

CS4.1 Responsive Support Supervision

Purpose

1. To set out the expectations and processes for providing responsive, timely, competent and appropriate support; to meet the needs and desired outcomes and goals of participants; in the least intrusive way and in accordance with contemporary, evidence informed practices.

Alignment with Practice Standards

1. Module 1: Rights and Responsibilities
2. Module 2: Provider Governance and Operational Management
3. Module 3: Provision of supports
4. Module 4: Provision of supports (environment)
5. Specialist Support Coordination Module
6. Specialist Behaviour Support Module

Legislative Alignment

1. Disability Discrimination Act 1992
2. National Disability Insurance Scheme Act 2013
3. Privacy Act 1998
4. Privacy Amendment (Enhancing Privacy Protection) Act 2012

Key Responsible Executive

Chief Executive Officer

For More Support

Your People Manager

Policy Statement

1. SAVVY is committed to strengths based, person centred approach that respects participants rights to privacy, dignity, independence, choice and fulfilment. The organisation recognises that the participants' situations and needs change over time and as such is committed to ongoing engagement with participants to provide responsive support services.

Delegations

Roles	Responsibilities
Board of Directors	<ul style="list-style-type: none"> ● Endorse and ensure compliance with the Responsive Support Provision Policy and Procedure ● Be familiar with legislative requirements of this policy
CEO	<ul style="list-style-type: none"> ● Manage and monitor compliance with this policy
Management	<ul style="list-style-type: none"> ● Support employees competence and compliance with this policy and procedure and ensures employees receive appropriate training, supervision and debriefing to comply with this policy
Staff, volunteers, contractors and students	<ul style="list-style-type: none"> ● Comply with the Responsive Support Provision Policy and Procedure ● Maintain knowledge of the current evidence-based interventions available to service users

Procedures

1. Collaborating with other providers
 - a. SAVVY Care Coordinators will be provided with capacity and support to build their knowledge and relationships within the service community they operate for both disability specific services and mainstream service providers.
 - b. Monthly Care Coordination meetings will provide a forum for Coordinators to share knowledge and updates within the service network.
 - c. SAVVY will maintain a register of mainstream and disability services to be updated by Care Coordinators and available for all employees. This list will be audited annually with all contacts on the list contacted and asked to update their details.
 - d. To support continuity of care, SAVVY will, with the participant's consent, share participant information that enables the engaged service providers to effectively plan for and provide support.
 - e. SAVVY will also collaborate with mainstream providers to improve continuity of care and SAVVY's ability to respond in a timely, appropriate and competent manner to any participant need. This is the basis of SAVVY's vision to be the connection participants can count on.
 - f. Collaboration and knowledge of the broader ecosystem of supports is a key enabler for upskilling and expanding the knowledge of SAVVY employees. Information will be shared through SAVVY's internal newsletter and annual roadshows.

2. Enabling participant Participation
 - a. SAVVY will assist participants to participate in the development of their plan and to the level desired by the participant. This may include scheduling meetings at times and locations suitable for the participant and arranging for interpreters. Workers are encouraged to continuously engage with participants on any decisions or choices that affect them, both in relation to supports and other broader matters.
 - b. Employees will interact with participants to ensure they and their families fully understand the benefits and risks associated with the proposed supports and services.

- c. participants may invite other people e.g. family, carer, or advocate, to take part in care planning. At times SAVVY may suggest the involvement of others e.g. an agency also working with the participant. In these situations, it must be clear that the participant's consent has been given, usually in writing or at least noted on the file.
- d. Participants will be encouraged to work with employees to develop the risk assessment relevant to their individual plan as an opportunity for SAVVY to support participants to better understand their risks and choices. Risk mitigation strategies will be participant led with a focus on proactive strategies that empower participant independence, decision making and autonomy.
- e. Where a behaviour of concern is identified in the risk assessment and the participant does not already have a positive behaviour support plan, the participant (with their consent) will be referred to a specialist behaviour support practitioner to support the participant and SAVVY develop an effective behaviour support plan that focuses on positive behaviour outcomes to support the participant and SAVVY to better meet the participants needs with a proactive strategy.
- f. During the provision of care, Buji workers are trained to support a participant's independent decision making and to build their support around the participant's choices.
- g. During a participant's intake assessment, their ability to complete tasks is assessed in a way that ensures SAVVY is providing the least intrusive support possible, while enabling the participant to be as independent as possible.

3. Training

- a. Ongoing training and supervision will focus on how SAVVY employees meet a participant's Human Rights, using SAVVY's Human and Legal Rights charter as the foundation. This includes training employees to build choice and control into service delivery.
- b. All employees prior to starting with SAVVY must complete the NDIS worker orientation module which highlights how a participant's ability to exercise choice and control should be part of their service expectations.
- c. SAVVY develops and implements an annual training plan that ensures the workforce has the appropriate skills and capabilities to carry out their role in a competent manner. This is supported by regular supervision and performance conversations.
- d. Each employee has an annual performance review, at which point their development needs are also assessed and used to inform their annual development plan.
- e. In instances where care workers are providing specific skilled care, such as for high intensity needs or participants with a behaviour support plan, additional participant specific training will be provided to the participant. Training where possible (or mandated, for instance with tracheostomy care), training will be provided by the participant's specialist clinical team prior to SAVVY taking on the participant's care. For example, if a participant has a behaviour support plan, the training for the specific plan should be provided by the specialist practitioner that developed the plan. This ensures care workers are using evidence-informed practices.
- f. Based on the changing cohort of participants that SAVVY works with, SAVVY may at times provide group training or individual training to upskill workers to increase the organisation's capacity to support a particular cohort. This is also supported by the recruitment policy to address SAVVY's competency needs.

4. Communicating information to participants

- a. SAVVY has a comprehensive Conflicts of interest policy, Access and Intake policy and Consumer Engagement policy which outline SAVVY's expectations and approach to providing open, transparent, inclusive and collaborative communication with participants.
- b. SAVVY's Communicating with participants policy also outlines recommendations for all workers in communication strategies and practices.

References to other SAVVY policies and external sources

1. CS3.1 Participant Care
2. CS4.4 Support Coordination
3. CS5.1 Restrictive Practices and Behaviour Support
4. CS6.1 High Intensity Care

Summary of attachments

1. Nil

Version Control

1. 1 April 2023 - New Policy Creation