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Specialist Co-ordination

Policy area: Specialist Co-ordination Module

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Specialised Support Co-ordination Policy and Procedure

1.0 Purpose

The purpose of this policy is to ensure that participants receiving Specialised Support Co-ordination are provided with tailored support to implement, monitor, and review their NDIS plans, particularly where there are significant complexities or high levels of risk.

This policy supports participants to exercise meaningful choice and control over their supports, maximise the value for money they receive, and access transparent, factual, and unbiased advice that promotes their autonomy and informed decision-making.

2.0 Scope

The policy applies to all staff involved in delivering or overseeing Specialised Support Co-ordination. It covers the provision of tailored support to participants with complex needs, focusing on plan implementation, risk management, and promoting informed choice and control.

3.0 Definitions

Support co-ordination is funded under the National Disability Insurance Scheme (NDIS) to strengthen the participant's ability to design and build their supports, emphasising linking to broader support systems.

Support co-ordination involves a tiered, capacity building approach of three levels:

Capacity building levels	Definition
Level 1 - Support connection	Assists a participant to implement their plan by strengthening their ability to connect with the broader systems of supports and understand the funded supports' purpose.
Level 2 - Support co-ordination	Support co-ordination aims to support participants to direct their lives (not just their service). It is focused on assisting participants in building and maintaining a resilient network of formal and informal supports.

Capacity building levels	Definition
<p>Level 3 - Specialist support co-ordination (Module 4 relates to this level)</p>	<p>Specialist support co-ordination helps participants reduce complexity in their support environment and overcome barriers to connecting with broader systems of supports and funded supports.</p> <p>Specialist Support Coordinators negotiate appropriate support solutions with multiple stakeholders and seek to achieve well-coordinated plan implementation.</p> <p>Specialist Support Coordinators will help stakeholders resolve crisis points for participants and ensure consistent service delivery and access to relevant supports during crises. Support challenges may include health, education, housing or justice services.</p> <p>Specialist support co-ordination is generally delivered over an intensive and time-limited period, necessitated by the participant’s immediate and significant plan implementation barriers.</p>

4.0 Policy

Sirian Star Enterprises Pty Ltd is committed to delivering Specialist Support Co-ordination in alignment with the NDIS Practice Standards, the NDIS Code of Conduct, and participant safeguarding principles. We recognise that this level of support is essential when a participant is experiencing significantly complex needs, high levels of risk, or barriers that prevent effective implementation of their NDIS plan.

Specialist Support Co-ordination is delivered by appropriately qualified and experienced practitioners such as psychologists, occupational therapists, social workers, or mental health nurses who apply expert knowledge and approaches tailored to the participant’s unique circumstances.

The key aims of Specialist Support Co-ordination are to:

- Help participants reduce complexity in their support environment
- Address barriers to accessing and connecting with supports
- Build participant capacity, resilience, and independence

This type of support is generally time-limited, focusing on urgent risks and immediate challenges that could compromise plan implementation or participant wellbeing. It involves intensive co-ordination across multiple systems including health, housing, justice, and community services—and must demonstrate a measurable improvement in safety, stability, or service access.

Sirian Star Enterprises Pty Ltd will ensure that participants receiving Specialist Support Co-ordination are supported to:

- Exercise genuine choice and control
- Work toward clearly defined goals and outcomes
- Receive information and planning documents in a mode and language that they understand
- Access factual, transparent advice about support options
- Understand and navigate any potential or actual conflicts of interest

Throughout the delivery of this support, Sirian Star Enterprises Pty Ltd will ensure that NDIS-funded services are used effectively and efficiently, complemented by appropriate mainstream, informal, and community-based supports. The goal is always to reduce the long-term need for specialist co-ordination by empowering participants to manage their supports more independently over time.

5.0 Procedure

5.1 Overview

Specialist support co-ordination will be provided in line with the principles documented in our NDIS core module policies and procedures and will include:

- person-centred supports
- support for individual values and beliefs
- individual privacy and dignity
- independence and informed choice
- support planning
- responsive support provision.

Accordingly, specialised support planning will ensure that each participant is actively involved in developing their specialist support plans. Sirian Star Enterprises Pty Ltd will provide all participants with sufficient and appropriate information to promote choice and control.

