

POLICY NUMBER: NDIS SER DEL 26

INTENT

The purpose of this policy is to ensure that every Participant has access to responsive, timely, competent and appropriate supports that meet their needs, desired outcomes and goals.

DEFINITION

Responsive: to act quickly to meet the needs of someone or something.

POLICY STATEMENTS

- Real Living Options Association Inc. will provide individual planning, facilitation and support management to all of its Participants.
- All services and support plans are developed and delivered in collaboration with the Participant and/or their Representative/Nominee. All Participants and/or their family members, Representatives/Nominees must be included in any decision-making process, selection of strategies or activities, and approval of all aspects of their support plan. Support management will consist of delivery, monitoring, review and reassessment, in a timely manner.
- Real Living Options Association Inc. will ensure that the least intrusive options are planned, using contemporary evidence-informed practices.
- Reasonable efforts will be made to match the Participant's support requirements to the Services' current frontline workers.
- Real Living Options Association Inc. will collaborate with all relevant parties, including other service providers, and only share information with the consent of the Participant. The Support Team will consult to ensure that they meet individual needs.
- Real Living Options Association Inc. will ensure as far as practicable that only appropriately trained Staff will work with the Participant.

PROCEDURES

Support Management

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Support management includes screening, assessment, support planning and Support Plan implementation, monitoring, review and case closure.

Real Living Options will endeavour to:

- Match available resources, i.e. Support staff to the needs of the Participant.
- Ensure Real Living Options Association Inc.'s services are screened for eligibility and suitability as per the policy on Service Access.
- Review the Participant's referral information and confirm eligibility and suitability for service from Real Living Options Association Inc.
- Ensure Representatives/Nominees identified by the Participant, such as family, advocate and carers, are contacted and, if necessary, participate in the assessment.
- Contact the Participant and/or their Representative/Nominee and arrange a suitable time for an assessment.
- Arrange interpreters, advocates or guardians, with the Participant's consent, to attend the assessment where required.
- Determine, if possible, whether a clinical assessment of the Participant's health condition is required and arrange for the appropriate Service i.e. The Coordinator of Supports.
- Carry out the assessment as per the Services' 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 an assessment, for any further information that may be required.
- 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 support services will be reviewed and assessed on an ongoing basis for effectiveness.
- Develop a Support Plan that includes a plan of action that meets the Participant's needs, requirements and aspirations. The Support Plan will include:
 - Participant information, e.g. Personal and health details, cultural and spiritual requirements, sexual identification, Aboriginal and Torres Strait Islander or other specific cultural backgrounds.
 - Participant goals.
 - Representative/Nominees details.
 - Interpreter requirements.
 - Consent forms.

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- Strategies to develop, sustain and strengthen independent life skills.
- Medical information, including conditions, doctors, medications, use and management.
- Risks to Participant and Staff, including the management of identified risks if required.
- Any financial budget requirements (if applicable).
- Details of the Participant's involvement in any planning and decision-making process.
- Strategies to monitor the relevancy of the Support Plan through regular contact with the Participant and/or their Representative/Nominee and other service providers involved in the wellbeing of the participant.

Support Review

The review of support is an essential element in the provision of focused and relevant supports, depending on the needs of the Participant and/or their family; urgency and complexity of the Participants needs; and changes in the Participants and/or family's circumstances.

Support Plan reviews may be held to:

- Determine if the current roles and responsibilities of staff are meeting the needs of the individual.
- Assess if the frontline workers are meeting Participant's goals.
- Evaluate the support currently being provided against the Participant's strengths, needs, goals and aspirations.
- Reassess the Participant, using the relevant assessment tool.
- Re-evaluate using evidence gathered during work with the Participant.
- Examine the status of the support plan.
- Review goals and actions.
- Schedule a case conference with a Participant and the relevant stakeholders, to ensure their active involvement and to discuss any changes in service delivery.
- 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.

Exiting the Service

When the Participant's needs begin to exceed the Services' resources, or should the Participant choose to change to another service provider, the Service will:

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- Refer to the transition and exit notes in the Participant Support Plan.
- Follow the guidance of Real Living Options Association Inc. Policy on Withdrawal or Termination of Services.
- Negotiate Participant handover arrangements with the new service provider.

DELEGATIONS

General Manager

- Ensure as far as practicable that this policy is adhered to by all staff involved in the provision of support to Participants.

Support Manager

- Ensure as far as practicable that this policy is adhered to by all staff involved in the provision of support to Participants.
- Ensure that consent for the sharing of information has been given by the Participant and/or their Representative/Nominee
- Liaise with the Participant and/or their Representative/Nominee to develop a Support Plan
- Work with the Support Facilitator and Rostering Officer to ensure the Support Plan is implemented.

Support Facilitator

- Work with and take directions from the Support Manager in order to develop and implement a schedule of regular supports for each Participant.

Rostering Officer

- Work with and take directions from the Support Manager and Support Facilitator in order to develop and implement a roster of support for each Participant.

RELATED DOCUMENTATION

Policy NDIS SER DEL 2 Service Access – Eligibility and Entry into the Service.

Policy NDIS SER DEL 3 Withdrawal or Termination/Transition of Services.

Policy NDIS SER DEL 21 Consent to Share Information.

Policy NDIS SER DEL 25 Support Planning.

Intake Referral Form.

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NDIS Individual Service Agreement.

Intake Support Plan Assessment.

Personal Support Plan and Health & Medical Information.

REFERENCES

National Disability Insurance Scheme Act 2013.

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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