



Support Coordination Policy and Procedure

Scope

This policy applies to anyone involved in the delivery of Brook RED NDIS support coordination services and supports.

Purpose

To provide guidelines for how our support coordination services and supports are provided.

Principles

Brook RED is committed to providing support coordination services that are tailored to each individual's strengths and needs. This includes providing people with support to address barriers to participation, build capacity and reduce the risks and complexities associated with individual circumstances.

Policy

Brook RED will:

- Provide support coordination services in the best interest of our NDIS Participants
- Ensure that possible conflicts of interest, where they arise, are declared and their influence minimised
- Provide services in a timely manner
- Build NDIS Participants' capacity to direct and manage supports by assisting them to understand the aims of support coordination, the resources available and the processes involved

Procedure

Conflicts of interest

Conflicts of interest arise where Brook RED provides support coordination and other supports in NDIS Participants' plans. In such cases, support coordination staff must:

- Explain the distinction between support coordination and the other supports offered
- Declare and explain the conflict of interest to the participant (and their supporters) and explain how conflict of interest will be managed
- Explain that the NDIS Participant's choices of service providers will not affect their support coordination
- Provide information about the process to request a change of support coordinator
- Provide the NDIS Participant with the Conflict of Interest Notice document and support them to complete the form

Staff must ensure that the above is understood by using the language, terms and mode of communication that the NDIS Participant is most likely to understand.

Support Coordination Policy and Procedure

Record-Keeping

Support coordination staff will document:

- Referrals to and from other providers
- The NDIS Participant's consent using the NDIS Privacy and Consent Form
- All service provider options presented to, and discussed with, the NDIS Participant
- The NDIS Participant's choice of provider for each support

Initial assessment

Brook RED will ensure the timely provision of services by:

- Responding to requests for support coordination services as soon as possible after the handover with the NDIS planner (ideally within two days)
- Meeting with the NDIS Participant within five days of responding to a request
- Developing plans within a reasonable timeframe (ideally within four weeks)
- Submitting reports to the NDIS as required

Assessments will include:

- Consideration and assessment of the participant's strengths, needs and risks
- The NDIS Participant involved in identifying goals, the development of support coordination strategies to achieve them, and in any review of the support plan
- Identification of barriers to participation in services and the community
- Identification of NDIS and mainstream service providers appropriately skilled and experienced to provide the required services
- Development of support coordination strategies to respond to crises, incidents or breakdowns of support arrangements
- Consideration of the safety requirements for the NDIS Participant, supporters, support staff and others
- Engagement with all providers implementing the NDIS Participant's plan to ensure that:
 - Risk management strategies are understood and implementable
 - Duplication of services is minimised
 - Benefit for the participant is maximised
- Consideration of how monitoring would be best implemented
- Consideration of how to build the capacity of participants to achieve greater independence to self-direct services and supports in the longer term

Planning

Support coordination staff must provide information and advice that is:

- Accurate, comprehensive and factual
- Creative and resourceful
- Transparent

Support Coordination Policy and Procedure

Support coordinators will work with NDIS participants to:

- Understand their NDIS Plan
- Develop the support plan creatively to best meet their needs and goals
- Develop strategies to minimise risk
- Access the supports most suitable to their needs and goals
- Maximise the value for money and flexibility available in their plan and avoid duplication of supports
- Set up service agreements with service providers
- Access mainstream services, and involve these services in planning and coordinating supports (where appropriate) to implement the plan, and any plan review
- Choose preferred options or providers
- Negotiate services to be provided and their prices, develop service agreements and create service bookings with preferred providers
- Negotiate services and prices as part of any quotable supports
- Arrange any assessments required to determine the nature and type of funding required (e.g. assessment to determine the type of complex home modifications required)
- Determine the budget for each support type and advise any relevant plan manager of the breakdown of funds
- Liaise with any plan manager to establish the appropriate claim categories and attribute the correct amount of funds
- Link to mainstream or community services (i.e. housing, education, transport, health)
- Strengthen and enhance their capacity to coordinate supports, self-direct and manage supports and participate in the community, including providing assistance to:
 - Resolve problems or issues that arise
 - Understand their responsibilities under service agreements
 - Change or end a service agreement

Building Capacity

Brook RED support coordination services will increase the NDIS Participant's capacity to manage their own supports by:

