



# **Working with**

## **Client Support Networks**

## **Policies & Procedures**

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## TABLE OF CONTENT

Policy / Procedure	Page
WORKING WITH CLIENT SUPPORT NETWORKS.....	3
Scope .....	3
When.....	3
Who .....	3
Purpose.....	3
Client support networks .....	3
Collaborative links.....	3
Communication .....	3
Working with client support networks .....	4
Further Advice or Assistance .....	4
Effectiveness and Review.....	4

# WORKING WITH CLIENT SUPPORT NETWORKS

## Scope

### When

- Applies when supporting clients

### Who

- Applies to all representatives including key management personnel, directors, full time employees, part time employees, casual employees, contractors and volunteers

## Purpose

This policy aims to ensure each client receives coordinated support from a collaborative team which includes the service provider, the client, the clients support network and other relevant providers. A coordinated collaborative approach helps to facilitate the clients' development and address their needs and priorities. Effective collaboration means being able to provide safe, coordinated supports and services whilst involving the client and their support network as much as possible.

## Client support networks

A clients support network are the people in the client's life that help the client informally to achieve their goals and aspirations. A support network can include the clients' family, guardians, carers, friends, advocates or other members of the community. A support network includes people with important relationships, people 123 Support Services can help the client learn new skills, give advice on decisions, provide opportunities to be involved in the community and develop dreams and ideas how to achieve them.

## Collaborative links

123 Support Services are committed to genuine collaborative relationships between support networks and other service providers where 123 Support Services can value each other's knowledge of clients, communicating freely and respectfully and sharing insights and engaging shared decision making. 123 Support Services encourage the clients support network to be as involved and provide input into support plans, spend time with the employees and contribute their skills and resources to enhance wellbeing, learning and development.

## Communication

It's important that all involved remain confident that their personal information is kept safe and secure and that the privacy of the client is upheld while sharing information to deliver better services. Keep in mind the following seven golden rules for information sharing:

1. Information security should not be a barrier to sharing information
2. Record decisions and reasons for it – record what was shared, with whom and for what purpose
3. Be open and honest with the client (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
4. Seek advice if you are in any doubt, without disclosing the identity of the client, where possible
5. Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information – information can still be shared without consent in certain situations e.g. if the client is at serious risk of harm
6. Consider safety and well-being of the client and others who may be affected by their actions
7. The information sharing should be necessary, proportionate, relevant, accurate, timely and secure

## **Working with client support networks**

123 Support Services will work with each client and their support network to achieve the best possible outcomes for the client. The following principles guide the services 123 Support Services provide. 123 Support Services will:

- Promote open communication about major concerns, issues or opportunities to the collaborative areas
- Adopt a positive outlook coupled with a positive, proactive manner
- Adhere to statutory requirements and best practice including compliance with Australian Privacy Law
- Ensure collaborative links with client support networks and other providers are established
- Manage stakeholders effectively and support decisions collaboratively made by the support network
- Act in a manner that reflects and respects the importance of the collaborative arrangement
- Ensure qualified resources are available and authorised to fulfil their responsibilities
- Act in good faith to support achievement of agreed objectives

## **Further Advice or Assistance**

Further advice and information can be obtained from the:

» 123 Support Services' Complaints Handling Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

## **Effectiveness and Review**

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.