



# Support Provision Policy

## Scope

This policy applies to anyone involved in the delivery of Brook RED NDIS services and supports.

## Purpose

To provide guidelines for how our services and supports are provided.

## Principles

Brook RED is committed to providing each NDIS Participant with the most appropriate supports that meet their needs, goals and preferences.

## Policy

- Brook RED will only offer support which we are competent, capable and qualified to deliver
- Supports provided are monitored and regularly reviewed to ensure fit-for-purpose
- Support plans are developed and reviewed annually or more frequently depending on needs
- Where possible, adjustments are made to account for changes in NDIS Participant needs
- Each NDIS Participant's health, privacy, dignity, quality of life and independence is considered in all our interactions
- Links are developed and maintained through collaboration with other providers in order to fully support the NDIS Participant and work towards their goals
- Where supports are provided in the NDIS Participant's home, we will work with the person to ensure a safe support delivery environment
- Where we have access to a NDIS Participant's money or other property, we will ensure it is managed, protected and accounted with appropriate policies and procedures
- We will store and monitor medications in a safe manner

## Definitions of Terms Used

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## References

NDIS (Quality Indicators) Guidelines 2018

NDIS Terms of Business

## Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	September 2019	Eschleigh Balzamo	Introduction of new policy	January 2020

# Support Provision Policy

Version 02	July 2021	Eschleigh Balzamo	Review and Update	July 2023
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The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.