

Support Coordination and Specialist Support Coordination Policy

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Policy Intention

To describe the support coordination process, both standard and specialist, including complexity and risk management in participant lives.

Throughout the policy, the coordination of support planning tool will be referred to as CoS Plan. Where a distinction is made between standard and specialist, Specialist CoS will be used.

As a consumer-focused organisation that practices person centred philosophy, Hand in Hand Home and Community Care (VIC) employs support coordinators and specialist support coordinators who have a demonstrated knowledge of the NDIS provider marketplace, an ability to be flexible and creative, and have engaging interpersonal skills when coordinating supports for participants of the NDIS. Support Coordinators will work collaboratively with the participant and the key people in their support network.

Policy Scope

Support coordination is a capacity building support to implement all supports in a participant's plan, including informal, mainstream, community and funded supports. Support coordinators work creatively and resourcefully with participants in how they utilise their support budgets to achieve their goals.

Specialist Support Coordination is support coordination provided within a specialist framework necessitated by specific high-level risks in the Participant's situation. This support is time limited and focuses on addressing barriers and reducing complexity in the support environment, while assisting the participant to connect with supports and build capacity and resilience.

Specialist Support Coordination includes all the activities outlined in "Support Coordination" but addresses situations where it is appropriate to have a specialist deliver Support Coordination-style activities. Complex Risk Assessment and Management strategies are involved in Participant support.

Support coordination enables participants to:

- maximise the value for money they receive from their supports
- genuinely exercise their choice and control

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Owner: Management Policy Number: Version: 1
Effective: Review Date:

- implement their plan
- have increased capacity to manage/direct their own supports
- have greater opportunities to explore and connect with community and other supports
- better coordinate multiple supports and services
- have the capacity of their informal support network strengthened
- be better able to use the NDIS Participant Portal myplace

Support Coordination Plan / Specialist Support Coordination Plan

The Support Coordination Plan (CoS Plan) will be designed / developed by a Support Coordinator [*or specialist Support Coordinator with qualifications in an allied health field such as psychology*] with the participant immediately following receipt of a new NDIS plan. It should reflect supported individuals' choice and identify the activities required to achieve the identified goals. Long and short-term goals will be transferred from the NDIS Plan and goal steps may be identified to assist planning. The Support Coordination Plan enables the participant to have maximum control over their life and the support team they require, to create the life they want.

The CoS plan lists the participants goals and describes the goals by listing strategies toward goal acquisition. Strategies are mapped out by including budget totals and break down of funding, service line item descriptors and pricing within each budget, and service provider allocation. Remaining budgets are recorded in a “bank” as unspent funds and can be distributed at any time during the life of the participant plan.

Progress is tracked during 1:1 sessions between the Support Coordinator and the participant. An open dialogue is created where coordinator and participant can discuss barriers, changes required, manage points of crisis and risk issues arising. Outcomes are recorded over time and during sessions with the participant to facilitate transfer of mentoring into practice and build participant capacity in managing their own supports. At times, there may be behind-the-scenes coordination required that may not directly involve the participant; this is most likely for Specialist CoS.

Service Provider allocation

Conversation with participants (and their carer, guardian, or other key person) shall involve the following considerations when deciding on which service provider/s to use in their support team:

What providers have been used previously, or heard about, by the participant?

What are the important factors for the participant when choosing a service?

The NDIS prefers participants to use a range of services, rather than one provider delivering all aspects of a participants' plan.

Discuss the pros and cons of varying service provider models, with the Coordinator being transparent and declaring any conflicts of interest.

You can choose and then change service providers if it doesn't work out.

Conflict of Interest

Each participant is given transparent, factual advice about their support options including the costs and benefits of available options for support type and provider as determined by the funding in the participants NDIS Plan. Participants must be encouraged to exercise choice and control over the creation of their support network.

For specialist CoS, consideration of services with demonstrated ability to provide highly skilled staff with an awareness of complex risk management and support is recommended.

Management of a Participant's NDIS Supports

The Coordinator must ensure that each participant exercises choice and control over their supports and maximises the value for money they receive from their supports. The Coordinator must assist the Participant to monitor their support provision and facilitate discussions when service provision is not occurring to the Participant's satisfaction. Where possible, Participant: provider relationships should be preserved and relationship ruptures avoided. Should a Participant choose to change service providers, the Coordinator should assist the Participant during the transition. Notice to be provided to exiting service, new services researched and engaged.

Review process

The CoS plan is a living document that undergoes regular review. The CoS plan will reflect any amendments made to the original goals and helps inform the final NDIS Support Coordination Review Report. A formal review process is commenced approximately 12 weeks prior to end of plan [for one year plans; pro-rata for shorter term plans].

A Coordination of Supports planning review report will be completed with the participant and uses the information gathered in the CoS plan throughout the duration of the support coordination relationship and life of the funded plan. The CoS report requires the coordinator and participant to review the plan period in full, celebrate successes, identify ongoing or completed goals, and is an opportunity to start thinking about the next plan and the year ahead.

Risk Assessment and Management Planning

It is preferable for Supported Individuals, Family Members, and Carers to be a part of the planning process due to their direct knowledge of the needs, requirements and goals of the supported person. A Risk Assessment and Management Plan document is available to support development and recording of risk information and intervention strategies. Consultation with a senior clinician is available to monitor risk management and planning.

Involvement of Key Stakeholders / Family / Carers / Support Staff

Persons directly involved with the supported individual, e.g., support worker providing care, case manager, and family members – facilitating support, are encouraged to participate in the planning

process to ensure that the most comprehensive plan is developed. A CoS Plan is developed during the initial planning and support implementation process.

Changes to Coordinator-Participant Relationship

It may become preferable for the supported individual to have their CoS service passed onto another organisation, in which case the Coordinator will support the participant to become established with the new provider. The CoS Plan is a practical way to support the transfer of work completed and may be shared with the new service with agreement from the participant.

Documentation of decisions made

Recording the goals in the CoS plan and documenting progress is essential for the coordinator to be transparent in support provision and for accountability to the participant. This is required to track progress toward achieving goals, reasons for not meeting goals and reasons for changing goals.

Supporting and Relevant Legislation

- NDIS Commission Act 2013
- Disability Services Act 1993
- NDIS Commission (Provider Registration and Practice Standards) Rules 2018