



Assessment, Planning and Review Policy and Procedure

For Soaring Sparrows Pty Ltd

Document Control

- **Policy Title:** Assessment, Planning and Review Policy and Procedure
 - **Date Policy Developed:** 23/09/2025
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 - **Policy Owner:** Director
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1. Purpose

The purpose of this policy is to ensure that participant needs are assessed accurately, individualised plans are developed and implemented effectively, and progress is regularly reviewed to deliver high-quality, person-centred support in line with NDIS Practice Standards.

2. Scope

This policy applies to all staff involved in assessment, planning, and review of participant supports, including Support Coordinators, allied health providers, and administrative staff supporting documentation and reporting processes.

3. Definitions

- **Assessment:** The process of identifying a participant's goals, needs, strengths, risks, and preferences.
- **Planning:** Developing a tailored support plan or strategy to achieve the participant's goals.
- **Review:** Regular evaluation of progress, outcomes, and changes to participant needs, resulting in updated plans where required.

- **NDIS Plan:** The participant's approved plan outlining goals, supports, and funding.
 - **Person-Centred Approach:** Ensuring participants' preferences, values, and choices guide all decisions regarding their support.
 - **Designated Forms:**
 - **Participant Care and Support Plan** – used to document participant needs, goals, and support strategies.
 - **Action Plan** – used to outline participant strengths, preferences, concerns and priorities for support delivery.
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4. Responsibilities

- **Directors:** Ensure systems and procedures are in place for consistent assessment, planning, and review. Monitor compliance with NDIS Practice Standards.
 - **Support Coordinators and Staff:** Conduct assessments, develop plans in collaboration with participants, and undertake timely reviews using the designated forms.
 - **Participants and Families:** Actively contribute to assessments, planning, and review discussions, providing feedback and preferences.
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5. Procedures

5.1 Initial Assessment

- Conducted at the start of engagement with a participant.
- Gather information on:
 - Participant goals and aspirations
 - Current functional abilities and support needs
 - Risks and safety considerations
 - Preferences, culture, and values
 - Participant priorities
- Document all findings using the **Participant Care and Support Plan, Risk Awareness Assessment** and/or **Action Plan**.

- The initial **Participant Care and Support Plan** and **Action Plan** are to be completed preferably at first appointment but as soon as practically and ethically appropriate, noting that participants may enter our service with pressing priorities
- The initial **Risk Awareness Assessment** is to be completed within 3 months of intake as staff develop a deeper understanding of the participant

5.2 Planning

- Develop an individualised **Action Plan** based on assessment outcomes.
- Plans should:
 - Align with participant goals and NDIS funding
 - Include strategies to address risks identified by the participant and staff
 - Specify roles and responsibilities of staff and participant
 - Be written in clear, accessible language
- Plans are shared with participants and, where relevant, their families or support networks.
- Record all planning in the **Participant Care and Support Plan** and assign tasks via the **Action Plan**.

5.3 Implementation

- Staff provide supports according to the plan.
- Document all support activities, progress, and any challenges encountered.
- Ensure adjustments are made in real-time to reflect participant feedback or emerging needs.
- Fill out the **Amendment to Action Plan** form as tasks are completed or modified.

5.4 Review

- Reviews are conducted:
 - When a new NDIS plan is received
 - After major incidents, hospitalisations, or significant life events
- Review process includes:

- Evaluating progress against participant goals
- Assessing effectiveness of supports and strategies
- Identifying any unmet needs or risks
- Updating **Participant Care and Support Plans** and **Action Plans** as required
- Participants and families are actively involved in the review process.

5.5 Record Keeping

- All assessments, plans, and reviews are stored securely in **OneDrive** and **Splose**.
- Documentation complies with privacy and confidentiality requirements.
- Records are easily retrievable for audits or NDIS reporting.

5.6 Continuous Improvement

- Feedback from participants, families, and staff is used to improve assessment, planning, and review processes.
- Trends, risks, and outcomes are monitored to inform future practice improvements.

6. 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 processes, systems, or practices change

7. References

- NDIS Practice Standards
- NDIS Quality and Safeguards Commission Guidelines
- Privacy and Confidentiality Policy
- Risk Management Policy
- Participant Care and Support Plan

- Action Plan
 - **OneDrive** and **Splose** organisational systems
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Approval

Approved By: Kathryn Soar

Position: Director, Soaring Sparrows Pty Ltd

Date: 24/09/2025