



Policy

Individual Planning and Outcomes

Endorsed by:	CEO	Document Owner:	Organisational Management
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Section 1: Preamble

Each Goulburn Options participant receives individualised, person-centred support which reflects their goals, aspirations and needs. This policy ensures the planning, implementation and outcome of Goulburn Options supports is transparent, prioritises participant choice and control, and is safeguarded. By fostering collaboration with participants, their families, supporters and care team networks, Goulburn Options commits to developing and delivering high-quality supports which build capacity, promote independence and empower individuals to achieve meaningful outcomes.

Section 2: Policy Statement

2.1 Intake, Assessment and Goal Setting

Goulburn Options is committed to ensuring that all participants are able to access our services in an equitable, transparent and supportive manner. The policy *Service Access, Transition and Exit* outlines the key elements and principles which underlie service access at GO, as well as a participant's right to cease and/or transition from service at any time. The following assumes a participant has met all eligibility requirements as outlined in the *Service Access, Transition and Exit* policy, and Goulburn Options has identified capacity to take on the request.

2.1.1 Intake and Onboarding

The Goulburn Options intake process is designed to ensure that participant rights, safety and autonomy are prioritised throughout. The specifics of the process are outlined in the procedure *Participant Intake and Onboarding*, but can generally be summarised by the following actions which are the responsibility of the relevant Support Services Team Leader (dependent on the service request of the participant) to complete:

- Initial Contact
- Enquiry and Intake Meetings
- Information Provision in accessible formats (e.g. handbook, service offerings, policies, fee information, rights and responsibilities)
- Information Collection (e.g. participant personal information, medical information, service request details, accessibility information, consent)
- Communication and coordination with participant care team, family and communities of choice
- Transition Plan
- Service Agreement and Schedule of supports
- Rostering and Service Planning, including goal setting
- Risk Assessment

For a successful intake to take place, all the above elements must be completed in a timely, and comprehensive manner.

2.1.2 Consent

Participants and/or their supports persons, or delegated nominee, must be made aware of the purpose of all Goulburn Options information collection prior to the information being collected, and offer informed consent for their personal information to be collected. Informed consent includes a sound understanding of Goulburn Options' privacy and confidentiality practices, what information will be collected, why, and in what capacity, and that the participant may request their personal information at any time.

Consent for information release, communication with nominated services, media usage, transport in GO vehicles, and emergency decision making is also obtained during the intake process.

Any of the above consents may be withdrawn by the participant at any time.

The *Participant Intake and Onboarding Procedure* reflects these requirements.

2.1.3 Collaboration

With consent, Goulburn Options actively collaborates with participant care teams throughout the intake and planning process, and for the duration of the participant's supports. This is to provide continuity of care and supports which are holistic and person-centred. Participants are actively encouraged to be the driver of their own services and indicate the people, providers and chosen communities they want involved in their supports.

Goulburn Options recognises the importance of family, friends and chosen communities in developing and maintaining the quality of life of each individual and actively seeks (where endorsed by the participant) to engage these parties within participant supports. This includes supporting each participant to identify and maintain important connections to their culture, cultural practices and rights, which contribute heavily to participant health and wellbeing, and reduce the risk of social isolation, harm and neglect.

Goulburn Options is especially aware of the importance of cultural connection to people of Aboriginal and Torres Strait Islander descent, as well as the integral inclusion of family, friends, peers and community in the support of children and young people under the age of 18. Goulburn Options commits to the facilitation, support and promotion of these relationships at all stage of service provision.

2.1.4 Assessment

Participant needs and service requirements are assessed at the time of intake through the robust process of Goulburn Options' intake and onboarding. Through structured discussion with participants, collaboration with their care teams and participant personal information forms, Goulburn Options gathers a well-rounded understanding of the individual's needs, including, but not limited to:

- Physical and mobility
- Cultural and Religious
- Social and Community
- Communication
- Mealtime Management
- Health, Wellbeing and proactive preventative support (e.g. doctors, allied health etc.)
- Transport
- Behavioural
- The needs of children and young people under the age of 18
- Any other/additional accessibility requirements the participant may request

All information identified is considered and sensitively responded to within the proceeding planning stages.

