

CS3.3 Participant Assessment and Support Planning

Purpose

1. To set out the expectations and processes for assessing new Participants into P4 Movement services and re-assessing existing Participants in receipt of current services from P4 Movement
2. To set out the requirement for employees to develop care plans, agreements and contracts with P4 Movement Participants and/or their carers/parents/guardians.
3. These care plans are person-centred, and, are developed in consultation with the Participant and/or their carers / parent

Alignment with Practice Standards

1. Module 1: Rights and Responsibilities
2. Module 2: Provider Governance and Operational Management
3. Module 3: Provision of supports
4. Module 4: Provision of supports (environment)
5. Specialist Support Coordination Module
6. Specialist Behaviour Support Module

Legislative Alignment

1. Disability Discrimination Act 1992
2. National Disability Insurance Scheme Act 2013
3. Privacy Act 1998
4. Privacy Amendment (Enhancing Privacy Protection) Act 2012

Key Responsible Executive

General Manager

For More Support

General Manager

Policy Statement

1. P4 Movement is committed to strengths based, person centred assessment that respects Participants rights to privacy, dignity, independence, choice and fulfilment. The organisation recognises that the Participants' situations and needs change over time and as such is committed to regular review of the Participants plan.
2. The organisation will:

- a. Undertake an initial screening/assessment of all Participants accepted into the service
- b. Provide information to Participants about types of services they are eligible to receive based on their goals, needs and funding available
- c. Support and assist Participants and their carers, family members, advocates and substitute decision makers to be actively involved in the assessment, review and planning process
- d. Use a range of evidence based tools relevant to the particular service user in assessing a Participant's needs and planning for their care
- e. Involve relevant professionals in the assessment and planning process
- f. Develop an individual care plan outlining the services to be provided based on service user needs and preferences that is flexible, responsive and goal orientated
- g. Monitor service users' outcomes against the goals in their individual plan, and
- h. Undertake regular reviews and update their care plan.

Definitions

1. Assessment - the process of gathering information from and about the service user in order to develop an understanding of their needs and to determine suitable options and support planning.
2. Eligibility - refers to the characteristics that people must possess and/or situations which people must experience in order to receive services from the organisation.
3. Case management - the process of co-ordinating the acquisition and delivery of services by other organisations to meet individual service user needs, thereby providing a holistic and person-centred approach.
4. Person centred planning – a process of continually listening and learning, focused on what is important to someone now and for the future, and acting on this in alliance with their family, carers, friends and substitute decision makers.
5. Intake - the systematic process of gathering information about people's current situation in order to facilitate their access to P4 Movement services and assist them to make informed decisions about the needed service.
6. Referral - a request for a specialist consultation or service that occurs when an organisation is not able to meet the service user's needs or has insufficient resources to manage the service user's situation.
7. Care Plan - a document which provides a shared understanding for the Participant, their carers and service providers of the Participants;
 - a. Goals and needs
 - b. Strategies to achieve the Participants goals and needs, including any positive behaviour support strategies
 - c. Specific requirements to meet the Participants needs such as high intensity daily support processes
 - d. Individual preferences, such as communication preferences, persona preferences, likes and dislikes that can inform how a service is delivered
 - e. A risk assessment of the Participants needs, the delivery environment and support provision

Delegations

Roles	Responsibilities
Board of Directors	- Endorse and ensure compliance with Assessment and Support Policy and Procedure - Be familiar with legislative requirements of this policy
GM	- Manage and monitor compliance with this policy - Support employees competence and compliance with this policy and procedure and ensures employees receive appropriate training, supervision and debriefing to comply with this policy - Collate report information on adverse service user events as required - Operational decision making is informed by this policy - Support the review of clinical processes
Management	- Support employees competence and compliance with this policy and procedure and ensures employees receive appropriate training, supervision and debriefing to comply with this policy - Collate report information on adverse service user events as required - Operational decision making is informed by this policy - Support the review of clinical processes
Staff, volunteers, contractors and students	- Comply with the Assessment Policy and Procedure - Maintain knowledge of the current evidence-based interventions available to service users - Participate in regular practice supervision - Where appropriate maintain registration with relevant associations and/or peak bodies

Assessment Procedures

1. Setting up the assessment
 - a. Assessments are conducted when the person first seeks assistance from P4 Movement in person or over the phone. The nature and extent of assessment varies according to the service being sourced and Participant needs.
 - b. Where an applicant presents in person the assessment conversation will take place in a private location, which provides dignity, privacy and enhances their personal autonomy. At the same time, the location must ensure the safety of all involved.
 - c. Prior to any assessment, service users will be informed about the assessment and service planning process. This will include an explanation of what the assessment is, the areas or issues it will cover and how the information will be used to help determine their care and support and their right to include anyone they choose to participate in the assessment, including interpreters and advocates.

