



Support Coordination Policy and Procedure

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1.0 Purpose

Accessibility Services Australia Pty Ltd focuses on supporting our participants to build skills and direct their lives and to connect our participants to relevant providers.

2.0 Scope

As a support coordinator, our organisation will support the participant to understand and implement the funded supports itemised in their National Disability Insurance Scheme (NDIS) Plan and link the participant to appropriate community, mainstream and government services.

This policy aims to ensure that we meet our requirements in the provision of short and long-term supports that focus on strengthening the participant's ability to coordinate their supports, and to assist them to live at home and participate in their community, including:

- support connection
- broker coordination of supports in line with a participant's wishes and their plan budget
- monitor plan budgets and support effectiveness
- assistance with accommodation and tenancy obligations
- build capacity and capability to understand their plan, navigate the NDIS and make their own decisions
- life transition planning including mentoring, peer support and individual skill development
- assistance with decision-making, daily planning, budgeting.

3.0 Definitions

Definition	Description
Support connection– Level 1	This support is to build your ability to connect with informal, community and funded supports enabling you to get the most out of your plan and achieve your goals.
Support coordination – Level 2	This support will assist you to build the skills you need to understand, implement and use your plan. A support coordinator will work with you to ensure a mix of supports are used to increase your capacity to maintain relationships, manage service delivery tasks, live more independently and be included in your community.
Specialist support coordination – Level 3 Note: This is Module 4 and not relevant to this policy	<p>This is a higher level of support coordination. It is for people whose situations are more complex and who need specialist support. A specialist support coordinator will assist you to manage challenges in your support environment and ensuring consistent delivery of service.</p> <p>A specialist support coordinator will be funded where there are additional high or complex needs in your situation and will be a qualified and experienced practitioner such as an occupational therapist, psychologist or social worker.</p> <p>Specialist support coordinators will support you to manage challenges in your support environment which may include health, education, or justice services. Specialist support coordination aims to reduce barriers to implementing or using your NDIS plan.</p>
Self-managed	Self-managed is when a participant personally manages their NDIS funding. Self-management provides the participant flexibility and choice to select and purchase the supports they need to meet their plan goals.
NDIA managed	The National Disability Insurance Agency (NDIA) manages the participant's book-keeping and records of their spending.
Plan managed	The participant's plan is managed by a plan manager (funded in the plan) who must be an NDIS registered provider.

4.0 Policy

Our organisation will provide capacity building support to implement all supports in a participant's plan, including informal, mainstream, community and funded supports. We will work creatively and resourcefully with participants in how they utilise their support budgets to achieve their goals.

Accessibility Services Australia Pty Ltd provides support coordination to participants. Participants and/or their families seeking support coordination will be assisted to:

- build the participant's capacity to:
 - understand their plan,
 - navigate the NDIS and
 - make their own decisions
- make connections to NDIS and other supports
- monitor plan budgets and support effectiveness
- broker supports and services in line with their wishes and what they can afford in their budget
- manage service delivery tasks
- live more independently
- be more included in their community.

Support coordinators will support participants and families to understand and implement funded supports in the participant's plan and link a participant to community, mainstream and other services. Support coordinators also focus on building the skills of the participant and their family, as well as connecting them to providers.

Support coordinators must promote and protect the participant's safety as per the NDIS Code of Conduct. If the support coordinator is made aware of any issue related to the safety and quality of service and must take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.

4.1 Conflict of interest

Accessibility Services Australia Pty Ltd provides support coordination, as well as other supports to participants. Participants are informed of other services available to provide necessary supports, together with the supports offered by Accessibility Services Australia Pty Ltd, to allow our participants and families to exercise their choice and control in the supports received.

Participants and families are informed of any relevant conflicts with other providers who may have a relationship with Accessibility Services Australia Pty Ltd, where this is relevant.

4.2 Organisational expectations

- Contact the participant as soon as possible after the handover with the planner, ideally within two (2) days and meet with the participant within the next five (5) days
- Understand the role of the mainstream service system.
- Understand the National Disability Insurance Scheme (NDIS) legislation and rules, including provisions relating to reasonable and necessary supports.
- Understand the NDIS Price Guide and flexibility within budgets.
- Be a registered provider.
- Manage any perceived or real conflict of interest in accordance with the National Disability Insurance Agency's (NDIA) terms of business
- Provide the NDIA with reports on specific goals, outcomes and success indicators within the agreed reporting frequency

4.3 Participant aims

- Maximise the value for money the participant receives from their supports.
- Genuinely allow participants to exercise their choice and control.
- Implement and reach objectives in the support plan.
- Allow participants to have increased capacity to manage and direct their supports.
- Provide participants with increased opportunities to explore and connect with the community and alternative support options.
- Better coordinate multiple supports and services.
- Strengthen the capacity of their informal support network.
- Broker supports and services in line with their wishes and budget
- Monitor plan budgets
- Provide them with control over the services and budget to make relevant decisions
- Build the participant's capacity and capability to understand their plan
- Effectively navigate and use the NDIS participant portal 'Myplace'.