Senior Care Coordinator will determine, based on a participant's specific requirements, the most appropriate specialist support worker to provide the services (e.g. psychologist, occupational therapist, social worker and mental health nurse).

All Specialist Support Coordinators must have experience working with participants with complex needs and demonstrated capacity to manage high-risk situations. Qualifications must align with the nature of complexity being addressed. Senior Care Coordinator will undertake reference checks to determine staff are qualified to deliver specialist supports to a participant. Senior Care Coordinator is also responsible for identifying all risk assessed roles and confirming all support workers hold appropriate NDIS worker clearances before being allocated to support a participant.

5.2 Planning

The Specialist Support Coordinator will work with the participant and their support network to complete all necessary assessments (e.g. Participant Goal Setting Form) and develop a Specialist Support Plan.

The Specialist Support Plan will be developed in collaboration with the participant and be tailored specifically to meet their needs. The plan will:

- be based on information sourced from a range of resources and multiple stakeholders
- be developed collaboratively with the participant
- include completion of a Participant Review Form to obtain an overview of the participant's current supports and identify any complexities relating to the administration of supports to develop an action plan that effectively manages available NDIS funding.
- include the participant's needs, support requirements, preferences, strengths and goals
- include any relevant information derived from risk assessments
- identify potential triggers to crises and appropriate strategies to treat these
- identify potential appropriate support solutions, including NDIS providers and community support networks who have appropriate skills and experience, to deliver desired supports
- seek to resolve points of crisis
- assist the participant in connecting with supports and build capacity and resilience to decrease the continued need for high-intensity support.
- work with the participant to build their capacity so that they can coordinate, self-direct and manage their supports
- help the participant better manage their budget funding to be more flexible in meeting their own needs and support requirements.

Where appropriate, and with the participant's consent, information on the Specialist Support Plan is communicated to family members, carers, advocates, other providers and relevant government agencies.

Where applicable, the Specialist Support Plan must include clear safeguarding strategies to reduce the risk of harm or neglect. The Coordinator will also identify critical supports that must remain in place during a crisis or escalation period, and include crisis de-escalation strategies, risk mitigation actions, and agreed protocols with key providers. Where psychosocial disability is involved, co-ordination will be trauma-informed and culturally appropriate.

The Specialist Support Coordinator will implement strategies to provide participants and their support networks information using their preferred communication methods, including using plain language, translators, repeated information or Easy Read documents.

5.3 Plan implementation

Sirian Star Enterprises Pty Ltd will arrange for supports and services to be utilised as per the participant's NDIS amounts directed and for the purposes intended by the participant. In achieving this, Sirian Star Enterprises Pty Ltd will continue to provide information to the participant in an accessible format, using suitable language and communication mode to ensure the participant fully understands their support options to make an informed decision.

The Specialist Support Coordinator will consult and negotiate proactively with multiple stakeholders to implement a well-coordinated Specialist Support Plan.

The Specialist Support Coordinator will help stakeholders resolve crisis points for participants to provide consistent service delivery and provision of relevant supports during crises.

As appropriate, participants will be supported to build their capacity to coordinate, self-direct and manage their supports and understand how to participate in their planning processes (e.g. establishing agreements with service providers and managing budget flexibility).

Referrals to and from other providers will be documented for each participant following our normal referral procedures and outcomes and interactions documented in the Support Management File Notes.

Specialist support co-ordination services and assistance may include:

- linking the participant with the right mainstream support and ensuring the provider meets their obligations
- engagement and networking with the participant's preferred communities
- co-ordination of various supports, both funded and mainstream
- resolving points of crisis with the participant
- training of support workers
- promoting safety for the participant
- building the participant's capacity and ability (and their informal supports) to understand and implement their own NDIS plan.

5.4 Monitoring and review

Senior Care Coordinator ensures the plan is implemented, effectively managed, monitored and reviewed to address all reporting obligations associated with the participant are met.

Senior Care Coordinator will regularly review specialist support plans to ensure that:

- risks are being adequately addressed
- changes are made in response to a participant's changed circumstances
- the participant is receiving value for money
- the participant's funds are used effectively and efficiently
- any supports funded under a participant's plan is complemented by the community and mainstream services.

