

SUPPORT PLAN, RISK ASSESSMENT AND ACTION

PLAN POLICY AND PROCEDURE

Contents

Introduction	1
Definitions	1
Procedures.....	2
Policy	4
Concise Summary of Key Changes Made in This Review of Document	6
Monitoring, Review, and Evaluation	6
Breaches of the support plan, risk assessment and Action Plan Policy and Procedure.	7
References.....	7
Authorisation	8

Introduction

This policy ensures all participants receive personalised, safe, and goal-focused supports through a structured support planning, risk assessment, and review process.

This policy ensures:

- Planning is person-centred and reflective of individual strengths, preferences, and goals.
- All identified risks are assessed and mitigated with clear, actionable strategies.
- Supports are delivered safely, respecting the participant's rights, privacy, and independence.

This policy applies to all participants, their representatives, and all Cahoots staff and volunteers involved in support delivery and planning.

The Community Engagement Manager is responsible for its implementation.

Definitions

Support Plan	A written plan outlining a participant's goals, preferences, and support requirements, developed collaboratively during the service intake process and reviewed annually.
Risk Assessment and Action Plan	A structured process to identify, assess, and mitigate participant-specific risks related to health, behaviour, mobility, and other support areas.
Participant	Any individual receiving supports or services from Cahoots.
Participant's	A parent, guardian, or authorised nominee acting on behalf of

Representative	the participant.
FRO (Family Relationship Officer)	Cahoots staff member responsible for facilitating the service intake process and developing the Support Plan and Risk Assessment.
Person-Centred Emergency Preparedness (PCEP)	A brief emergency plan summarising how individual risks will be managed in the event of an emergency during Cahoots services.

Procedures

1. Support Plan, Risk Assessment and Action Plan development

The FRO works collaboratively with the participant to assess and develop the Support Plan, Risk Assessment and Action Plan.

This includes:

- Explaining the development process to the participant.
- Arranging a Service Intake appointment with the participant.
- Informing participants from a CALD background that interpreter services can be utilised.
 - Attaining the participant's consent to collect, use, store, disclose and share personal information from a range of resources to ensure the participant's needs, support requirements, preferences, strengths and goals are included in the Plan.
 - Identifying and assessing each participant's risks.
 - Undertaking a service-based assessment.
 - Reviewing the participant's assessment information and any referral documents, and other relevant notes or data available that will inform us in understanding the participant as an individual.
- Developing the Plan with as much input, choice and decision-making from the participant as the participant wishes. If a participant chooses minimal input, this will be documented with reasons.

2. Information sharing and goal development

- Provide the participant with a clear understanding of the Cahoots services available, so the participant can make informed decisions about their choices and personal priorities.
 - Ask the participant to identify the types of help or assistance that would be most important to them.
 - Explain to the participant any information-sharing requirements with other parties.
 - Work with the participant to emphasise the importance of the participant's own goals and aspirations.
 - Provide the participant with examples or suggestions of how Cahoots services may be able to help them achieve their goals. Where appropriate, use the Cahoots Learning Outcomes to assist the participant in identifying areas where Cahoots services may help them reach their goals.
 - Utilising the prompts on the Support Plan to facilitate a discussion of the participant's physical, emotional, spiritual, cultural, community and social support needs.

3. Identify with the participant, any potential barriers to achieving their goals, and work out strategies to alleviate these barriers

- When sharing information with the participant, where necessary, we identify and discuss:
 - any limitations of Cahoots services or specific services to be utilised; and
 - the capacity and capability of the Cahoots staff and volunteers to provide the requested services.

4. Support Plan, Risk Assessment and Action Plan delivery and review

Discuss the days for services or support and document these in the Cahoots customer relationship management system and on the Plan.

Discuss service fees and record these in the participant Service Agreement and on the Schedule of Supports.

The Support Plan, Risk Assessment and Action Plan is developed and reviewed via phone or face-to-face meetings, with all information recorded in the Cahoots CRM system for documentation and tracking purposes.

Ensure the Support Plan, Risk Assessment and Action Plan contains the names of all involved in its development, the staff member responsible and a review date.

Provide the participant the agreed Support Plan, Risk Assessment and Action Plan and request it be signed to acknowledge it is correct.

A printed copy is then made available to Cahoots team members working with the participant to ensure supports planned with each participant meet their specific needs and preferences.