2. Training
 - a. Staff responsible for assessment will be trained in working with a diverse range of applicants and service users. This includes people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander people, people with disabilities, refugees and lesbian, gay, bisexual, transgender, intersex and queer people (LGBTIQ).
 - b. They will also be trained in engagement skills, crisis support and assessment best practice.
3. Timing of assessment
 - a. P4 Movement undertakes initial assessment with all individuals seeking assistance after the initial enquiry has been made.
4. Assessment process
 - a. Initial assessment involves asking a common set of questions. It covers key areas including applicants' goals, skills and abilities, expectations of the service, existing services and supports, their environment, life circumstances, strengths, capabilities and any risks.
 - b. The participation of the applicant in the assessment process is essential. The assessment process is sensitive to cultural, communication and other individual differences. For example P4 Movement will arrange for interpreters or alternative communication services where appropriate in order to conduct the assessment.
 - c. During the assessment staff will obtain written or verbal (where the assessment is conducted over the phone) consent from the applicant to share their information in order to obtain or provide services.
 - d. For in-home assessments (where a service user is receiving home based services) a Home Risk Assessment will be undertaken. This will be undertaken with the service user prior to the assessment visit.
 - e. The assessment will take into account any information shared with P4 Movement by other service providers or organisations working with the Participant, if the Participant has consented for this to happen. If the Participant is transferring from another service, the transfer form will inform the assessment and intake process.
5. Assessment tools
 - a. Evidence-based assessment tools and methods are used as appropriate depending upon the service the person is seeking to access. This may include formal interviews, strengths worksheets, family input, risk assessments and decision making flow charts, along with standardised assessment tools such as:
 - i. General Health Questionnaire
 - ii. Functional capacity assessment (WHODAS)
 - b. P4 Movement will involve other professionals in the assessment process where necessary, such as;
 - i. when a Participant has complex care needs, a registered nurse or allied health professional may have input into the assessment
 - ii. when a Participant requires psychosocial assessment or support, a psychologist or counsellor may have input into the assessment, or
 - iii. for Participants who have been assessed with a behaviour of concern, a Specialist Behaviour Support Practitioner may be involved in the initial or a follow on assessment.
6. Recording assessment information
 - a. Applicants' responses are recorded in the service user record system so they can be shared (with applicant's consent) either for referral purposes or if the applicant re-presents. This information is recorded at the time of first contact so information is shared in an effective and timely way and prompt referral is supported.

7. Assessment outcome
 - a. The assessment information is used to develop an individual plan (see Care Planning procedures below) and outlines a response that makes it easy for the applicant to access the services and support they need.
8. Re-assessment
 - a. A re-assessment occurs where a review of a person's circumstances has confirmed these have changed significantly and this change is likely to affect the type and level of service or support required. Assessment and ongoing reviews are undertaken at various points throughout the service delivery period. The individual plan may change as a result of the review.
9. Communicating the assessment outcome
 - a. Assessment results will be discussed with the applicant at the time of the assessment. Employees will discuss and explain the reason behind all decisions in an open and transparent way.

Care Planning Procedures

1. Individual Plan Content
 - a. All individual plans are developed in consultation with the Participant and are based on the Participants intake or follow up assessment. They will contain at least:
 - i. agreed goals for the individual Participant
 - ii. service(s) to be provided e.g. type, frequency time frame
 - iii. responsibilities of the Participant and P4 Movement
 - iv. the Participant's preferred method of contact (e.g. email, telephone)
 - v. a needs assessment based on the Participants requested support. This could include consideration of physical, psychological, social, cultural and spiritual needs
 - vi. resources required
 - vii. identification of the roles of P4 Movement employees involved in service delivery and the role of any outside agency
 - viii. method of monitoring the implementation of the plan
 - ix. method and date of review
 - x. evaluation procedure
 - xi. any program specific requirements
 - xii. and a risk assessment specific to the Participants needs, objectives, goals, supports and environment.
2. Enabling Participant Participation
 - a. P4 Movement will assist Participants to participate in the development of their plan and to the level desired by the Participant. This may include scheduling meetings at times and locations suitable for the Participant and arranging for interpreters. Workers are encouraged to continuously engage with Participants on any decisions or choices that affect them, both in relation to supports and other broader matters.
3. Timing
 - a. Employees will interact with Participants to ensure they and their families fully understand the benefits and risks associated with the proposed supports and services.
 - b. Participants may invite other people e.g. family, carer, or advocate, to take part in care planning. At times P4 Movement may suggest the involvement of others e.g. an agency also working with the Participant. In these situations, it must be clear that the Participant's consent has been given, usually in writing or at least noted on the file.
 - c. For children and young people, P4 Movement will instruct workers to work closely with family to understand the strengths, interests and needs of the Participant. This will involve supporting parents and/or guardians in their caring roles. During the support planning process, children are encouraged to participate in discussions over decisions that affect them, to an extent

