, we will engage family members, carers, representatives, or advocates to ensure plans reflect the participant's will and preferences. Plans will also include practical strategies, goals, and risk considerations, and be reviewed regularly to remain current and effective.

Support services will:

- Respect the participant's right to exercise choice and control
- Promote dignity of risk while maintaining safeguards
- Reflect contemporary, evidence-informed practices
- Be informed by the participant's goals, culture, and communication needs
- Be adjusted as needed to reflect changes in the participant's life

The Manager or delegate is responsible for ensuring support workers are appropriately trained and matched to the participant's needs. The allocation process includes reviewing the worker's relevant qualifications, skills, and experience.

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Consent will be obtained before sharing participant information with other providers. Feedback, complaints, and advocacy options will be made available and accessible at all times.

This policy will guide the delivery and management of responsive, high-quality support across all levels of the organisation.

4.0 Procedure

4.1 Support management principles

Support management will adopt trauma-informed, culturally safe, and rights-based practices, ensuring participants' autonomy, dignity, and safety. Participants will be informed of their right to raise complaints and incidents and will be supported to access advocacy. All supports will be developed collaboratively, ensuring transparency and accountability.

Support management includes screening, comprehensive assessment, support planning and support plan implementation, monitoring, review and case closure. Staff must keep up to date with best practices, collaborate, and develop strengths-based techniques to build and develop the participant. The participant's support members must be kept informed as per their requirements.

4.1.1 Consulting with participants

Staff must be aware of the power imbalance between the participant and our organisation; therefore, our staff must communicate and inform them about all aspects of their support. Our staff who are working with the participant in the development of their plan are required to:

- ask the participant about what they need and learn about their other supports to understand how they interact with each other
- be alert to participants' general state of health and challenge assumptions that could result in their health needs not being identified or adequately addressed
- explain clinical information and terminology, and prepare reports in ways that participants and others in the support team can understand
- support others in the participant's support team to understand their support plan, how it supports goals and to check their capacity to implement it
- find ways to allow the participant to contribute to the coaching and supervision of their supports
- identify and discuss with participants the specific health or allied health support that could be appropriate to achieve goals combined with other plans and supports
- assist the participant in understanding and co-design health and allied health supports
- provide the participant with current information and be open to new approaches during service provision
- provide opportunities to practice and build my capacity to make informed choices

- seek opportunities to build health and allied health supports that fit day-to-day routines and preferences and are least restrictive or intrusive
- consider participant's circumstances, networks and the support context when identifying options and designing my supports
- involve participants in understanding and designing health and allied health-related safeguards to keep them safe while supporting their right to take risks and build independence
- consult about developing an agreed way to respond to health and allied health-related emergencies and crises
- support participants to communicate with their team about what to do to manage health and allied health-related problems and respond to a crisis

Participants will be supported to exercise choice and control through supported decision-making processes and offered independent advocacy if needed. Consultations will ensure participants are aware of their right to dignity of risk, and staff will work collaboratively to balance autonomy with appropriate safeguards.

4.1.2 Creating a support plan

The Manager or their delegate will:

- 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 SilaCa Tasmania Pty Ltd 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
- assess 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
- collaborate with the participant and their supports (refer to 4.1.1 Consulting with participants)
- 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 SilaCa Tasmania Pty Ltd 's service is screened for eligibility and suitability as per the applicable program guidelines and our Access to Supports Policy and Procedure
- investigate potential options for sourcing support, including the availability of SilaCa Tasmania Pty Ltd 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 the 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, etc.
 - participant goals
 - advocate details
 - interpreter requirements
 - consent forms
 - active engagement planning
 - strategies to develop, sustain and strengthen independent life skills
 - integrated health therapeutic and other supports are part of the natural routine
 - medical information, including conditions, doctors, medications, use and management
 - risks to participant and staff (include management of the risk if required)
 - emergency and disaster plan - Personal Emergency Preparation Plan
 - any financial budget requirements (if applicable)
 - details of the participant's involvement in any planning and decision-making process
- provide a copy of the support plan to the participant to review and agree to the provided strategies and service.
- monitor the support plan's relevance through regular contact with the participant and other representatives and service providers involved in the participant's well-being (refer to 4.1.1 Reviewing the support plan)

The support review is essential in providing 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 the 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 determine if any more are required
- reassess the participant using the relevant assessment tool
- re-evaluate using evidence gathered during work with the participant
- review the current risks and Personal Emergency Preparation Plan
- examine the status of the support plan
- make decisions relevant to the participant; ensure all parties are informed
- review goals and actions
- offer the opportunity to have input into policies and practices
- 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

4.1.3 Reviewing the support plan

Consulting with the participant is an essential element of the support plan review. During the review process, staff will:

- work with the participants to identify meaningful outcome measures and support them in monitoring their progress against their goals and expectations
- support participants to review their crisis management and safeguarding arrangements and request adjustments as needed (e.g. Personal Emergency Preparation Plan)
- support the participant to navigate NDIS supports and report to the NDIA on implementation, as required
- support in identifying opportunities for increased independence and reduced reliance on service systems at the participant's pace
- support participants to make sure their views and interests are heard in formal and informal review processes
- ascertain the current risk levels and adjust plans and strategies to suit the current status

- Support participants to find and access channels they are comfortable with to raise concerns, complaints and incidents when they arise

Participants have the right to request a review of their support plan at any time. Support plans will be reviewed collaboratively, respecting participants' preferences and evolving needs. Participants will be supported to engage advocates in reviews and will be informed of their right to terminate or change providers.

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 Manager 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 risks related to leaving the service

5.0 Related documents

- Risk Assessment Form
- Risk Management Plan Register
- Individual Risk Profile Assessment
- Service Agreement
- Staff Training Plan
- Staff Training Record
- Training Attendance Register – In-house
- Annual Organisational Training Register and Review
- Support Plan
- Easy Read - Planning With You
- Support Plan Review Report
- Support Plan Progress Report
- Access to Supports Policy and Procedure
- Consent Policy and Procedure
- Transition or Exit Policy and Procedure
- Advocacy Support Policy and Procedure
- Complaints and Feedback Policy and Procedure
- Participant Safeguarding Policy
- Reportable Incident, Accident and Emergency Policy and Procedure
- [Participant Rights and Responsibilities Statement](#)

6.0 References

- NDIS Practice Standards and Quality Indicators 2021
- NDIS Workforce Capability Framework
- Work Health and Safety Act 2011 (Commonwealth)
- Disability Services Act 1986 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- National Disability Insurance Scheme Act 2013 (Commonwealth)
- NDIS Code of Conduct
- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS (Incident Management and Reportable Incidents) Rules 2018