The Support Plan, Risk Assessment and Action Plan is communicated, where appropriate and with the participant's consent, to their support network, other providers and relevant government agencies.

The Support Plan, Risk Assessment and Action Plan is reviewed at least annually or earlier if required, in collaboration with the participant, according to the participant's changing needs or circumstances, and booking of Cahoots services.

Cahoots Family Relationship Officers will monitor and schedule annual Support Plan, Risk Assessment and Action Plan (including participant risk assessments) review dates through the Monthly Documentation Check Report. This report lists all participants booked for upcoming services.

Cahoots staff will monitor the participant's risk management and the progress of the Support Plan through regular participant feedback and post service Progress Notes. Where progress is different from expected outcomes and goals, work is done with the participant to change and update the Support Plan, Risk Assessment and Action Plan.

The participant may request a review of the Support Plan, Risk Assessment and Action Plan at any time by contacting a Cahoots Family Relationship Officer.

Policy

1. Person-Centred Support Planning

Cahoots respects and values the diversity and strengths of each participant. Supports will be person-centred and designed to provide meaningful opportunities for participants and their families/carers to increase independence, participation, and life satisfaction.

The aim of individual planning and review is to support people to move toward a more positive lifestyle through enhancing decision-making opportunities and facilitating social integration, participation and inclusion in the community.

Each participant's support pathway will be developed with the person's interests, needs and aspirations at the centre of the planning process. The person's support pathway will include achievable goals as identified from the person and their family's point of view. The process will involve the assessment and management of risk.

The person, their family and Cahoots will implement the Support Plan, Risk Assessment and Action Plan following the agreed supports utilising resources identified both internally and externally. Cahoots believes that every individual has a right to make their own decisions and to have the choices to enable them to fully participate in the community and life itself.

The participant is at the centre of decision-making. Each person is afforded the opportunity to exercise as much input as possible in the planning, implementation and review of services and supports they receive.

Planning with the person at the centre is a continuous process of listening, learning and further action and is not a one-off event. It is based on the assumption that people with disabilities have future plans and aspirations, and that their horizons will change and grow with their experiences.

Cahoots recognises the majority of planning and review will be undertaken using the resources provided by the National Disability Insurance Agency (NDIA). However, Cahoots will still require a level of support planning and review, particularly in the case of scheduling support paths and ensuring that the supports put in place are meeting the person's needs and desires under their NDIS plan.

Cahoots staff will be positive and non-judgmental in their approach with the person they support as well as their families and carers. Supports will be delivered to the best of each staff and volunteer's ability regardless of the person's nationality, race, religion, gender, sexuality, political belief, disability, medical status or illness.

Support time will focus on assisting each participant to achieve their goals and aspirations, while maintaining respect, privacy, and dignity.

Cahoots ensures all participants receive a service which is planned, implemented and monitored to meet their individual needs, therefore the development and review of the Support Plan is instrumental to service delivery.

Support Plans reflect participant's risks, needs, support requirements, preferences, strengths and goals, and are reviewed at least annually or as identified in the participant's post service Progress Notes.

The participant's Support Plan, Risk Assessment and Action Plan provides clear written information, detailing the supports the participant will receive from Cahoots. All Cahoots participants will have a current Support Plan, Risk Assessment and Action Plan ensuring full details of each participant's information are recorded in an accurate and timely manner, and has been agreed to and signed by the participant.

Where there is a change in the participant's needs, preferences and goals, the Support Plan, Risk Assessment and Action Plan will be amended and changes communicated to the participant/family/guardian.

Service Agreement

A Service Agreement between the participant and Cahoots will be agreed to and signed by both parties prior to service delivery. The Service Agreement will outline obligations and responsibilities of both parties to achieve the Support Plan, Risk Assessment and Action Plan.

2. Risk Identification and Assessment

Using the *Participant Risk Assessment and Action Plan* form, the FRO identifies and categorises risks under:

- Medical Conditions and Interventions
- Personal Care
- Eating and Drinking
- Behavioural, Social, or Environmental Risks
- Manual Handling and Accidental Movement
- Mental Health and Wellbeing

Each identified risk is assessed for **likelihood** and **consequence** using the Cahoots *Risk Matrix*.

Based on the assessment, a **Risk Rating** (Low, Moderate, Medium, or High) is assigned, and corresponding control measures or actions are documented.

