

Nominated Support Person (NSP) Involvement



<i>Policy No.</i>	3.9	<i>Version No.</i>	2
<i>Approved date</i>	December 2020	<i>Approved by</i>	Management Committee
<i>Review frequency</i>	Every two years	<i>Last review</i>	August 2022
<i>Supporting Documents</i>	A Practical Guide for Working with Carers of People with a Mental Illness, Mind Australia		
<i>Associated Legislation</i>			

1. PURPOSE

This policy aims to ensure each Stepping Stone member is given the opportunity to receive coordinated support from a collaborative team which includes Stepping Stone, the member and where requested, the members Nominated Support Person.

2. SCOPE

This policy applies to Stepping Stone staff, members, volunteers, students, Management Committee and Nominated Support Persons (NSP).

3. POLICY STATEMENT

Stepping Stone recognises the importance of NSP's in the lives of members and acknowledges that social, cultural and other experiences have an impact on their caring role.

With the permission of the member, NSP will be involved in all aspects of the assessment, planning, delivery and review of services to the person for whom they care.

If and when a member requests the involvement of a NSP, the identified NSPs have the right to:

- be treated with respect and dignity
- be included in the planning, delivery and review of services that impact on them and their NSP role;
- have their views and needs taken into account along with the views, needs and best interests of the person they care for, when decisions are made that impact on them and their NSP role;
- have their privacy respected and personal information kept confidential;
- have access to all personal information kept about them by Stepping Stone;
- have another person of their choice to support them and advocate on their behalf;
- have their feedback listened to and comments valued; and
- make a complaint if they are not happy with the services they receive.

Stepping Stone expects that NSPs will:

- be honest, cooperative and courteous in their interaction with Stepping Stone staff and members;
- be responsible for their choices and the results of any decisions they make;
- play their part in helping Stepping Stone to provide them with services.

4. PROCEDURES

If a NSP is nominated, they will be provided with written information that includes:

- their rights and responsibilities as the NSP of a Stepping Stone member,
- details of the service that the member is to receive;
- information about how to resolve concerns or complaints; and
- details of other agencies that provide support to NSPs.

If a member makes an informed decision that they do not want their NSP to be included in decision making about the services they receive, Stepping Stone will ensure that the NSP still has the opportunity to make their needs and issues known, receive general information about the services being provided and is assisted to access the supports they require.

5. When a NSP of a Stepping Stone member is receiving support services from another agency, Stepping Stone will work collaboratively with that other agency to achieve outcomes that meet both the member's and the NSP's needs.

ROLES AND RESPONSIBILITIES

Role	Responsibilities
Leadership team	<ul style="list-style-type: none">• Ensure all staff, members, volunteers, students and Management Committee are aware of the guidelines for appropriate use.
Staff, members, volunteers, students, Management Committee, NSP.	<ul style="list-style-type: none">• Ensure you are aware of and adhere to the guidelines for appropriate use.