



## Client Integrated Support Plan

The information contained within this document is to be treated with respect and there disseminated appropriately. This is a living document and the contents will be updated on a regular basis.

**Support Plan Date:**

**Name:**

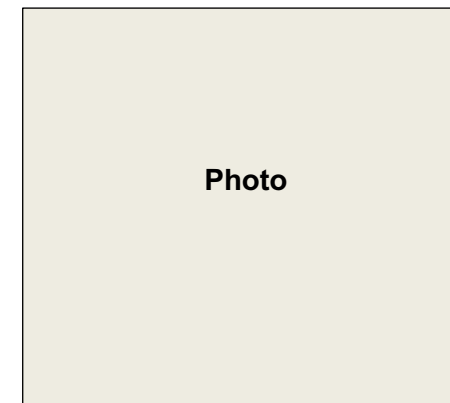
**Preferred Name:**

**DOB:**

**NDIA Number:**

**NDIA Plan Dates:**

**Service Start Date:**



### CULTURAL ADVICE

This document may contain sensitive information pertaining to Aboriginal families and Communities, including the mention of deceased individuals and details of Men's or Women's business. Any mention of deceased individuals or Aboriginal cultural business is done so respectfully and with the intention of discussing the best interests of the individual involved.

<b>Address</b>		<b>Subject's Phone</b>	
<b>Service Phone</b>		<b>Nganana On-call</b>	<b>0492 868 074</b>



# Nganana Inc.

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Telephone 7078 4567 | Web [www.nganana.org.au](http://www.nganana.org.au) | Email [admin@nganana.org.au](mailto:admin@nganana.org.au) | ABN 94 839 013 896

## 1. Profile

**Demographics:**

**Diagnosis (Including Mental Health):**

**Health & Clinical:**

**Behaviour:**

**Independent Living:**

**Accommodation / Family / CJS:**

## 2. Legal Orders (with MH, Forensic MH, OPA, Corrections)

Full Guardianship Order with Section 32.

Administration Order (Public Trustee as administrator).

## 3. Formal Support Network

Organisation	Contact Person & Position	Contact Details	Current Involvement
Nganana	Bernie Inglis – Senior Service Coordinator Yvonne Taylor – Operations Manager	Mob: 0493 523 394  Office: 7078 4567 <a href="mailto:bernie.inglis@nganana.org.au">bernie.inglis@nganana.org.au</a> Mob: 0493 052 731  Office: 7078 4567 <a href="mailto:yvonne.taylor@nganana.org.au">yvonne.taylor@nganana.org.au</a>	Core support provider.
Office of the Public Advocacy		P: 08 8342 8200 E: M:	Guardian and substitute decision maker.
Public Trustee		8226 9200 -	Administrator of financial matters.
GP			



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## 5. Behaviour

The following is a section of the support plan designed to support staff with an understanding of the participant’s behaviour including response strategies for when/if behaviours of concern occur. This is not a positive behaviour support plan. Staff understanding behaviours of concerns is also in support of Nganana’s incident reporting process. As a component of evidence based best practice all behaviours of concern (defined as involving risk to the individual or community) are recorded as behaviour incidents, used as a metric to measure a participant’s ability to live in a socially viable manner as a community member. Behaviours not involving risk (problematic or personally compromising behaviours) are recorded on ABC charts.

See Nganana Behaviour Support Policy. It is of critical importance that staff follow the guidelines set out in this policy, in particular:

- Always maintain unconditional positive regard.
- Always take into consideration Subject’s receptive language skills – speak simply and slowly and patiently – give Subject time to understand.
- Listen when they are speaking to understand exactly what they are trying to communicate. Give Subject time to express themself.

### Current Behaviours and Support Plan:

Behaviour	Detail	Response Strategies
1. Absconding		
2. Aggression - Physical		•
3. Property Damage		
4. Self Harm / Threatening self harm		
5. Drug Seeking		

### Measures:

Behaviours of concern are measured in incidents over time.

