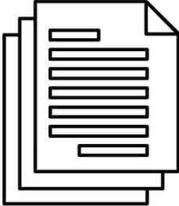


Your Support Plan & Risk Plan

This document explains Cahoots **Support Plan, Risk Assessment & Action Plan Policy and Procedure**

A policy tells you **HOW** and **WHY** we do things.

When you see the word **we** or **us** in this document it means **Cahoots**

	<p>This policy tells you</p> <p>The steps to write and deliver your Support Plan</p> <p>The information we need from you to write your Support Plan</p>
	<p>Who is this policy for?</p> <p>It is for you and your family or your decision makers.</p>
	<p>We create a Support Plan so we can support you safely during Cahoots services.</p> <p>A Support Plan lets us know:</p> <ul style="list-style-type: none">Your support needsWhat you like and do not likeYour goalsYour emergency contactsAny risks we need to manageAnd much more



We also create a Risk & Action Plan

This helps us understand:

health needs

behaviour support needs

safety risks

how we keep you safe during services



Together we develop your Support Plan

1. We ask for your consent to collect information about you.

2. We meet with you to talk about:

your goals

The supports you need

Any risks we need to plan for

3. You may attend a service so:

You can see if you like Cahoots

and

we can make sure we can support you safely



Personal Information is information about you

This includes:

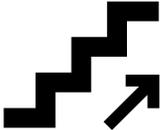
Your name and date of birth

Your address and contact details

Your funding information

Your goals and services you would like to use

	<p>We may need some sensitive information about your</p> <p>Health and medical information</p> <p>Religion and Culture</p>
	<p>How do we collect your information?</p> <p>Most of the time we talk to you, your family or your decision makers directly</p> <p>Your information is kept safe in our Customer Management System (computer)</p> <p>Only authorised staff can see and use it</p>
	<p>Sometimes you need someone to help with providing your personal information, like</p> <p>Someone in your family</p> <p>Your guardian</p> <p>Another person you trust</p> <p>You or the other person will provide us this information with your consent</p>
	<p>No Consent</p> <p>Sometimes you may not want us to use your personal information</p> <p>You can say NO</p> <p>but</p> <p>This may mean we can not give you the service or supports you want</p>
	<p>Changing your Consent</p> <p>Sometimes you may want to change what consents you have given. You can do this by</p> <ul style="list-style-type: none"> • Filling in a new Consent Form, or

	<ul style="list-style-type: none"> • Writing or emailing Cahoots at any time
	<p>Agree to your Support Plan</p> <p>We will provide you your Support Plan to review and make sure it is correct</p> <p>If it is correct, you will be asked to sign your Support Plan and send back to us</p> <p>If it is NOT correct, please contact us</p>
	<p>Your Support Plan and progress</p> <p>Your Support Plan will be provided to Cahoots staff on your service so we can meet your needs and goals</p> <p>After each service we will write notes on your progress and provide to you</p> <p>Where your progress is different from your needs and goals, we work with you to change your Support Plan</p>
	<p>Reviewing your Support Plan</p> <p>We review your Support Plan:</p> <ul style="list-style-type: none"> at least once every year if your needs change if a risk or incident happens

	<p>Complaints</p> <p>A complaint is when you are not happy</p> <p>and</p> <p>You tell someone</p>
	<p>How to make a Complaint</p> <p>If you are not happy with the way we have used your information you can</p> <ul style="list-style-type: none"> • Tell any Cahoots worker or leader • Send us an e-mail at info@cahoots.org.au • Telephone us on 1300 103 880 • Complete the website Cahoots Feedback and Complaints Form
	<p>If you are still not happy you can</p> <p>Call the Office of the Australian Information Commissioner on 1300 363 992</p> <p>or</p> <p>Complain online at the Office of the Australian Information Commissioner (OAIC) website OAIC Website</p>

You can request the **Cahoots Support Plan Policy and Procedure** by contacting us

Send us an e-mail at info@cahoots.org.au

Telephone us on 1300 103 880

Versions

No.	Approval Date	Description of Amendment
1.0	26/05/2023	New
2.0	17/07/2024	Reviewed – Amendments made
2.0	5/03/2026	Updated to align with the Support Plan, Risk Assessment and Action Plan Policy and Procedure, including simplified language and updated terminology for the Easy Read version.

Owner	Approver	Next Review
Community Engagement Manager	CEO	March 2028