- Engaging participants in the support coordination process
- Providing information about the processes involved
- Providing information about the resources available
- Strengthening the capacity of participants' informal support networks

Support Coordination Policy and Procedure

NDIS Supports Management and Reporting Responsibilities

Implementation (0-2 months where practicable)

Support coordinators are responsible for:

- Assisting the NDIS Participant to access and use the Participant Portal
- Ensuring service bookings are completed
- Making referrals for any assessments in a NDIS Participant's plan
- Ensuring any urgent equipment requests are managed
- Implementing the supports in the NDIS Participant's plan
- Liaising with service providers to ensure they:
 - Understand the NDIS Participant's goals
 - Understand the NDIS Participant's strengths and needs
 - Understand the risks involved in delivering supports where applicable
 - Are capable of delivering the planned supports to achieve the participants goals and manage risks
- Post-implementation reporting to NDIA (as agreed)

Monitoring (0-12 months)

Support coordinators are responsible for:

- Monitoring the delivery of supports
- Ensuring skill-building supports are implemented and delivered, and complementary to other plans that already exist in a participant's life (i.e. behavioural management plans, individual learning plans, or existing skill development plans)
- Working with the NDIS Participant to increase their ability to access their local community
- Supporting NDIS Participant to monitor plan expenditure to ensure that the NDIS Participant can manage their budget over a 12 month plan
- Strengthening and enhancing the NDIS Participant's abilities to achieve greater independence in coordinating supports and participating in the community
- Assisting the NDIS Participant or service providers where required to manage crises
- Ensuring that NDIS Participant is accessing eligible supports through the Health, Justice, Education and housing sector (as relevant)
- Conducting 6-monthly case reviews

Review Preparation (9-12 months)

Support coordinators are responsible for:

- Preparing the NDIS Participant for review by developing new goals, evaluating current supports and exploring new supports
- Assisting the NDIS Participant to fill in and return any NDIS review documentation
- Reporting on outcomes to the NDIA prior to review (as agreed)

Support Coordination Policy and Procedure

Expected Outcomes and Reporting

Support coordinators will report to the NDIA:

- After implementation of the NDIS Participant's plan
- Prior to the annual review of the NDIS Participant's plan

Reports to the NDIA should refer to the following expected outcomes:

- The NDIS Participant has been supported to work towards their goals
- The NDIS Participant is well connected with informal and mainstream supports
- The NDIS Participant and their network better understand how to participate in the NDIA processes, such as establishing agreement with service providers, managing budget flexibility, and setting and refining goals, objectives and strategies
- The NDIS Participant supports are managed within the budget parameters in the plan
- NDIS Participants have genuine choice and control of service providers
- Where possible a NDIS Participant or their nominees are confident at managing their support with no or a reduced need for support coordinator in subsequent plans
- The NDIS Participant is able to manage any issues that arise with service provision (including optimising service quality and effectiveness)
- NDIS Participants will address issues or barriers in accessing service provision within existing funded supports in the first instance. Requests for additional funded supports are made when there are significant change in circumstances. In these instances, the NDIA will review the plan as required
- All task items are completed as required

If any of the indicators above are not met, barriers must be clearly identified, and strategies put in place to address them.

Definitions of Terms Used

Support Connection

Time limited assistance to strengthen NDIS Participant's ability to connect with informal, mainstream and funded supports, and to increase capacity to maintain support relationships, resolve service delivery issues, and participate independently in NDIA processes.

Support Coordination

Assistance to strengthen NDIS Participant's abilities to coordinate and implement supports and participate more fully in the community. It can include initial assistance with linking participants with the right providers to meet their needs, assistance to source providers, coordinating a range of supports both funded and mainstream and building on informal supports, resolving points of crisis, parenting training and developing participant resilience in their own network and community. Support coordinators are not funded to provide: NDIS Participant transport, plan administration, plan management, support rostering, advocacy, and disability supports.

Support Coordination Policy and Procedure

Specialist Support Coordination

The provision of Support Coordination 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.

References

Brook RED Conflict of Interest Notice

Brook RED NDIS Privacy and Consent Form

Brook RED Service Agreement Template – Support Coordinator

Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	June 2020	Eschleigh Balzamo	Introduction of new policy	January 2021
Version 02	July 2021	Eschleigh Balzamo	Review and Update	July 2023

The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.