



# Support coordination

## Introduction

This policy aims to ensure each participant receiving support coordination and specialist support coordination receives tailored support to implement, monitor and review their support plans and reduce the risk and complexity of their situation.

When the first NDIS plan is developed with support coordination included as one of the supports, families work with their chosen support coordinator to work out how their funds will be spent and to link them in with different service providers that they may need.

Support coordination is designed to support participants and their family/carer to make the most of their treatment options. Once a support plan is approved, participants work with a support coordinator to ensure their support plan is monitored and regularly reviewed. At its best, support coordination is about:

- Facilitating expansive conversations about what supports may best suit an individual
- Building capacity to exercise choice and control for the participant and their family/carer
- Supporting participants to navigate the process and find the best supports for them.

## The support coordinator

A support coordinator manages support coordination services for a participant and their family/carer. These are services that assist in gaining access to needed programs and support services, as well as health, social, educational and other services. The support coordinator is responsible for developing and maintaining the support plan with the family and other team members as designated by the support coordinator. The support coordinator is responsible for the ongoing monitoring of the provision of services included in the support plan. Support coordination helps participants and their families to:

- Develop their goals and plan how to achieve them
- Negotiate with service providers on their behalf
- Ensure service agreements and service bookings are developed by providers
- Resolve problems or issues that may arise
- Complete referrals for services and assist with initial bookings
- Prepare for a support plan review after 12 months
- Assist with monitoring budgets.

## Support plans

The support coordinator writes the support plan based on assessed needs and the person-centred planning process with the family and the planning team. They will link the family to services, support and assist them in identifying service providers as needed. The support coordinator ensures the supports and services remain within the allotted budget and monitor delivery of those services. The support coordinator makes a clear distinction between acting as a resource and providing advocacy on behalf of the family. The support coordinator provides information, supports individuals in advocating for themselves and links individuals to advocacy resources but will not serve as the advocate for the family.



## Functions of the support coordinator

The support coordinator's role can be divided into the following four general functions: individual discovery, plan development, coordination of services, and monitoring.

- **Individual discovery** – the process which the support coordinator, in conjunction with the family and planning team, gathers and evaluates information to assist the participant and their family to determine outcomes, supports, and service needs. This function begins once the participant is assigned a support coordinator and occurs at the same time as other functions.
- **Plan development** – the process which the support coordinator facilitates a planning team to develop the person-centred planning tool support plan. This plan identifies needed outcomes, goals, supports, and services. The support plan directs the provision of those supports and services.
- **Coordination of services** – activities for organising the support and services identified in the support plan.
- **Monitoring** – the process by which the support coordinator ensures the participant progresses toward identified outcomes and receives quality support and services as outlined in the support plan.

## Specialist support coordination

Specialist support coordination involves identifying, facilitating and monitoring supports for participants who face multiple high-risk challenges in their support environment. The support challenges may include health, education, housing or justice services. The support coordinator should provide a person-centred service which focuses on addressing barriers and reducing complexity while assisting the participant to connect with supports and build capacity and resilience.

## Applicability

### When

- Applies when providing support coordination services to participants.

### Who

- Applies to all workers providing support coordination services including key management personnel, full time workers, casual workers, contractors and volunteers.

## Regulations relevant to this policy

- NDIS (Quality Indicators) Guidelines 2018 (Cth)

## Support coordinator responsibilities

The responsibilities of the support coordinator are to:

- consult with participants and their family/carer and, with the participant's consent, their support network and mainstream services (as appropriate) to plan and coordinate supports to implement the participant's support plan and any support plan review



- Develop knowledge and understanding of each participant’s high-risk and/or complex needs
- Identify suitable NDIS and mainstream service providers with appropriate skills and experience to deliver required supports in line with the participant’s needs, preferences and circumstances
- Promote the safety of the participant and their family and others and allow for this in the support plan
- Involve the participant and their family/carer in the evaluation of their situation and in identifying supports which might prevent or respond to a crisis, incident or breakdown of support arrangements
- Ensure all service providers implementing the participant’s plan understand and respond to the risk and/or complexity of the participant’s situation and collaborate with other relevant providers, where required
- Ensure all monitoring and reporting obligations associated with the family’s plan are managed effectively.

## Specialist support coordination

When providing specialist support coordination, this service:

- Must genuinely allow the participant to exercise choice and control
- Must focus on clearly identified aims, goals and benefits
- Should include mainstream, informal, community and funded supports
- Should aim to decrease the need for specialist support coordination
- Must be free of potential conflict of interest.

When is support coordination not enough for a participant with high needs? When should they access specialist support coordination? The following provides a very general guideline. As each participant has a different set of circumstances, each has unique needs and goals.

	Support coordination	Specialist support coordination
Who for	Participants with high needs, to develop their ability to coordinate their supports and participate in the community	Participants with multiple complex challenges such as education, health, housing and justice services, and these challenges may be barriers to receiving NDIS supports
Usually includes	<ul style="list-style-type: none"> <li>● Advice on suitable supports and services</li> <li>● Assistance with engaging service providers</li> <li>● Help to set up service agreements</li> <li>● Help to resolve any issues in getting supports</li> </ul>	Highly dependent on individual need
Informal support networks	Participant has none/few informal supports	Participant has none/few informal supports
Aims and goals	Broad aims and goals	Very specific aims and goals
Time period	Up to a year	Short term