



Local Coordination Operational Policy – Ongoing Engagement and Plan Monitoring

Purpose

This Policy outlines the role of Local Coordinators in engaging with people with disability in Local Coordination and monitoring the implementation of plans.

Scope

This Policy applies to all Local Coordination areas and is applicable to people with disability accessing Local Coordination support.

Definitions

Plan monitoring

Plan monitoring includes activities undertaken to review plan implementation and achievement of goals, through communication between the person with disability, the Local Coordinator and involved parties, as appropriate.

Principles

- The person with disability is central to the planning process. Planning may also include people who are known and trusted by the person.
- Planning is a dynamic process which focusses on building skills and capacity and captures changes and developments which have occurred in the person's life over time.
- The best interests of the person are paramount.
- Funding is used appropriately to achieve goals outlined in the Individual Plan.

Introduction

Local Coordinators can provide ongoing support to people with disability, families, carers and representatives to help them access information, plan for the future, participate in their community and navigate the disability support system.

Following the completion of the Individual Plan, the Local Coordinator will continue to be available to communicate with the person about the progress of the strategies and supports, and the achievement of the person's goals. This engagement provides an opportunity for the person with disability to share and discuss outcomes and problem solve any barriers arising. The Local Coordinator may also support people with disability, families, carers and representatives to gain the skills, confidence and expertise required to plan for the future. This usually includes how to utilise personal and local community networks to develop practical solutions to meet their goals and needs.

A person with disability may have an informal decision maker selected such as a parent, or a formally appointed decision maker such as a guardian or administrator. In some circumstances, this might include substitute decision makers or other people the person with disability considers to be appropriate (see Local Coordination Operational Policy – Supported Decision-Making).

Discussion during the period of the Individual Plan also allows for creation of new ideas, strategies, and approaches for the future.

Implementation

During the planning process, the Local Coordinator will discuss with the person with disability, their family, carer or representative how they will communicate during the period of the Individual Plan. This includes the method and frequency of communication that the person feels is suitable for them and their circumstances. Some people may require little ongoing communication, due to the nature of their supports or needs, and their connection with a Local Coordinator may be minimal. In other instances, a person or their family, carer or representative may prefer the Local Coordinator to be closely involved in supporting the progress of the person's Individual Plan.

Regardless of the communication arrangements made, the person and their family, carer or representative are not restricted to these and may contact the Local Coordinator when they require assistance. Similarly, if information becomes known to the Local Coordinator which suggests that the person may require additional support or that the plan is not being implemented as agreed, this will also prompt contact with the person.

Where funding in a plan is self-managed, the Local Coordinator will explain to the person and/or their representative the communication arrangements that will be required. This will include contact with the person, or their representative as required, and monitoring of payment and acquittal arrangements.

During this contact, a Local Coordinator may learn of a change in the person's circumstances or goals which lead to minor plan changes or a review of the person's plan (see Local Coordination Operational Policies – Plan Development and Plan Changes, and Prioritisation of Plans).

Responsibilities

Compliance with this policy is mandatory.

Other related documents

- Local Coordination Planning Framework
- Local Coordination Operational Policy – Plan Development and Plan Changes
- Local Coordination Operational Policy – Review of Plans
- Local Coordination Operational Policy – Prioritisation of Plans
- Local Coordination Operational Policy - Self-Management of Funded Supports
- Local Coordination Operational Policy – Supported Decision Making.

Document control

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Feedback and enquiries relating to this Policy may be directed to programsupport@communities.wa.gov.au .

This document can be available in alternative formats on request.

Amendments

Version	Date	Author	Description
1.0	1 July 2015	Policy and Planning	Review by 30 June 2016
1.1	1 May 2018	Program Support	Review by 30 April 2020
1.2	20 November 2020	Program Support, State-wide Services, Community Services Commission	Review by 20 November 2022