Residual risks are monitored and reviewed according to the *Residual Risk Response Matrix*:

- High – Immediate action and Board/CEO notification
- Medium – CEO approval required; reviewed quarterly
- Moderate/Low – Acceptable; reviewed annually

3. Action Planning and Monitoring

For each identified risk, clear actions and strategies are documented to mitigate the risk, including:

- Controls to prevent or reduce likelihood
- Response actions if the risk occurs
- Responsible staff and review date

Strategies are developed in alignment with the participant's Support Plan, ensuring consistency between identified risks and individualised supports.

Facilitators are responsible for implementing controls as per the plan, documenting incidents, and reporting emerging risks.

Risk mitigation and progress are monitored through:

- Participant feedback and progress notes
- Incident reports and reviews
- Annual or ad-hoc plan reviews following any change in participant needs

4. Review and Update

Each participant's Support Plan, Risk Assessment and Action Plan must be reviewed annually or earlier if:

- There are changes in health, medication, or support needs
- A new plan (e.g., Behaviour or Medical Plan) is introduced
- A risk incident or near-miss occurs

The FRO will update the documentation in collaboration with the participant or representative.

Updated versions will be signed and stored in the participant's record, replacing the previous version.

5. Emergency Preparedness

A Person-Centred Emergency Preparedness Summary (PCEP) is included in each plan to outline actions in case of medical or environmental emergencies.

Cahoots staff will:

- Conduct annual site and activity risk assessments
- Monitor weather alerts and environmental conditions before services
- Ensure appropriate emergency contacts, health plans, and medications are available

During an emergency, staff follow the participant's emergency response procedures, inform guardians, and activate Cahoots Emergency and Disaster protocols.

Concise Summary of Key Changes Made in This Review of Document

- Combined *Support Plan Policy* and *Participant Risk Assessment & Action Plan* into a single comprehensive framework.
- Aligned participant risk processes with Cahoots' *Risk Management Plan*.
- Added procedures for Person-Centred Emergency Preparedness (PCEP).
- Updated terminology to reflect "supports and services" instead of "programs or camps."

Monitoring, Review, and Evaluation

This procedure document will be reviewed every three years. However, if at any time the legislative, policy or funding environment is so altered that this document is no longer appropriate in its current form, the document shall be reviewed immediately and amended accordingly. This process will include:

- Ad hoc review and evaluation of current practices
- Periodic self-assessment

- Internal Audits
- External Audits

Cahoots will record and monitor progress of any improvements identified and feed into service planning and delivery processes.

Breaches of the support plan, risk assessment and Action Plan Policy and Procedure.

Any breaches of the support plan, risk assessment and Action Plan Policy and Procedure could constitute a possible act of misconduct. Reference is accordingly made to Cahoots Employee Discipline and Termination Policy which outlines the relevant processes that may be followed if misconduct is suspected.

References

Legislation and Standards

- NDIS Practice Standards and Quality Indicators (2021)
- ISO 31000:2018 Risk Management Principles
- Privacy Act 1988 (Cth)
- Work Health and Safety Act 2011

Cahoots Policies and Procedures

- Cahoots Risk Management Policy and Plan
- Cahoots Service Access and Exit Policy and Procedure
- Cahoots Learning Outcomes Framework
- Cahoots Complex Care Needs Policy
- Cahoots Formal and Informal Supports Policy
- Cahoots Privacy and Confidentiality Procedure
- Cahoots Emergency and Disaster Management Policy
- Cahoots Behaviour Support Policy and Procedure
- Cahoots Restrictive Practices Policy
- Cahoots Individual Values and Beliefs Policy
- Cahoots Early Childhood Supports Policy
- Cahoots Medication Management Policy
- Cahoots Mealtime Management Policy and Procedure
- Cahoots Complaints and Feedback Policy and Procedure

Supporting Documents and Forms

- Participant Support Plan, Risk Assessment & Action Plan Form
- Participant Agreement and Consent Pack

Authorisation

Document Title	SUPPORT PLAN, RISK ASSESSMENT AND ACTION PLAN POLICY AND PROCEDURE
Record Number	1.1
Lead Author	Lilou Peaud
Document Owner	Lilou Peaud
Document Endorser	David Armstrong
Board Approval Required?	false
Date Endorsed	01/11/2025
Next Review Date	01/11/2027