The Specialist Support Coordinator will monitor progress against agreed outcomes and work with the participant to plan for transition from specialist support co-ordination to lower intensity co-ordination (e.g. level 2) or self-management where feasible. All transition and exit planning will be formally documented in the participant's file, including progress toward identified goals and a handover summary when transferring to lower-intensity supports.

Reviews will include discussion with the participant about their safety, any unresolved barriers to implementation, and planning for continuity of supports post-intervention.

When working with the participant, Senior Care Coordinator will review the requirements and provisions the participant may need.

5.5 Conflict of interest

A conflict of interest exists when an organisation may benefit from managing a participant's plan and providing support co-ordination or other support types to a participant.

In this event, Sirian Star Enterprises Pty Ltd will ensure that each participant is supported (using the language, mode of communication and terms that the participant is most likely to comprehend) to understand:

- the distinction between the provision of specialised support co-ordination and other reasonable and necessary funded supports
- the full range of options available to them
- any choice they make about providers of other supports will not impact our provision of specialised support co-ordination.

For more information, see the Conflict of Interest Policy and Procedure.

5.6 Collaborative approach

Sirian Star Enterprises Pty Ltd will:

- use a collaborative approach when undertaking all decision-making processes regarding support for a participant, to allow for an informed approach and can include collaboration with:
 - mainstream service providers that have appropriate skills and experience in delivering the required supports
 - involved allied health or medical practitioners
 - the participant and their support networks
- ensure the process is explained to the participant at the time of development, including how and when support will occur
- work with suitable NDIS providers (who have experience and appropriate skills required to deliver supports) that have been identified and are in-line with available funding
- work across service boundaries to provide participants with complex care needs access to a full range of services, including allied health, health and social support services
- employ team members and providers that have all the necessary skills and knowledge to make informed decisions in the development of a participant's plan
- ensure all team members continue to undertake professional development to maintain an understanding of practices that are required for their specific role
- ensure the participant is involved in the evaluation of their situation and the identification of the supports required to prevent or respond to a crisis, incident or breakdown of support arrangements, and the promotion of safety for the participant and others
- gain consent from the participant or their advocate and the participant's support network and mainstream services (as appropriate) before support co-ordination being implemented.

5.7 Documentation

Sirian Star Enterprises Pty Ltd support workers must record all relevant information about the progress of the support provided to a participant into the Support Management File Notes in a factual, accurate, complete and timely manner (ideally in chronological order).

To assist the documentation process, Support Coordinators will regularly undergo reviews and complete a Participant Review Form, making notations on the Support Management File Notes.

The information included in the notes may include:

- outcomes of all ongoing assessments and reassessment
- changes or redevelopment of supports including revised goals or preferences
- critical incidents or major changes in the participant's health or wellbeing
- conversations held with the participant, family members, their representative or advocate

- conversations (regarding the participant) with any other providers, agencies, health or medical professionals, family members or other individuals who have an interest in the participant
- referrals
- activities associated with participant's admission and exit.

6.0 Related documents

- Authority to Act as an Advocate Form
- Support Plan
- Participant Review Form
- Agency Referral Form
- Support Management File Notes
- Easy Read Documents
- Participant Goal Setting Form

7.0 References

- NDIS (Provider Registration and Practice Standards) Rules 2018
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2020
- NDIS Practice Standards and Quality Indicators 2021

Management of a Participant's NDIS Supports

1.0 Purpose

The purpose of this policy is to ensure that Sirian Star Enterprises Pty Ltd delivers responsive and person-centred management of NDIS supports for participants with complex needs. Our focus is on helping participants overcome significant barriers to implementing their plans, while providing intensive support during times of high risk or crisis.

Through consistent co-ordination and engagement, this policy supports participants to stabilise their support environments, increase their independence, and gradually reduce reliance on specialised or crisis-driven services. It also guides staff in delivering services that promote meaningful choice and control, ensure transparent communication, and maximise the value and effectiveness of each participant's funded supports.

2.0 Scope

The policy applies to all staff responsible for managing participants' NDIS supports. It covers the delivery of responsive, high-quality support for participants with complex needs, ensuring stability, capacity-building, and meaningful choice and control.