2.1.4 Goal Setting

An integral part of the Goulburn Options intake process is the identification of the participant's service goals. It is the responsibility of the relevant Support Services Team Leader to review – in active collaboration with the participant – their pre-existing NDIS goals (or equivalent) and create subsequent Goulburn Options Service Goals which actively work towards their achievement. When goal setting, individual participant choice is supported, and their right to dignity of risk reasonably maintained.

Participant goals will inform all program planning.

2.1.5 Transition into Service

Goulburn Options is committed to ensuring a smooth and supportive transition for all new Participants entering our services. An initial Transition Plan will be developed in consultation with the Participant and their support network, typically spanning a four-week period. During this time, a short-term Service Agreement and Schedule of Supports will be established to guide the transition phase. Once ongoing support needs are confirmed, a revised Agreement outlining a longer-term schedule will be implemented, tailored to the individual's goals and preferences. Transition planning also includes rostering and service delivery preparation, such as staff shadow shifts, Participant-specific orientation, and additional training where required. These steps are designed to support familiarity, build relationships, and ensure that supports are delivered safely and consistently from the outset.

2.2 Support Plans, Goal Tracker and Risk Assessments

Prior to the start of service, the information gathered from initial intake documentation and interviews will be used to develop the participant's support plan. This plan outlines the key elements of a participant's support needs, goals, wishes, preferences, strengths and routines for disability support workers to access during supports. Participants are actively involved in the creation and annual review of this plan.

Participants are also actively involved in the development of their personal risk assessments, which is similarly informed by the support plan, and intake information. This document outlines key risks to the participant's safety, health and wellbeing which may be present during Goulburn Options supports. Risk assessments also consider emergency planning, and the degree to which a participant is reliant on Goulburn Options' support with relation to continuity of care and safeguarding.

It is the responsibility of the support worker to make themselves familiar and comply with this document – and the risks and mitigation strategies therein – in order to reduce the risk of harm during service delivery.

Risk assessments, as with support plans, are reviewed at least annually, if not more frequently as participant circumstances and/or services change to ensure the ongoing success of mitigation measures. The review and update of support plans and risk assessments is the responsibility of the relevant Support Services Team Leader.

With participant consent, support plans and risk assessments are readily available to external members of the participant's care team.

Support plans and risk assessments will be provided to the participant in the mode most likely to be understood.

2.3 Service Delivery and Monitoring

Goulburn Options' endeavours to support each participant to live their 'Biggest Life Possible' as outlined in the Goulburn Options Biggest Life Possible Quality Framework. In effect, this means that each participant is supported to reach their individual service goals, increase their individual capacity, and maintain their strengths and independence, through quality, person-centred, contemporary disability supports. Whilst, as a strategic goal, this the responsibility of all people employed by Goulburn Options, the delivery and monitoring functions of this task is the responsibility of the Support Services Team, and includes:

- The addition of the participant into the client management system (Supportability) and Goulburn Options roster
- Allocation and training of appropriate support workers to the participant's supports. (Where reasonable, Goulburn Options will facilitate participant requests for support workers of a specific gender, skillset or level of experience.)
- Services conducted in line with the roster and participant support plan
- Monitoring of service delivery success via case notes, goal monitoring processes, on-the-spot mentoring and observation, participant feedback, and annual support plan review

Where, in routine monitoring, feedback from participants or their care teams, or identification through incident management procedures, a participant expresses discontent with their service, or their progress is found to be different from expected goals, it is the responsibility of the relevant team leader to collaborate with the participant to find a more suitable alternative within the service. This may include a change in their goals, a review of their support plan, a different program, increased support from an allied health provider, or in some cases, a transition from Goulburn Options services into one that better suits their needs.

Where a participant meets a goal, or increases their capacity sooner than expected, supports will be similarly reviewed, new goals made, or in some cases, the participant transitioned away from Goulburn Options supports entirely into employment, or independent living outside of Goulburn Options services.

