

	ONE2ONE POLICY			
	Title	Working with Consumer Support Networks	Policy No	49
	Indicator	CM3 – Provisions of Support	Review Date	

1. PURPOSE AND SCOPE

This policy aims to ensure each consumer receives coordinated support from a collaborative team which includes the service provider, the consumer, the consumer’s support network and other relevant providers.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

2. POLICY STATEMENT

One2One are committed to genuine collaborative relationships between support networks and other service providers where we can value each other’s knowledge of consumers, communicating freely and respectfully and sharing insights and engaging shared decision-making that will enhance the wellbeing and learning and development of the consumer.

3. DEFINITIONS

A consumer’s support network are the people in the consumer’s life that help the consumer informally to achieve their goals and aspirations. A support network can include the consumer’s family, guardians, carers, friends, advocates, or other members of the community.

A support network includes people with important relationships, people who can help the consumer learn new skills, give advice on decisions, provide opportunities to be involved in the community and develop dreams and ideas how to achieve them.

4. POLICY CONTENT

One2One will work with each consumer and their support network to achieve the best possible outcomes for the consumer. The following principles guide the services we provide, One2One will:

- promote open communication about major concerns, issues, or opportunities
- adhere to statutory requirements and best practice including compliance with Australian privacy law and work in line with One2One’s Privacy and Confidentiality Policies
- be open and honest with the consumer (and their family, where appropriate) at the outset about why, what, how and with whom information will or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so
- ensure collaborative links with consumer support networks and other providers are established (whilst seeking consent from consumer before sharing information)
- manage stakeholders effectively and support decisions collaboratively made by the support network
- act in a manner that reflects and respects the importance of a collaborative network
- ensure qualified resources are available and authorised to fulfil their responsibilities
- act in good faith to support achievement of agreed objectives.

5. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One