3.0 Policy

Sirian Star Enterprises Pty Ltd is committed to delivering Specialist Support Co-ordination in accordance with the NDIS Practice Standards, the NDIS Code of Conduct, and the expectations set out for NDIS-registered providers. We support participants to direct the use of their NDIS funding in ways that align with their goals, needs, and preferences.

Sirian Star Enterprises Pty Ltd ensures that supports and services are arranged based on the participant's informed direction, with funds used purposefully and transparently. To enable genuine choice and control, we provide information in accessible formats and use the participant's preferred communication method, allowing them to understand their options and make decisions with confidence.

Specialist Support Co-ordination is provided to participants who are experiencing complex challenges and face significant barriers to accessing or sustaining their supports. These may include risks related to safety, mental health, homelessness, justice involvement, or system breakdowns. Sirian Star Enterprises Pty Ltd ensures that these supports are delivered by qualified and experienced professionals—such as social workers, psychologists, occupational therapists, and mental health nurses—who are equipped to work across multiple service systems and resolve points of crisis.

This level of co-ordination is typically time-limited, focusing on reducing complexity, stabilising the participant's environment, and transitioning them to more sustainable and lower-intensity support over time.

4.0 Procedure

Sirian Star Enterprises Pty Ltd works collaboratively with other mainstream services within the community to provide the supports that assists participants in meeting their objectives and improving their quality of life.

Sirian Star Enterprises Pty Ltd will:

- support participants to build their capacity to coordinate, self-direct and manage their supports
- work closely with participants to better understand how we can assist the participant in planning their required supports and establishing agreements with service providers
- assist participants to better manage their budget funding to allow them to be more flexible when meeting their needs and support requirements
- effectively and efficiently use any supports that are funded under the participant's plan
- ensure supports and complemented by mainstream and community services.

4.1 Participant review form

When working with participants, Sirian Star Enterprises Pty Ltd will review the requirements and provisions the participant may need using the Participant Review Form.

The Participant Review Form will include documentation of:

- Complexity factors impacting plan implementation (e.g. housing instability, behavioural risk, service disengagement)
- Identified crisis triggers and current safeguarding strategies
- Barriers to support access and service co-ordination
- Recommendations for improving plan outcomes and reducing reliance on specialist support co-ordination

Where required, review outcomes will be used to update a participant's Specialist Support Plan and exit strategy.

The completed form provides an overview of the participant's current supports. The form also identifies the complexities involved in administering supports and the implementation steps required to address any such complexities while effectively managing available NDIS funding.

5.0 Related documents

- Easy Read Documents
- Participant Review Form
- Agency Referral Form

6.0 References

- NDIS (Provider Registration and Practice Standards) Rules 2018
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2020
- NDIS Practice Standards and Quality Indicators 2021

Conflict of Interest Policy and Procedure

1.0 Purpose

The purpose of this policy is to ensure that participants with complex needs are supported through Specialist Support Co-ordination in a way that enables meaningful choice, control, and connection to appropriate supports. Sirian Star Enterprises Pty Ltd is committed to providing high-quality, participant-centred support that is responsive, informed, and grounded in fairness at every level of service delivery.

This policy promotes a proactive and collaborative approach to addressing barriers that impact a participant's ability to engage with their NDIS plan. It ensures that participants are guided by skilled professionals who provide clear, transparent, and unbiased information, enabling informed decision-making that aligns with their individual goals and preferences. Through this approach, Sirian Star Enterprises Pty Ltd upholds each participant's dignity, autonomy, and right to lead a safe and empowered life.

2.0 Scope

The policy applies to all staff involved in delivering or coordinating Specialist Support Co-ordination. It covers the identification, disclosure, and management of conflicts of interest to ensure participants receive unbiased, transparent support that protects their right to choice and control.

3.0 Definition

A conflict of interest arises when an individual's personal interests clash or conflict with their responsibility to act in the best interests of Sirian Star Enterprises Pty Ltd and our participants. Personal interests include direct interests and indirect interests, which involve family, friends or other organisations with which they may be involved.

Conflicts of interest present the risk that a person may make decisions based on, or affected by, the above influences rather than focusing on our participants or the organisation's best interests. A conflict of interest may be an actual, potential or perceived conflict. It may be financial or non-financial.

