



Nominated Support Person (NSP) Policy

Scope

This policy applies to Brook RED Community Members, Nominated Support People, Board Members, employees, volunteers, and students on placement.

Purpose

To outline how Brook RED will work with *Nominated Support People (NSP)* including their involvement in contributing to the health and wellbeing of a Brook RED Community Member.

Principles

A Community Member may appoint a family member, friend, or other support person to be their NSP. The NSP provides support and assistance to a Community Member as requested and with the Community Member's consent. Brook RED acknowledges the important role that an NSP can play in a Community Member's life. Brook RED recognises that the involvement of an NSP can be positive and productive, and their support can be crucial to the recovery and wellbeing of a Community Member in the long term. We also understand that relationships with NSP's can be complicated and may require some navigation and extra support sometimes. We acknowledge that many people come to Brook RED because they have a lack of natural supports and they are looking to build friendships and support networks. While we encourage Community Members to nominate someone to be their support person, we often find that NSP's simply do not exist for the person or they may be disconnected from them. Brook RED can assist in supporting Community Members to reconnect with possible NSP's, when the Community Member would like them involved. When a Community Member has identified an NSP, we aim to work in partnership with them (as required by the Community Member). Brook RED seeks to support NSP wellbeing, resilience, and unique needs.

Policy

Brook RED will:

- Ensure that Community Members are given the opportunity to nominate a support person at regular intervals
- Engage NSP's with the consent of the Community Member
- Encourage NSP's to support Community Members with their recovery, safety, and wellbeing
- Discuss privacy and confidentiality with regard to Community Members and NSP's
- Consider the needs and feedback of NSP's in the planning, delivery, and evaluation of services
- Ensure that NSP's can express compliments, complaints, and grievances and to have them considered without repercussions
- Provide NSP's with a document about support and resources available to NSP's
- Consider the appropriateness of the NSP where the nominated individual is also a Community Member at Brook RED and where this may disadvantage that individual's access of Brook RED services

NSP Rights and Responsibilities

Consistent with Brook RED Vision, Mission, and Guiding Principles, Nominated Support

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People have the following:

Rights

1. The right to be involved in delivery of service to the Community Member with informed consent and choice
2. The right to be treated with dignity and respect
3. The right to be involved in service free from abuse, exploitation, discrimination, coercion, harassment, and neglect
4. The right to have your needs understood in a meaningful way
5. The right to your needs and feedback taken into account in the planning, delivery, and evaluation of services
6. The right to express compliments, complaints, and grievances and to have them considered without repercussions

And Responsibilities

1. The responsibility to treat others with dignity and respect
2. The responsibility to be considerate of the property of other people and Brook RED
3. The responsibility to actively encourage the Community Member work towards recovery and participation in peer support
4. The responsibility to be part of creating an environment and atmosphere that supports safety and wellbeing for all people at Brook RED
5. The responsibility to be led by the Community Member with regards to your involvement in their support (including withdrawal of involvement)

Diversity

Brook RED understands that NSP's come from diverse backgrounds. We endeavour to be responsive to their needs with particular consideration to Aboriginal and Torres Strait Islander people, Culturally and Linguistically Diverse (CALD) people, LGBTQIA+ people, physical and intellectual disability, religious/spiritual beliefs, age profile, and socio-economic status.

Involvement of NSP's

NSP's may be involved in any aspect of care that the Community Member requests. Involvement of NSP's is documented in notes and plans (including exit planning) at the Community Member's request. We also encourage NSP's to be involved in advocacy for Community Members.

Brook RED provides information to NSP's regarding our programs and services including our contact details, their Rights and Responsibilities and resources relevant to them, referring them on to NSP specific services if required.

Privacy and Confidentiality

Consistent with our Privacy and Confidentiality Policy, Brook RED only collects sensitive and/or personal information regarding NSP's that is reasonably necessary for Brook RED's functions or activities and with their consent. Information regarding an NSP is collected using the Privacy and Consent Form. Brook RED communicates with Community Members around

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what kind of information they would like (or not like) their NSP to know. Community Member consent is reviewed at regular intervals.

Definitions of Terms Used

Nominated Support Person/People (NSP)

A Community Member may appoint a family member, friend, or other support person to be their NSP.

References

A Practical Guide for Working with Carers of People with a Mental Illness, Mind Australia
 Brook RED Privacy and Confidentiality Policy
 Brook RED NSP Information Pack

Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	January 2017	Eschleigh Balzamo	Introduction of new policy	-
Version 02	April 2017	Eschleigh Balzamo	Change of format	January 2018
Version 03	May 2017	Eschleigh Balzamo	Change to version control Addition of content	January 2018
Version 04	September 2019	Eschleigh Balzamo	Review and update	January 2021
Version 05	June 2021	Eschleigh Balzamo	Review and update	July 2023
Version 06	August 2023	Eschleigh Balzamo	Review and update	August 2025
Version 07	September 2025	Blake Barber	Review and update	September 2026

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.