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| Managing support plans |
| Supported residential services fact sheet |
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* supporting safe and effective social services delivery
* minimising the risk of avoidable harm in service delivery.

All service providers, including supported residential services (SRS) providers, must comply with the Act and the Regulations. SRS providers must also comply with specific requirements in the SRS Regulations. What are support plans?Supported residential services (SRS) providers must complete **support plans** for incoming residents. Support plans allow an SRS provider and the resident to clearly document the resident’s needs and how the provider plans to support the resident while living in the SRS accommodation. Under the SRS Regulations, a provider mustprepare:* an **interim support plan within the first 48 hours** of a resident arriving at an SRS
* an **ongoing support plan within 28 days** of a resident moving into an SRS.

These support plans must include details about a resident’s health and support needs. It must also include the plans the SRS will have in place to meet those needs. Further details are below.What goes in an interim support plan?An interim support plan provides for the immediate health and personal support needs of residents as soon as they move into an SRS. This plan provides for the immediate needs of residents until the SRS provider can complete the ongoing support plan. Key requirements include:* creating this plan **within 48 hours** of a resident arriving at an SRS
* meeting the requirements set out in the SRS Regulations when preparing an interim support plan*.*

It is important to include in an interim support plan:* + the details of immediate health and personal support[[1]](#footnote-2) needs of the resident
	+ the services the SRS will provide directly to the resident under the residential and services agreement to support those needs
	+ any other support that may be provided by other service providers, such as NDIS supports and allied health.

An SRS provider must make sure the services it will directly provide (as outlined in the interim support plan) are:* included in the resident’s residential and services agreement
* meet the specified needs of the resident.

The interim support plan must be made available to the resident, the person nominated and the resident’s health service provider(s) when requested.What goes in an ongoing support plan?The **ongoing** support plan must include details of the resident’s ongoing health and personal support needs, and the services that will be provided to meet those needs by both the SRS and external providers. There are important requirements that SRS providers must meet when planning a resident’s ongoing support, including:**Timeframes** – an SRS provider must prepare an ongoing support plan **within 28 days** of the resident arriving in the SRS.**Consultation** – an SRS provider must prepare the ongoing support plan in consultation with the resident and the person nominated (if any). You should also consider consulting any other supports a resident may have such as a financial administrator or their healthcare provider(s). **Maintenance** – a resident’s ongoing support plan must be kept updated and reviewed regularly. **Recognising residents’ agency** – SRS residents have the right to make decisions about what services they wish to receive and who provides them. This includes:* in some cases, a guardian or financial administrator may assist the resident with these decisions
* an SRS provider should encourage the resident to make their own choices, even if you do not agree with them.

As a baseline, each resident’s ongoing support plan must include:* + their ongoing health and personal support needs
	+ the services to be provided to the resident under the residential and services agreement to assist with those needs
	+ details of services provided directly by the SRS as well as services a resident receives from external providers.

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| An SRS provider must make the ongoing support plan available to:* the resident (on request by either the resident or an Office of the Public Advocate Community Visitor)
* nominated person (on request by either the resident or a community visitor or nominated person)
* registered treating health practitioner (on request by either the resident or nominated person, or by the registered treating health practitioner).
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Changing a support planAn SRS provider must establish a six-monthly review cycle of ongoing support plans and update these accordingly. There are other circumstances where an ongoing support plan must be updated, including:* when a resident’s health and personal support needs change
* ensuring that changes to a resident’s ongoing support plan are made in consultation with the resident, the person nominated, guardian or financial administrator and their healthcare service provider(s).

SRS providers must clearly record any changes or updates to the ongoing support plan, including the date when changes were made.Services outlined in ongoing support plans must be delivered according to the details in the plan. It is important that staff understand every resident’s ongoing support plan and how it must be implemented, including the frequency of and responsibility for provided supports.The role of the RegulatorThe Regulator is committed to protecting service users and will not hesitate to act to protect service users from harm, abuse and neglect. This includes taking enforcement action.Failing to prepare support plans breaches the SRS Regulations*.*Failure to meet obligations may result in penalties, including fines and prosecution. |
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# Useful resources and contacts

## Resources

Fact sheets on requirements for SRS providers are at: <https://www.vic.gov.au/supported-residential-services>

This series of fact sheets on requirements for SRS providers under the Regulations include:

* Using a residential service agreement (RSA)
* Managing support plans
* Managing residents’ medication
* Staffing requirements
* Managing residents’ money.

## Contact us

For further information about the support plans not covered by this fact sheet, you can contact the Social Services Regulator:

* email the Social Services Regulator <enquiries@ssr.vic.gov.au>.

# Appendix 1

Personal support is defined in the Act[[2]](#footnote-3) as:

* + assistance with personal hygiene, toileting, or dressing
	+ assistance to achieve and maintain mobility
	+ support to seek out and maintain contact with health professionals, social networks, family, friends, and the community
	+ emotional wellbeing support
	+ assistance with eating and maintaining adequate nutrition
	+ assistance with or supervision in administering medication

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| To receive this document in another format, email Social Services Regulator <enquiries@ssr.vic.gov.au>Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.© State of Victoria, Australia, Department of Families, Fairness and Housing, August 2024.Except where otherwise indicated, the images in this document show models and illustrative settings only, and do not necessarily depict actual services, facilities or recipients of services. This document may contain images of deceased Aboriginal and Torres Strait Islander peoples.In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program or quotation.ISBN 978-1-76130-663-1 **(pdf/online/MS word)**Available at <https://www.vic.gov.au/supported-residential-services> |

1. See Appendix 1 – Personal support [↑](#footnote-ref-2)
2. See Section 3, Definitions. [↑](#footnote-ref-3)