



# Nominated Support Person (NSP) Policy

## Scope

This policy applies to Brook RED Community Members/NDIS Participants, 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/NDIS Participant.

## Principles

A Community Member/NDIS Participant may appoint a family member, friend or other support person to be their NSP. The NSP provides support and assistance to a Community Member/NDIS Participant as requested and with the Community Member's/NDIS Participant's consent. Brook RED acknowledges the important role that an NSP can play in a Community Member's/NDIS Participant'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/NDIS Participant 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/NDIS Participants 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/NDIS Participants to reconnect with possible NSP's, when the Community Member/NDIS Participant would like them involved. When a Community Member/NDIS Participant has identified an NSP, we aim to work in partnership with them (as required by the Community Member/NDIS Participant). Brook RED seeks to support NSP wellbeing, resilience and unique needs.

## Policy

Brook RED will:

- Ensure that Community Members/NDIS Participants are given the opportunity to nominate a support person at regular intervals
- Engage NSP's with the consent of the Community Member//NDIS Participant
- Encourage NSP's to support Community Members//NDIS Participants with their recovery, safety and wellbeing
- Discuss privacy and confidentiality with regard to Community Members/NDIS Participants 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

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- Consider the appropriateness of the NSP where the nominated individual is also a Community Member//NDIS Participant at Brook RED and where this may disadvantage that individual's access of Brook RED services

## NSP Rights and Responsibilities

Consistent with Brook RED Mission, Vision and Values, Nominated Support People have the following:

### Rights

1. The right to be involved in delivery of service to the Community Member/NDIS Participant 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 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

## 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), religious/spiritual beliefs, Gender Identity and Sexual Orientation (SOGI), physical and intellectual disability, age profile and socio-economic status.

## Involvement of NSP's

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

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.

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

## Definitions of Terms Used

### Nominated Support Person/People (NSP)

A Community Member/NDIS Participant 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<br>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                                | June 2023           |

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.