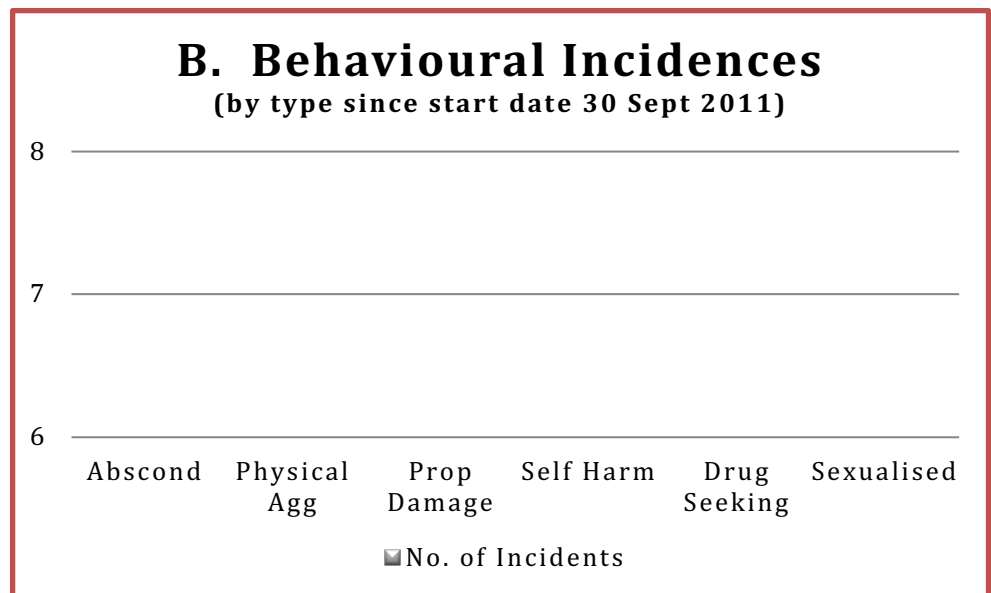
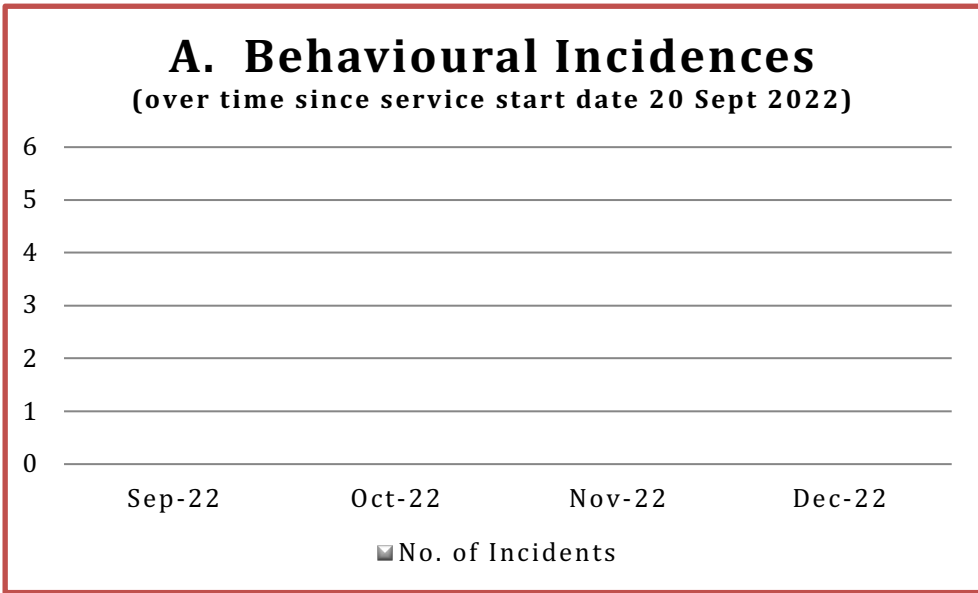
Behaviour	Incident Brief	Data
1. Absconding		



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2. Aggression - Physical		
3. Property Damage		
4. Self Harm / Threatening self harm		
5. Drug Seeking		





## 6. Meaningful Activity (Vocation/Education/Recreation/Culture)

Engaging client's in meaningful activities (vocation and recreation) is a key feature of developmental service delivery. Evidence suggests individuals who engage in activities of personal meaning for intrinsic reasons are more highly motivated to continue that level of engagement. Evidence also suggests engaging in regular and consistent activities of meaning can lead to a reduction of challenging and personally compromising behaviours.

While assistance to engage will be provided by Subject's support network (approvals, funding, referrals), staff are responsible for (1) supporting the current activity schedule, and (2) extending that schedule to provide additional activities of meaning for Subject to engage in.

