

Support Coordination Policy

1. Policy

Recognising that Support Coordination plays a key role in NDIS Participants' exercising control and choice and achieving their goals, RenaissCare is committed to providing Support Coordination services that are tailored to each individual's strengths and needs, including the support to address barriers to participation and to reduce the risks and complexities associated with individual circumstances.

Recognising the trust NDIS Participants place in Support Coordinators, RenaissCareCare is committed to supplying services in the best interest of their Participants and to ensuring that possible conflicts of interest, where they arise, are declared and their influence minimised.

Recognising that Support Coordination is available to NDIS Participants as a short-term service, RenaissCare is committed to maximising Participants' benefit, providing timely services and building Participants' capacity to direct and manage supports by assisting them to understand the aims of Support Coordination, the resources available and the processes involved.

2. Purpose

This policy provides guidance for the following supports:

- Coordination of supports: longer term support to provide connection and coordination of your supports from a range of sources in a more complex environment
- Specialist Support Coordination: specialist supports for more complex situations.

This policy assumes the NDIS Participant's rights, in particular:

- the Participant's right to involve supporters or an advocate in any process;
- the Participant's right choice and control – i.e. to be informed and to participate in all aspects of the assessment and planning process;
- the Participant's right to dignity, respect and fair treatment;
- the Participant's right to provide or withhold consent;
- the Participant's right to the privacy of their personal and sensitive information, and update or access their information;
- the Participant's right to lodge a complaint – formally, informally or anonymously.

3. Scope

This policy applies to all “workers” as defined below:

Worker	Employees, Managing Directors, Contractors, Subcontractors, Outworkers, Apprentices and Trainees, Work experience students, volunteers and PCBUs who are individuals if they perform work for the business.
Support Connection	Time limited assistance to strengthen 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	<p>Assistance to strengthen 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.</p> <p>Support coordinators are not funded to provide Participant transport, plan administration, plan management, support rostering, advocacy, and disability supports.</p>
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.

4. Procedure

Conflict of Interest

- Conflicts of interest arise where RenaissCare provides Support Coordination *and* other supports on NDIS Participants' plans. In such cases, Support Coordination workers 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);
 - provide RenaissCare's *NDIS Conflict of Interest Policy and Procedure* and/or explain how conflicts of interest are managed;
 - explain that the 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 participant a 'Service Request Form' and request they complete the form;
 - receive from the participant a completed 'Service Request Form'; and
 - ensure that the completed 'Service Request Form' includes consent for RenaissCare to provide multiple services before commencing planning.
 - Workers must ensure that the above is understood by using the language, terms and mode of communication that the Participant is most likely to understand.
- Support Coordination workers will document:
 - referrals to and from other providers;
 - the Participant's consent using the 'Service Request Form';
 - all service provider options presented to, and discussed with, the Participant;
 - the Participant's choice of provider for each support.

See also the *Conflict of Interest Policy*.

Initial Assessment

- RenaissCare 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 Participant within five days of responding to a request;
 - develop plans within a reasonable timeframe (ideally within four weeks); and
 - submitting reports to the NDIS as required.
- Assessments will include (appropriate to the level of support required):
 - consideration and assessment of the Participant's strengths, needs and risks (see the *Participant Strengths and Needs Assessment*);
 - Participant participation 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 Participant, supporters, support workers and others;
- engagement with all providers implementing the Participant's plan to ensure that:
 - risk management strategies are understood and able to be implemented;
 - duplication of services is minimised; and
 - 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 workers are a resource supporting NDIS Participants to exercise choice and control. The information and advice they provide must be:
 - accurate, comprehensive and factual – workers should develop and maintain a broad knowledge of available services;
 - creative and resourceful – workers should develop strategies based on a deep understanding of the NDIS environment to achieve Participant goals and enhance their wellbeing that represent best value for the Participant;
 - transparent – workers must provide Participants and their supporters all available information necessary to ensure Participants' choice and control and must always declare potential conflicts of interest.
- 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.
- RenaissCare support coordination services will increase Participant 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.

NDIS Supports Management and Reporting

Responsibilities

Implementation (0-2 months)

- Support Coordinators are responsible for:
 - assisting the Participant to access and use the Participant Portal;
 - ensuring service bookings are completed;
 - making referrals for any assessments in a Participant’s plan;
 - ensuring any urgent equipment requests are managed;
 - implementing the supports in the Participant’s plan;
 - liaising with service providers to ensure they:
 - understand the Participant’s goals;
 - understand the 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 Participant to increase their ability to access their local community;
 - supporting Participant to monitor plan expenditure to ensure that the Participant can manage their budget over a 12-month plan;
 - strengthening and enhancing the Participant’s abilities to achieve greater independence in coordinating supports and participating in the community;

- assisting the Participant or service providers where required to manage crises;
- ensuring that Participant is accessing eligible supports through the Health, Justice, Education and housing sector (as relevant); and
- conducting 6-monthly case reviews.

Review Preparation (9-12 months)

- Support Coordinators are responsible for:
 - preparing the Participant for review by developing new goals, evaluating current supports and exploring new supports;
 - assisting the Participant to fill in and return any NDIS review documentation;
 - reporting on outcomes to the NDIA prior to review (as agreed).

Expected Outcomes and Reporting

- Support Coordinators will report to the NDIA:
 - after implementation of the Participant's plan;
 - prior to the annual review of the Participant's plan.
- Reports to the NDIA should refer to the following expected outcomes:
 - The Participant has been supported to work towards their goals.
 - The Participant is well connected with informal and mainstream supports.
 - The 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 Participant's supports are managed within the budget parameters in the plan.
 - Participants have genuine choice and control of service providers.
 - Where possible a Participant's or their nominees are confident at managing their support with no or a reduced need for a Support Coordinator in subsequent plans.
 - Participant is able to manage any issues that arise with service provision (including optimising service quality and effectiveness).
 - 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 is 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.

5. Compliance

Compliance with this Policy is expected, and non-compliance may result in disciplinary action including the termination of employment or termination of contract for services.