# **RESPONSIVE SUPPORTS PROVISION - STANDARD AND SPIEL**

## STANDARD

Responsive Supports Provision **-** (extract from NDIS Practice Standards: Core Module – 3 Provision of Supports Standard).

This is what you need to demonstrate to the auditor that you meet.

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| **Outcome:** Each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals. |
| **To achieve this outcome, the following indicators should be demonstrated:**   * Supports are provided based on the least intrusive options, in accordance with contemporary evidence-informed practices that meet participant needs and help achieve desired outcomes. * Where agreed in the service agreement, and with the participant’s consent or direction, links are developed and maintained through collaboration with other providers to share information and meet participant needs. * Reasonable efforts are made to involve the participant in selecting their workers, including the preferred gender of workers providing personal care supports. * Where a participant has specific needs which require monitoring and/or daily support, workers are appropriately trained and understand the participant’s needs and preferences. |

## SPIEL

Your explanation to the auditors of how you meet the above section of the Provision of Supports Standard t Standard.

For you to read, adapt and then insert into your NDIS Commission On-line Application

Yellow highlights definitely need your attention – make sure you delete what is not pertinent to your organisation

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| In determining supports to be provided the less intrusive options and their expected outcomes are considered. If evidence supports more intrusive options to assist the participant meet their goals the participant will be informed and given choice e.g. services provided in community rather than rooms, serial casting versus a stretching program.  In the event the skills of XXX staff do not meet the needs of the participants they consult with the participant and, if appropriate and consented to, facilitate a referral / recommendation to a more appropriate service that is competent in the service required.  Non face to face time spent collaborating and linking with other providers to assist the participant meet their goals is outlined on the participant’s support plan and consented to by the participant or their decision maker.  At the time of intake the cultural and personal preferences of the participant begin to be identified, assisting with the selection of the appropriate AHP including cultural background and gender. If the participant wishes to change AHP, this is accommodated if another AHP with appropriate skills / qualifications criteria is available. If the participant’s preferences are unable to be met, they have the choice to make enquiries of other service providers.    In the event XXX is unable to provide timely services the participant will be informed of the waiting period and given a choice to seek an alternative service provider.  Most services provided by XXX are non critical and do not require monitoring / daily support. However in the event monitoring is required (e.g. monitoring of skin care and pressure, cast comfort) the AHP is professionally trained and able to:   * Conduct the monitoring and / or * Train the participant / family / support worker/s to undertake this monitoring.   This is documented in the participant’s Support Plan.  Relevant Documents Already Provided   * Human Resource Management Policy & Procedures * Service Delivery Model * Service Agreement * New Participant Intake Form * Support Plan * Support Plan Audits – any completed ones * Participant Consent Policy |