### History: (pre Nganana)

Activity	Detail
1. Vocation	
2. Education	
3. Recreation	
4. Leisure	
5. Culture	

### Current Situation:

Activity	Detail	Engagement/Outcome
1. Vocation		
2. Education		
3. Recreation (routine & consistent engagement)		
4. Leisure (intermittent engagement)		



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5. Culture		
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### Future Planning (Goals)

Activity	Future Goals
1. Vocation	
2. Education	
3. Recreation	
4. Leisure	
5. Culture	





## 7. Family and Cultural Relationships

The building of positive relationships with family and community is essential to the wellbeing of all of us. This is especially the case with someone like Subject who has been separated from their family for many years. Staff must support family and community engagement for Subject at every opportunity in consultation with key stakeholders in particular the guardian from the Office of the Public Advocate.

### Family Situation:

Name	Relationship	Contact Details

### History:

Connection Type	Detail	Engagement
1. Family		
2. Community		

### Current Situation:

Connection Type	Detail	Engagement



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<b>1. Family</b>		
<b>2. Community</b>		

## Future Planning (Goals):

Connection Type	Goal	Detail/Strategy
<b>1 Family</b>		
<b>2 Community</b>		

## Other Family and Community Contacts

Contact Name	Contact Details	Outcome (Case Notes)



## 8. Health

It is essential that participants are supported to attend their health needs, including medication administration, appointments, and follow-up to appointments. This part of the support plan is to capture essential information about a participants health support needs. This form is NOT the medication administration chart – this is a legal document signed by a participants GP and stored on site with the Webster pack. This is simply a record for staff and stakeholders of the current medication regime.

### Medication (see transcript right)

Changes: (add date dd.mm.yyyy – detail change made)

### Health (GP, Hospital Admissions etc)

History of specific health concerns:

### COVID Status:

Appointments: (add date dd.mm.yyyy – and brief summary of appointment & outcome)

### Allied Health Input

Details:

Progress: (add date dd.mm.yyyy – and brief summary of appointment & outcome)



## Risk Assessment

### 1. Risk Management

Potential risks	Likelihood	Consequence	Level of risk	Strategies to Reduce Risk	Modified Level of risk
Area 1: Participant Health & Wellbeing					
Area 2: Participant Safety and Behaviour					
Area 3: Safety and Wellbeing of Staff					
Area 4: Activities Engaged in Community					

### 2. Sign Off

<b>Assessment completed by</b>	<b>Position</b>	<b>Date</b>
Approved <input type="checkbox"/> Not Approved <input type="checkbox"/> Approved with Conditions <input type="checkbox"/> by:	<b>Position</b>	<b>Date</b>
<b>Signature</b>		
<b>Rationale if not approved or conditional approval:</b>		



### 3. Risk Evaluation Matrix & Response Plan

		Likelihood				
		1. Rare	2. Unlikely	3. Possible	4. Likely	5. Almost Certain
<b>Consequence</b>	<b>1. Insignificant:</b> Inconvenience / possible need for first aid.	1 Low Risk	2 Low Risk	3 Low Risk	4 Low Risk	5 Moderate Risk
	<b>2. Minor:</b> First Aid / Property damage.	2 Low Risk	4 Low Risk	6 Moderate Risk	8 Moderate Risk	10 High Risk
	<b>3. Moderate:</b> Assessable injury / significant property damage.	3 Low Risk	6 Moderate Risk	9 High Risk	12 High Risk	15 Critical Risk
	<b>4. Serious:</b> Serious injury / Irreparable property damage	4 Low Risk	8 Moderate Risk	12 High Risk	16 Critical Risk	20 Critical Risk
	<b>5. Catastrophic:</b> Life threatening or permanent injury / Death.	5 Moderate Risk	10 High Risk	15 Critical Risk	20 Critical Risk	25 Critical Risk

Rating	Response	By Whom
15 to 25	Urgent Action required – risk rating 15 to 25	Directors / CEO intervention for immediate response.
9 to 12	High priority – risk rating 9 to 12	Strategic plan in place to reduce or manage risk – Director / CEO monitored.
5 to 8	Medium priority – risk rating 5 to 8	Strategic plan in place to reduce or manage risk with delegated manager.
1 to 4	Low priority – risks rating 1 to 4	Risk is managed via routine procedures and established controls.