appropriate given the age/stage of development of the individual. This is flexible and the involvement of the individual may grow over time. P4 Movement acknowledges the importance of empowering individuals to make their own decisions regarding their service, however workers will be clearly notified of the decisions that must involve family, a guardian or a nominee.

- d. Participants will be encouraged to work with employees to develop the risk assessment relevant to their individual plan as an opportunity for P4 Movement to support Participants to better understand their risks and choices. Risk mitigation strategies will be Participant led with a focus on proactive strategies that empower Participant independence, decision making and autonomy.
 - e. Where a behaviour of concern is identified in the risk assessment and the Participant does not already have a positive behaviour support plan, the Participant (with their consent) will be referred to a specialist behaviour support practitioner to support the Participant and P4 Movement develop an effective behaviour support plan that focuses on positive behaviour outcomes to support the Participant and P4 Movement to better meet the Participants needs with a proactive strategy.
 - f. A risk assessment must also outline any adverse impacts if the Participant was to refuse support or withdraw consent for services. P4 Movement respects the rights of the individual and balances this with its duty of care for Participants.
4. Timing
- a. Wherever possible the first individual plan should be developed prior to the commencement of service delivery. Where this is not possible the plan should be finalised within the first month of service delivery.
 - b. Plans are then required to be reviewed on an annual basis, which is the responsibility of the Disability Support Coordinator to ensure.
 - c. Where circumstances change, or the Participant's goals have been met or changed, the individual plan can be reviewed and amended at any time. This can be initiated by an employee, the Participant, their carer or another person supporting the Participant.
5. Documentation
- a. Individual plans may be simple or comprehensive based on the Participants needs and requests for services. One copy is kept on the Participant's file and another is kept by the Participant. Copies may be given to other people or agencies with the Participant's consent.
 - b. An individual plan may be written or discussed and agreed to verbally. In the latter situation the details and the Participant's agreement should be noted on the file by the staff member.
 - c. Consent by the Participant, or where required the guardian is sought when the plans are agreed. However, it is to be made clear to Participants that they can withdraw their consent to anything in the individual plan (and in particular, the use of an authorised restrictive practice).
 - d. The services to be delivered by P4 Movement that exist in the individual plan are formalised in a Participant agreement that is signed by the Participant or representative. For further details see the Participant Agreement Policy
6. Responsibility
- a. The Service Manager is responsible for ensuring there is a system and processes in place for the development, implementation &, where relevant, review and evaluation of contracts, agreements and care plans for each Participant.
 - b. Employees performing any role identified in individual plans are responsible for implementing the assigned tasks.
7. Where possible, appropriate and practicable, and at the Participants request, in-house services will be provided by employees of the same cultural and linguistic background if this is preferred.
8. In care planning, referrals to other agencies and service providers may be necessary and will be made after receiving consent from the Participant.
9. Exiting P4 Movement programs

- a. It is P4 Movement's intention that Participants are able to exit from services in a planned, collaborative manner that is fair and upholds the rights and safety of the Participant.
- b. If the Participant is transferring their services to another service provider, P4 Movement will complete the internal transfer form to collate the Participant's relevant information, and once approved will share this with the new service provider (depending on the Participant's consent).
- c. The Participant will be provided with a copy of the transfer documents if requested.
- d. Transfer details will include the Participants information, services provided, care plan, relevant contacts, risks associated with providing care and the transition.

References to other P4 Movement policies and external sources

1. HR1 Code of Conduct
2. HR6 Performance & Support
3. HR10 Work Health & Safety
4. CS1.1 Human Rights
5. CS1.3 Decision Making and Choice
6. CS2.1 Person Centred Practices
7. CS2.5 Advocacy
8. CS3.1 Participant Care
9. CS3.2 Access and Intake
10. CS3.5 Participant Record Management
11. CS3.4 Continuity of Care
12. CS3.9 Participant Service Agreements
13. CS4.4 Support Coordination
14. CS5.1 Restrictive Practices and Behaviour Support
15. CS6.1 High Intensity Care

Summary of attachments

1. Nil

Version Control

1. 1 April 2026 - New Policy Creation