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| Support plans for NDIS participants |
| Guidance for supported residential services |
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Proprietors of supported residential services (SRS) must include information about the services to be provided to assist residents with their health and personal support needs in the resident’s support plan. This guidance sets out compliance expectations for SRS proprietors in relation to the support plans of residents who access services from other providers, including National Disability Insurance Scheme (NDIS) funded services.

# Requirements for support plans

Under the *Social Services Regulation Act 2021*, the *Social Services Regulations 2023* and the *Social Services (Supported Residential Services) Regulations 2024*, there are several key requirements relating to support plans that proprietors must comply with. These are set out in the table below.

Requirements relating to support plans

| Provision | Requirement |
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| Regulations 9 and 10 of the Social Services *(Supported Residential Services) Regulations 2024* | The proprietor must ensure that an interim support plan is prepared **within 48 hours** of a person becoming a resident of the SRS.  The proprietor must ensure that a resident’s interim support plan is carried out in accordance with the plan as prepared. |
| Regulations 12, 13 and 14 of the *Social Services (Supported Residential Services) Regulations 2024* | The proprietor must ensure that a resident’s interim support plan is reviewed and expanded into an ongoing support plan **within 28 days** of the person becoming a resident of the SRS.  The proprietor must ensure that the ongoing support plan is reviewed and updated at least once **every 6 months**.  The proprietor must ensure that a resident’s ongoing support plan is carried out in accordance with that plan as prepared. |
| Regulation 8 of Schedule 1 of the *Social Services Regulations 2023* | The proprietor must have regard to the resident’s preferences when planning and coordinating the provision of social services for the resident. |
| Regulations 9 and 12 of the Social Services *(Supported Residential Services) Regulations 2024* | The proprietor must ensure that resident’s support plan set out the health and personal support needs of the resident, and the services to be provided to the resident under the residential and services agreement to assist with those needs. (including those not provided by the SRS proprietor) |

Importantly, the proprietor must consult the resident, person nominated (if any) and the resident’s health service providers when developing or changing the support plan. The proprietor must also ensure the support plan is made available to the resident, person nominated (if any) and the resident’s health service providers when requested.

# Ongoing support plans

While the interim support plan addresses a resident’s immediate support needs, the ongoing support plan considers a resident’s longer-term support needs in a more holistic way.

Residents have the right to make decisions about what services they wish to receive and who provides them. Proprietors must ensure that information about a resident’s preferred health care provider is captured in the resident’s ongoing support plan. For more information, refer to guidance on ‘Choice and access to NDIS providers’.

An ongoing support plan must include details about all services to be provided to the resident to assist with their health and personal support needs. This includes services delivered by the SRS and those delivered by external service providers, such as NDIS funded services.

The support plan of a resident who is also a NDIS participant should include details such as the type, frequency and timing of the NDIS funded services provided. It may be helpful to include a copy of the NDIS Services Agreement as an attachment to the ongoing support plan. The support plan should also document any other services provided to the resident by a provider external to the SRS.

Proprietors must all take reasonable steps to ensure that appropriate health care is provided to residents. If a resident’s health and personal support needs change, the proprietor must ensure that the ongoing support plan is reviewed and changed as necessary to meet those changed needs of the resident. Proprietors also have an obligation to notify the Social Services Regulator (the Regulator) without delay if they cannot obtain appropriate health care and personal support for a resident.

# Compliance and enforcement

The Regulator administers the Act and the Regulations, and monitors compliance by SRS proprietors to ensure they meet their obligations.

The Regulator may take regulatory action where an SRS does not have adequate processes in place to separate its SRS and NDIS supports.

Where relevant, the Social Services Regulator will notify NDIS of non-compliance matters so that they may consider regulatory action.

For more information about the Social Services Regulator and its regulatory approach, visit the Social Services Regulator’s webpage <https://www.vic.gov.au/social-services-regulator>

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