5.0 Procedure

5.1 Procedure intake of support coordination participants

1. Receive enquiry (via phone, email, or NDIA) and complete Participant Intake Form.
2. When an enquiry or referral is received from NDIA, acceptance of this is to be confirmed via return email.
3. Make an appointment with the participant within five days of receipt of contact.

5.2 Provision of support coordination

1. A participant and their family attend an initial appointment during which their NDIS Plan and their personal goals are reviewed.
2. The assigned support coordinator provides information to the participant and their family about appropriate providers to support their needs.
3. A plan is developed to support the provision of support coordination in accordance with this policy (see 5.3 and 5.4).
4. Follow up, and review appointments are booked.

5.3 Support making decisions

Director will support the participant in making decisions by:

- separating the decision-making process into different parts
- explaining each different part of the decision-making process clearly
- showing different but relevant options for the participant's consideration.

5.4 Goal setting

To assist participants in achieving their goals, our support coordinator will:

1. assess several providers, including mainstream, community and informal options available
2. select preferred options or providers
3. negotiate services to be provided and fees, develop a service agreement and create service bookings with the preferred providers
4. negotiate services and prices as part of any quotable supports
5. arrange assessments (if required) to determine the nature and type of funding necessary (e.g. the type of complex home modifications required)
6. decide the budget for each support type and advise any relevant plan manager of the breakdown of funds.

5.5 Exiting of support coordination participants

1. When a participant or their family requests to exit our service, they will be required to follow the terms of cessation as outlined in their Service Agreement.
2. In general, written confirmation and a cancellation period of up to four weeks are required.

3. The Director will ask the participant and their family to provide feedback to ascertain the reason for the change if this is appropriate.
4. Necessary system adjustments and handover/transition processes will be undertaken in the transition of the participant and their family to another provider as per our Transition and Exit Policy and Procedure.
5. The participant's support coordinator will finalise all activities and follow up on any outstanding requests.

5.6 Specialist activities

On some occasions, we may undertake some specialist activities, including:

- assisting the participant get ready for their support plan review by helping them:
 - assess whether they achieved their goals and received value for money
 - identify solutions to any problems experienced in implementing the plan
 - consider new goals and objectives to work towards
- helping participants decide on required actions to take to achieve goals in relation to exploring housing options and life transition planning.

5.7 Activities not provided

Our staff will optimise the flexibility in the core supports to implement the plan and will not make any judgements about the adequacy of the support plan.

For most participants, the need for support coordination is expected to decrease as capacity is increased. For this reason, our service is not funded to provide:

- participant transport
- plan administration
- plan management
- support rostering
- advocacy
- disability supports.

5.8 Changing support coordinators

Participants can choose to change support coordination providers at any time, if they follow the notice periods in their service agreement.

As part of the handover process, our support coordinator will prepare a Support Coordination Handover Report which:

- outlines how a participant is going with:
 - pursuing their goals
 - using their plan
 - building skills and independence
 - strengthening their community and economic participation through connection with broader systems of support
- share any relevant reports from service providers with the participant's permission
- identify any barriers, risks or issues, including any strategies to address them
- provides clear evidence on future support needs, including recommendations.

The report must include an agreed and confirmed date when the current support coordinator's services will end. This will ensure services continue to be delivered and a smooth handover occurs.

The support coordinator should then [end the service booking](#) so that the participant can create their service agreement and booking with the new support coordinator.

Where a participant is plan-managing their support coordination services, the support coordinator should also notify the participant's plan manager.

5.9 Role of the support coordinators

A support coordinator will assist participants in negotiating with providers regarding the services they can offer the participant and how much the supports will cost. Support coordinators ensure that service agreements and service bookings are completed. They also develop the participant's ability to exercise choice and control and to coordinate supports and access the local community.

Support coordinators can assist a participant in planning to prepare for their plan review. They can also assist a participant to 'optimise' their plan by ensuring that they are receiving the most out of their funded supports.

Specialist support coordinators support participants to manage challenges in their support environment which may include health, education, or justice services. Specialist support coordination aims to reduce any barriers a participant faces when implementing or using their NDIS plan.

6.0 Relevant documents

- Participant Intake Form
- Support Plan
- Service Agreement
- Support Coordination Handover Report
- Transition and Exit Policy and Procedure
- Conflict of Interest Policy and Procedure
- Service Agreement with Participant Policy and Procedure

7.0 References

- NDIS Price Guide
- NDIS Act 2013
- NDIS Code of Conduct Rules 2018
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Terms of Business for Registered Providers (updated January 2020)
- Privacy Act 1988 (Commonwealth)
- [NDIS Support Coordination: Information for Providers](#)
- [NDIS Working as a Provider](#)
- United Nations Convention on the Rights of Persons with Disabilities
- Privacy Act (1988)
- Work Health and Safety Act 2011 (Commonwealth)