



Working with Support Networks Policy

Scope

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

Purpose

This policy aims to ensure each NDIS Participant receives coordinated support from a collaborative team which includes the service provider, the person, the person's support network and other relevant providers.

Principles

A coordinated collaborative approach helps to facilitate the person's development and address their needs and priorities. Effective collaboration means being able to provide safe, coordinated supports and service whilst involving the person and their support network as much as possible.

A NDIS Participant's support network are the people in their life that help them informally to achieve their goals and aspirations. A support network can include the person's family, guardians, NSP's, friends, advocates or other members of the community. A support network includes people with important relationships, people who can help the participant learn new skills, give advice on decisions, provide opportunities to be involved in the community and develop dreams and ideas how to achieve them.

Policy

We will work with each NDIS Participant and their support network to achieve the best possible outcomes for the person. The following principles guide the services we provide. We will:

- Promote open communication about major concerns, issues or opportunities to the collaborative areas
- Adopt a positive outlook coupled with a positive, proactive manner
- Adhere to statutory requirements and best practice including compliance with Australian privacy law
- Ensure collaborative links with NDIS Participant support networks and other providers are established
- Manage stakeholders effectively and support decisions collaboratively made by the support network
- Act in a manner that reflects and respects the importance of the collaborative arrangement
- Ensure qualified resources are available and authorised to fulfil their responsibilities
- Act in good faith to support achievement of agreed objectives.

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Collaborative links

We are committed to genuine collaborate relationships between support networks and other service providers where we can value each other's knowledge, communicating freely and respectfully and sharing insights and engaging shared decision-making. We encourage the NDIS Participant's support network to be as involved and provide input into support plans, spend time with the employees and contribute their skills and resources to enhance well-being, learning and development.

Communication

It is important that all involved remain confident that their personal information is kept safe and secure and that the privacy of the NDIS Participant is upheld while sharing information to deliver better services. Keep in mind the following seven golden rules for information sharing:

- Information security should not be a barrier to sharing information
- Record decisions and reasons for it – record what was shared, with whom and for what purpose
- To be open and honest with the participant (and their family, where appropriate) at the outset about why, what how and with whom information will or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so
- Seek advice if you are in any doubt, without disclosing the identity of the participant, where possible
- Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information – information can still be shared without consent in certain situations e.g. if the participant is at serious risk of harm
- Consider safety and well-being of the participant and others who may be affected by their actions
- The information sharing should be necessary, proportionate, relevant, accurate, timely and secure.

Definitions of Terms Used

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References

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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
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.