

## 27. Support Planning and Service Agreement Collaboration Policy and Procedure

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### Purpose

Australian Quality Care's aim is to work with participants, families, advocates, communities and other providers to achieve the best outcome for the participant. The purpose of this collaboration is to allow all parties to share ideas and knowledge to ensure that the supports are relevant, appropriate and in line with the service agreement.

### Scope

Australian Quality Care is committed to ensuring that the Staff understands the beneficial aspects of a collaborative approach for the participant.

### Policy

This collaborative approach requires Staff to work with relevant parties when:

- Locating key workers with a family and other provider
- Working with other providers in the supply of supports or services
- Assisting the participant in transitioning and exiting the service
- Building the participant's capacity
- Planning with supports for the participant
- Developing service agreements.

Staff must cooperate with other agencies in the delivery of service. This collaboration may include initial contact, sharing ideas and input from the participant, their families and advocates, following through on ideas of a provider, and actively listening to discussions.

We will collaborate with all relevant parties to provide participants with the opportunity to access a service network that meets the full range of their needs. Support Planner will establish communication with the relevant service provider, so our organisation can maintain collaborative relationships and protocols, and participate in networks with relevant agencies.

Information, knowledge and skills are communicated and shared between the participant, family, advocate, provider, and other collaborating providers. Australian Quality Care will work with the participant, their family and advocate to ensure that the participant maintains functionality.

## Procedure

### Key worker

Participants and families may require assistance to locate 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, their family and their 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. Record the process undertaken and the results in the participant's service agreement.

### Collaborating with other providers

Support Planner will make initial contact with other providers, after obtaining consent from the participant, their family and advocate. Various methods will be used to maintain contact, e.g. email, phone and networking.

### 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
- Confirm 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/from Australian Quality Care are identified, documented and outlined in our 'Transition or Exit Policy and Procedure' and 'Risk Management Policy and Procedure'.

## **Capacity building**

The participant's capacity building process is designed to improve and retain their skills and knowledge, so that they can maintain and improve their functionality.

To build and support the participant's functional capacity Australian Quality Care will collaborate with:

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

## **Participant outcomes**

Collaboration with a participant, their family and advocate are the basis of ensuring functional outcomes are focusing on the participant's needs, priorities and skills.

## **Support planning**

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

- Complete a risk assessment
- Document a risk assessment
- Plan appropriate strategies to manage/treat known risks
- Implement appropriate strategies to manage/treat known risks
- Conduct an annual review, or earlier, according to the participant's changing needs/circumstances.

## **Service agreements**

Australian Quality Care will collaborate with the participant to develop a service agreement which establishes the:

- 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 Australian Quality Care collaborates in the development of the support plan with other providers to:

- Develop links
- Maintain links
- Share information
- Meet the needs of a participant.

## Related Documents

Participant Information Consent Form

- Participant Support Plan
- Privacy and Confidentiality Agreement
- Risk Management Policy and Procedure
- Service Agreement
- Transition or Exit Policy and Procedure

## References

- [NDIS Practice Standards and Quality Indicators 2020 – Version 3](#)
- [Privacy Act \(1988\)](#)