A conflict of interest may also occur at the organisational level, where a NDIS provider delivers multiple services to a participant, such as providing both Support Co-ordination and direct supports, and stands to benefit financially from internal referrals. In these cases, conflicts must be actively managed to ensure the participant's choice, control, and wellbeing are protected, and that all decisions are made free from coercion, bias, or structural influence. Participants are advised that they can raise concerns at any time through Sirian Star Enterprises Pty Ltd's Complaints Process or directly with the NDIS Commission.

As a registered provider, Sirian Star Enterprises Pty Ltd must not constrain, influence or direct decisions made by a participant or their family by limiting access to information, opportunities, choice and control.

4.0 Policy

Sirian Star Enterprises Pty Ltd is committed to delivering Specialist Support Co-ordination services in a manner that is transparent, ethical, and compliant with the NDIS Code of Conduct and the NDIS Practice Standards. We recognise that participants must be supported to exercise choice and control without undue influence, especially in situations where multiple services are delivered by the same organisation.

To ensure the highest level of integrity, Sirian Star Enterprises Pty Ltd implements clear organisational safeguards to identify and manage conflicts of interest, including:

- Transparent and documented referral and decision-making processes
- Assurance that participants are free to choose other providers without pressure
- Independent or supervisory review of internal referrals and key decisions
- Regular feedback from participants to monitor perceptions of influence or restriction

These safeguards are designed to uphold participant rights and promote informed decision-making. All staff, management, and contractors are provided with this Conflict of Interest Policy and Procedure and are required to understand and apply it in their roles. It is also explained to participants in a format and language suited to their communication preferences, such as Easy Read or supported communication modes.

Sirian Star Enterprises Pty Ltd proactively manages both perceived and actual conflicts of interest through ongoing oversight by Senior Care Coordinator and through consistent application of internal procedures. We understand that a conflict of interest whether actual, potential, or perceived can influence how decisions are made or how services are delivered. Staff are expected to declare any such conflicts immediately so appropriate steps can be taken to preserve fairness and transparency.

From the time of engagement, all employees and contractors are:

- Informed of their duty to act in the best interests of both Sirian Star Enterprises Pty Ltd and the participants we support
- Directed to report any conflicts of interest to the Senior Care Coordinator without delay
- Required to uphold impartiality, avoid bias, and never accept gifts or benefits that may influence their judgement

Examples of conflicts of interest may include:

- Involvement of close personal friends or family in decisions related to services or contracts
- Financial gain or personal advantage for the individual or their connections

- Dual affiliations with competing organisations or access to commercially sensitive information
- Prior allegiances that compromise objectivity or neutrality
- Participating in decisions that directly affect personal interests

By embedding these safeguards into all aspects of our service delivery, Sirian Star Enterprises Pty Ltd ensures that Specialist Support Co-ordination is provided with integrity, accountability, and in full support of participant autonomy and wellbeing.

5.0 Procedure

In meeting our legal responsibilities, all known conflicts of interest must be declared in writing by staff members to Senior Care Coordinator using the Conflict-of-Interest Declaration Form. Senior Care Coordinator will then record identified conflicts in the Conflict of Interest Register for Support Co-ordination Staff to ensure transparency.

5.1 Identification, declaration and documentation

All employees, management and contractors of Sirian Star Enterprises Pty Ltd are required to declare any perceived, potential or actual conflicts of interest as soon as they are made aware of them.

Should a conflict of interest arise, the employee must inform Senior Care Coordinator immediately and provide formal notification in writing using the Conflict of Interest Declaration Form.

All employees must agree, in writing, to adhere to the requirements outlined in the following documents as part of their employment conditions:

- Code of Conduct Agreement
- Conflict of Interest Declaration (as required)
- Privacy and Confidentiality Agreement

It is important to outline and discuss conflicts of interest at the commencement of any decision-making process or meeting with stakeholders to ensure appropriate transparency.

5.2 Managing conflicts of interest

When a conflict of interest is declared or identified, the conflict will be assessed by Senior Care Coordinator or their delegated authority. Senior Care Coordinator or delegated authority will continue to monitor and retain awareness of potential conflicts of interest that might affect the organisation, employees or participants, to avoid them where possible.

