



Responsive Support Provision Policy and Procedure

For Soaring Sparrows Pty Ltd

Document Control

- **Policy Title:** Responsive Support Provision Policy and Procedure
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1. Purpose

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

- Facilitates access to information, advice, and referral services.
- Supports active participation and engagement in services and community activities.
- Promotes individual choice, control, and autonomy.

It integrates guidance for delivering supports in a way that is flexible, timely, and tailored to participant needs, while complying with NDIS Practice Standards.

2. Scope

This policy applies to all Soaring Sparrows staff, volunteers, contractors, and participants who receive support or services. It covers:

- Providing accurate and accessible information and advice.
 - Referral to appropriate services or supports.
 - Planning, delivering, and reviewing services that enable participation and engagement.
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3. Definitions

- **Responsive Support:** Flexible, timely, and person-centred assistance provided to participants based on their individual needs, goals, and circumstances.
 - **Information, Advice, and Referral (IAR):** Providing participants with guidance, relevant resources, and connecting them to appropriate services or specialists.
 - **Service Delivery:** Activities, supports, or interventions delivered directly to participants to achieve their goals.
 - **Participation:** Active engagement of participants in decisions, services, programs, and community opportunities that promote independence and choice.
 - **Participant-Centred Approach:** Planning and delivering supports based on the preferences, strengths, and goals of the participant.
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4. Policy Statement

Soaring Sparrows Pty Ltd is committed to:

1. Providing Information, Advice, and Referral

- Ensuring participants receive accurate, accessible, and timely information.
- Offering advice in a clear, respectful, and supportive manner and only within the professional scope of the staff member's qualifications.
- Referring participants to appropriate services, specialists, or support providers when required.
- Maintaining confidentiality and respecting participant choice in the referral process.

2. Service Delivery and Participation

- Supporting participants to actively participate in their services and community activities.
- Delivering services that are tailored to individual needs and aligned with participant goals.
- Ensuring supports are flexible, adaptive, and culturally safe.
- Promoting autonomy and self-determination, supporting participants to make informed decisions.

3. Integration of Supports

- Coordinating information, advice, referral, and direct services to provide holistic, responsive support.
 - Encouraging collaboration between participants, families, and other service providers.
 - Monitoring and reviewing supports to ensure they remain effective and relevant.
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5. Procedures

1. Assessment and Planning

- Support Coordinators assess participant needs and preferences.
- Identify goals, required supports, and any external services or referrals necessary.
- Document the plan using **Participant Care and Support Plans** and **Action Plans**.

2. Providing Information and Advice

- Offer participants information relevant to their needs, in accessible formats.
- Ensure advice is unbiased, evidence-based, and clearly explained.
- Record all advice given and any follow-up actions in participant case notes.

3. Referral

- Identify external services or specialists appropriate for participant needs.
- Discuss options with participants and obtain consent before referral.
- Maintain a record of referrals, outcomes, and participant feedback.

4. Service Delivery

- Provide supports consistent with the participant's Care and Support Plan.
- Facilitate participation in programs, activities, or community engagement opportunities.
- Adapt supports as needed to meet changing needs or preferences.

5. Monitoring and Review

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

- **Participants:** Actively participate in planning, provide feedback, and make informed decisions about their supports.
 - **Support Coordinators:** Assess needs, provide information, advice, and referral, deliver services, and monitor participation.
 - **Staff:** Implement supports as planned, encourage participation, and report issues or changes in participant needs.
 - **Director:** Ensure staff are trained and compliant with policy, oversee service quality, and maintain accountability.
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7. References

- NDIS Practice Standards
 - Participant Care and Support Plans
 - Action Plans
 - Organisational Policies: Risk Management, Participant Rights, Service Access and Continuity
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8. Review of Policy

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

- Changes occur in NDIS Practice Standards or legislation.
 - Feedback indicates improvements are required.
 - Organisational systems or service delivery practices change.
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Approval**Approved By:** Kathryn Soar**Position:** Director, Soaring Sparrows Pty Ltd**Date:** 27/09/2025