Goulburn Options services remain responsive and person-centred at all times.

2.4 Children and Young People

Goulburn Options recognises the specific needs of children and young people with regard to participant intake, onboarding and service delivery, and commits to making all adjustments necessary to facilitate positive and appropriate transition into and within service. This includes, but is not limited to:

- The provision of information regarding Goulburn Options service (including participant rights, how to make a complaint, how to recognise and/or report abuse and other key health and safety information) in modes which are age-appropriate and most likely to be understood by the child
- The active involvement of the children's family, care team and communities in all elements of their support
- The active involvement of the child in all decisions related to their service

- The promotion of a child's connection to their friends, peers and other people their age
- The promotion of a child's connection to their culture, cultural rights and cultural practices. Goulburn Options recognises this is especially important for the health and wellbeing of children of Aboriginal and Torres Strait Islander descent.
- A robust framework of staff training, resources and supervision to ensure risks relating to abuse, harm and neglect are mitigated, including safeguards of Working with Children Checks for all Goulburn Options employees

Section 3: Roles

Role	Responsibilities and Accountabilities
Board	• Ensure strategic oversight of service delivery • Monitor adherence to policies regarding participant choice, consent and collaboration in planning process
Organisational Management	• Oversee implementation of intake and onboarding process • Ensure resource allocation and capacity for intake, onboarding and planning process across the organisation • Monitor effectiveness of support plans and risk assessments via quality assurance and continuous improvement mechanisms
Team Leaders	• Manage intake and onboarding process, including information collection, development of support plans, risk assessments and ensure participant consent and collaboration • Facilitate communication between participant, support persons and external care teams to ensure all relevant parties are involved in goal setting and planning • Oversee development and review of participant goals, support plan and risk assessments to align with individual needs and ensure safety, autonomy and capacity building
Workforce (Admin, DSW, Students, Volunteers)	• Follow support plan and risk assessment for each participant • Communicate any concerns, changes or feedback related to participant supports to team leaders for appropriate action • Ensure participant's rights, consent and preferences are respected throughout service delivery, as per agreed service agreements and support plans
Participants/Support Persons	• Actively participate in the intake and goal-setting process, providing input on personal goals, preferences and service needs • Collaborate with team leaders and care teams to ensure supports align with desired outcomes and provide consent for necessary information sharing • Provide ongoing feedback about services and communicate any changes in needs, preferences or circumstances to ensure supports are adjusted accordingly

Section 4: Related Documentation

Document Name	Document Type
Service Access, Transition and Exit	Policy

Participant Intake and Onboarding	Procedure
Service Agreements	Form
Schedule of Supports	Form
Participant Enquiry Form	Form
Participant Intake Form	Form
Participant Consent Form	Form
Participant Handbook	Handbook
Support Plan	Form
Risk Assessment	Form
Choice and Advocacy	Policy
Behaviour Support and Eliminating Restrictive Practices	Policy
Complaints and Feedback	Policy
Health Management	Policy
Key Elements of Participant Safety and Wellbeing	Policy
Child Safety and Wellbeing	Policy
Code of Conduct	Policy
Medication	Policy
Mealtime Management	Policy
Medical Emergency	Policy
Money Management for Participants Requiring Assistance	Policy
Privacy	Policy
Protecting and Promoting Human Rights	Policy
Risk Management	Policy
Safeguarding	Policy

Section 5: Definitions

Term	Definition
Support Persons	Individuals who support participants, including family members, friends, carers, advocates, or other trusted individuals, often involved in collaborative planning and decision-making processes
Dignity of Risk	The concept of allowing participants to make informed choices that may involve risk, while ensuring they are supported to manage those risks in a way that promotes independence and self-determination.
Person-centred	An approach to service delivery that prioritises the participant's individual choices, preferences, and autonomy, ensuring that they are at the centre of all planning and decision-making processes
Transition Plan	A plan developed when a participant is transitioning into, between or away from Goulburn Options, ensuring continuity of care and coordination with external services to meet ongoing needs.

Date of Last Review:	May 2025	Date of Next Review:	May 2027
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