Sirian Star Enterprises Pty Ltd participants will be informed of any conflicts of interest relating to their supports and services. We will inform participants that any choice they make on providers or other supports will not impact the provisions or supports currently being provided by Sirian Star Enterprises Pty Ltd.

If a conflict of interest exists (or there is a perception that a conflict exists), a person may be asked to:

- contribute to the discussion but abstain from voting or taking part in a decision on the matter
- observe, but not take part in, the discussion or decision-making process
- not participate or leave the meeting during the discussion and decision-making process
- arrange for an independent third party to be present to assist with any decision making.

The person may also be denied access to information, or only limited information be provided to them, where a conflict is likely to be present.

Sirian Star Enterprises Pty Ltd ensures that staff delivering Specialist Support Co-ordination are not incentivised, rewarded, or influenced to refer participants to internal services. Support Coordinators are trained in a participant-led referral model, and internal referrals are only made when:

- The participant explicitly requests the internal service, and
- The participant has been provided with a range of alternative options, and is fully informed of the nature of the internal relationship

All internal referrals must:

- Be approved by Senior Care Coordinator
- Be recorded in the Conflict of Interest Register, and
- Be reviewed periodically to assess any actual or perceived influence on the participant's choice

5.3 Informing the participant of their provider options

The Specialist Support Coordinator's role is to inform our participants of the various support provider options available. The Support Coordinator reviews and compares providers with the participant to help them select the most appropriate one.

When reviewing the various service provider options available to the participant (including our service), the Specialist Support Coordinator:

- will provide a biography and information about each service, so the participant can choose the most appropriate provider to deliver their required supports
- discuss any conflict of interest between our organisation and internal referrals

- will inform the participant that the Support Coordinator receives no monetary gain for any internal referrals, or the participant being referred to another agency
- will complete the Participant Provider Options - Conflict of Interest Declaration Form with the participant.

The Specialist Support Coordinator must ensure that the participant's decision is entirely independent and free from pressure or influence, and must provide support to consider both internal and external providers equally. Where internal services are discussed, Coordinators must disclose the relationship, explain the potential conflict, and record the participant's decision in writing.

5.4 Documentation

All conflicts (actual, potential or perceived) are identified using a Conflict of Interest Declaration Form. These forms are collated, managed and appropriately filed by Senior Care Coordinator or their delegated authority.

All identified conflicts of interest are documented in the Conflict of Interest Register - Support Co-ordination Staff to provide transparency within the organisation and inform how the conflict has been declared and resolved.

Participants are made aware that they choose their support providers. However, there may be occasions where Sirian Star Enterprises Pty Ltd may need to refer a participant to another provider. In this case, after discussions with the participant, an Agency Referral Form will be completed by Senior Care Coordinator and forwarded to the potential provider.

5.5 Specialist Support Co-ordination and other services

It is Sirian Star Enterprises Pty Ltd's responsibility to make sure all participants using our service understand the distinction between the provision of specialised support co-ordination and other reasonable and necessary supports funded under a participant's plan. We will use the language, mode of communication and terms that the participant is most likely to understand.

Sirian Star Enterprises Pty Ltd must ensure that participants do not experience a reduction in the quality or availability of Specialist Support Co-ordination if they choose a different provider for other funded supports. No staff member may exert pressure, provide misleading advice, or withhold information that would limit a participant's access to alternative providers. Any breach of this requirement may be considered a reportable breach under the NDIS Code of Conduct.

6.0 Related documents

- Authority to Act as an Advocate Form
- Agency Referral Form
- Code of Conduct Agreement
- Conflict of Interest Declaration
- Conflict of Interest Register
- Participant Provider Options – Conflict of Interest Declaration Form
- Support Co-ordination Conflict of Interest Declaration - Participant
- Participant Review Form
- Privacy and Confidentiality Agreement
- Easy Read – Conflict of Interest Form
- Easy Read – Authority to Act as an Advocate
- Easy Read – Participant Information Consent Form
- Participant Information Consent Form

7.0 References

- NDIS (Provider Registration and Practice Standards) Rules 2018
- NDIS (Quality Indicators) Guidelines 2020
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Code of Conduct

Psychosocial Recovery Coach Policy and Procedure

1.0 Purpose

The purpose of this policy is to outline how Sirian Star Enterprises Pty Ltd integrates Psychosocial Recovery Coaching into support services for eligible participants. This policy ensures that recovery coaching is delivered in a way that aligns with best practices in trauma-informed care, recovery-oriented approaches, and the NDIS Practice Standards, promoting participant empowerment, independence, and overall well-being.

