



Responsive Support Provision Policy and Procedure (Simple English)

Purpose

This policy ensures Soaring Sparrows provides responsive, person-centred support that:

- Gives access to information, advice, and referral services
- Supports active participation in services and community activities
- Promotes individual choice, control, and independence

It provides guidance for delivering flexible, timely, and tailored support while following NDIS Practice Standards.

Scope

This policy applies to:

- All staff, volunteers, and contractors
- All participants who receive support or services

It covers:

- Providing accurate and accessible information and advice
- Referring participants to appropriate services or supports
- Planning, delivering, and reviewing services to enable participation and engagement

Definitions

- **Responsive Support** – Flexible, timely, and person-centred assistance based on participant needs, goals, and circumstances
- **Information, Advice, and Referral (IAR)** – Giving guidance, resources, and connecting participants to services or specialists
- **Service Delivery** – Activities or support provided directly to participants to help achieve goals
- **Participation** – Active involvement in decisions, services, programs, and community opportunities

- **Participant-Centred Approach** – Planning and providing support based on participant preferences, strengths, and goals

Policy Statement

Soaring Sparrows is committed to:

1. Information, Advice, and Referral

- Provide accurate, accessible, and timely information
- Offer advice in a clear, respectful, and professional way
- Refer participants to appropriate services, specialists, or providers when needed
- Maintain confidentiality and respect participant choice in referrals

2. Service Delivery and Participation

- Support participants to actively participate in services and community activities
- Provide services that meet individual needs and participant goals
- Ensure support is flexible, adaptive, and culturally safe
- Promote autonomy and informed decision-making

3. Integration of Supports

- Coordinate information, advice, referral, and direct services for complete support
- Encourage collaboration between participants, families, and other providers
- Monitor and review supports to ensure they remain effective

Procedures

1. Assessment and Planning

- Support Coordinators assess participant needs and preferences
- Identify goals, required supports, and any external services or referrals needed
- Document plans using Care and Support Plans and Action Plans

2. Providing Information and Advice

- Provide information relevant to participant needs in accessible formats
- Ensure advice is unbiased, evidence-based, and clear
- Record advice and follow-up actions in participant case notes

3. Referral

- Identify appropriate external services or specialists
- Discuss options with participants and obtain consent before referral
- Maintain records of referrals, outcomes, and feedback

4. Service Delivery

- Provide support according to Care and Support Plans
- Facilitate participation in programs, activities, and community opportunities
- Adapt support to meet changing participant needs or preferences

5. Monitoring and Review

- Regularly review effectiveness of supports and referral outcomes
- Engage participants and families in feedback and planning for improvement
- Update Care and Support Plans and Action Plans as required

Responsibilities

- **Participants** – Participate in planning, give feedback, make informed decisions
- **Support Coordinators** – Assess needs, provide information, advice, referral, deliver services, and monitor participation
- **Staff** – Implement supports, encourage participation, report changes or issues
- **Director** – Ensure staff are trained and follow policy, oversee service quality, maintain accountability

Related Legislation

- NDIS Act 2013
- NDIS Practice Standards
- Work Health and Safety Act 2012 (SA)

Other Relevant Documents

- Participant Care and Support Plans
- Action Plans
- Organisational Policies: Risk Management, Participant Rights, Service Access and Continuity

Review

This policy will be reviewed every two years or earlier if:

- NDIS Practice Standards or legislation change
- Feedback indicates improvements are needed
- Organisational systems or service delivery practices change