

POLICY NUMBER: NDIS SER DEL 25

INTENT

The purpose of this policy is to outline the legislative requirements and practice procedures for undertaking support services for NDIS Participants. Real Living Options Association Inc. will comply with the requirements of the 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 Real Living Options Association Inc.

DEFINITION

Support Plan: *a summary of the Participants' needs, goals and desired outcomes in relation to their NDIS Plan and funded supports.*

POLICY STATEMENTS

- 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 should incorporate reasonable and necessary supports funded under the NDIS (activities that support goals to maximise independence, allow to live independently and undertake mainstream activities).
- The Support Plan will provide transparent written information to the Participant and/or their Representative/Nominee outlining the services and type of support/s they will receive from Real Living Options Association Inc. 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.

Support Planning Principles

- The Support Planning process is consultative where the Participant and/or their Representative/Nominee work together to identify strengths, needs and life goals, with a focus on choice and decision-making.

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- The Participant's preferences, values and lifestyle choices should be supported wherever possible.
- Support Plans should promote the valued role of people with a disability that is of their choosing.
- Real Living Options Association Inc. promotes functional and social independence and quality of life.
- Support Plans will contain goals.
- Agreed service choices should reflect the Participant's 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, where appropriate and requested by the Participant, their community should 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 Participant and/or their Representative/Nominee 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.
- Where requested, Participants will be provided appropriate support 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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PROCEDURES

Planning

When preparing a Support Plan, Real Living Options Association Inc. will undertake the following:

- Before meeting with the Participant, review the:
 - Participant Intake Referral Form.
 - Any referral documents or information.
 - The Participant's NDIS Plan (where a copy has been provided).
 - Other relevant notes or data available that will assist in understanding the Participant as an individual.
- Explain the Support Plan development process to the Participant and/or their Representative/Nominee.
- Arrange a meeting time with the Participant and/or their Representative/Nominee.
- 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 or decisions are being made by the Representative/Nominee).

Providing Information to the Participant

When providing information to a Participant and/or their Representative/Nominee the planner will:

- Emphasise to the Participant why it is important they identify their personal goals and aspirations.
- Use the appropriate Support Plan as a prompt to assist the Participant in identifying areas where Real Living Options Association Inc. 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 are 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 Real Living Options Association Inc. services may be able to help them achieve their goals.

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Facilitating the Development of Participant-Centred Goals

The Support Planner (the staff person assisting with the Support Plan) will:

- Work with the Participant and/or their Representative/Nominee to identify their personal goals.
- Ask the Participant and/or their Representative/Nominee to identify the types of support or assistance that would be most important to them.
- Help the Participant recognise their strengths and capabilities.
- Use the Participant's expressed goals, priorities and agreed actions to develop their Support Plan.

Consideration will also be given to:

- Financial resource capacities and any limitations of Real Living Options Association Inc. services or specific programs to be utilised.
- Capacities, expertise and appropriateness of current Real Living Options Association Inc. Staff to provide the services.
- Availability of specialised services, if applicable.
- Other services or individuals who will provide services, as delegated by the Participant
- Informal supports that are available.
- Determining, with the Participant and/or their Representative/Nominee, how each goal will be measured so progress can be recorded.
- Identifying, with the Participant and/or their Representative/Nominee, 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.
- Identify all stakeholders, i.e. Participant, family, advocate/s, informal supports, community engagement links and other services or agencies that will undertake to assist the Participant in achieving each goal.

Support Plan Delivery and Review

In delivering the Support Plan, the planner will:

- 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.
- If not yet finalised, negotiate service fees such as mileage or activity costs and record these in the Participant's Support Plan.

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- Where appropriate, ask the Participant or their Representative/Nominee to sign the Support Plan to acknowledge their agreement with it.
- Explain to the Participant that the progress of the Support Plan will be monitored, and that the Participant may also request a review of the plan at any time.

DELEGATIONS

General Manager

- Ensure as far as practicable that a Support Plan is prepared for every Participant in line with this policy.

Support Manager

- Ensure as far as practicable that a Support Plan is prepared for every Participant in line with this policy.
- Liaise with each Participants and/or their Representatives/Nominee when preparing the Support Plan.
- Review the Support Plan annually or as requested/required.
- Delegate as required to the Support Facilitator in preparing each Participants Support Plan.
- Ensure as far as practicable that all staff in the Participant's team are aware of their duties in relation to supporting the Participant in line with their Support Plan.

Support Facilitator

- Assist the Support Manager as requested to prepare a Support Plan for each Participant.

RELATED DOCUMENTATION

Intake Referral Form.

Intake Support Plan Assessment.

NDIS Individual Service Agreement.

Personal Support Plan and Health & Medical Information.

REFERENCES

National Disability Insurance Scheme Act 2013.

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NDIS Practice Standards and Quality Indicators.

Privacy Act 1988.

Work Health and Safety Act 2011 (Qld).

Qld Human Rights Act 2019.

AMENDMENTS/REVIEWS

Amended 02/03/2023.

Amended 02/07/2026.

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