2.0 Scope

The policy applies to all staff involved in the delivery and co-ordination of Psychosocial Recovery Coaching services. It covers the integration of recovery coaching into participant support, ensuring services are aligned with trauma-informed care, recovery-oriented practices, and NDIS Practice Standards.

3.0 Definitions

Term	Description
Psychosocial Disability	A term used to describe disabilities that may arise from mental health issues. It relates to the impact a person's condition has on their daily functioning and participation in life areas such as work, education, and relationships. Not everyone with a mental health condition will experience psychosocial disability. Support needs may fluctuate over time.
Psychosocial Recovery Coaching	A support funded under the NDIS that provides capacity building for people with psychosocial disability, including those with complex needs. Recovery Coaches support participants to take more control of their lives and better manage the challenges of day-to-day living. The role includes recovery planning, collaboration with services, and supporting engagement with the NDIS and mental health system.
Recovery Coach	A coach who brings specialist knowledge and skills in psychosocial recovery, mental health and service navigation within the mental health system to provide participants with capacity building supports. A coach is different from a support coordinator, but support co-ordination is part of their role. Based on the domains and capabilities of recovery-orientated service

Term	Description
	delivery set out in the Australian Health Ministers' Advisory Council's National framework for recovery-orientated mental health services.
Recovery-Oriented Practice	A strengths-based approach to mental health and disability support that is person-led, trauma-informed, and focused on supporting participants to live a meaningful life, as defined by them.

CONTEXT

Our organisation recognises the six principles articulated in the NDIS Psychosocial Disability Recovery-Oriented Framework:

1. Supporting Personal Recovery
2. Valuing lived experience
3. NDIS and mental health services working together
4. Supporting informed decision-making
5. Being responsive to the episodic and fluctuating nature of psychosocial disability
6. A stronger NDIS recovery-oriented and trauma-informed workforce.

In addition to the six principles of the Recovery-Oriented Framework, this policy reflects the guiding principles of Recovery Coaching under the NDIS, including:

- A strengths-based, person-led approach.
- Incorporation of lived experience and peer work values.
- Alignment with the participant's NDIS goals and plan.
- A trauma-informed and culturally appropriate practice framework.

By implementing these principles, we strive to improve the lives of people living with psychosocial disability, and their families, carers and networks. Our aim is for participants to develop skills so they can engage with their community of choice and access supports that provide independence, and social and economic participation to enable them to live full, contributing and positive lives.

4.0 Policy

Sirian Star Enterprises Pty Ltd is committed to delivering high-quality Psychosocial Recovery Coaching services that support participants in developing the skills and independence needed to manage their mental health and daily living challenges. We ensure that our services align with the NDIS Code of Conduct and NDIS Practice Standards, promoting participant autonomy, choice, and control over their recovery journey.

Our organisation will:

- Support participants through a qualified Recovery Coach to develop new skills aimed at improving independence
- Engage with participants, families, and alternate decision-makers to ensure understanding of available services, using their preferred communication methods
- Actively listen to participants to understand their perspectives, goals, needs, preferences, and lived experiences
- Facilitate access to relevant mental health services and provide flexible, responsive supports
- Ensure participants are informed of their right to advocate on their behalf and support their engagement with advocates, if requested
- Uphold privacy and confidentiality, ensuring participants are aware of their rights regarding information sharing and consent
- Recruit and maintain a skilled workforce with appropriate qualifications and training
- Document Recovery Coaching support in participant progress notes and Recovery Plan reviews, tracking progress, challenges, and outcomes
- Facilitate the creation of participant-led Recovery Plans that incorporate the participant's strengths, choices, and lived experiences, reviewed regularly with their input
- Develop a Psychosocial Disability Recovery Plan that complements the participant's NDIS Plan, breaking down goals into actionable short-term objectives

We collaborate with participants, families, and decision-makers to implement a Recovery Plan that:

- Builds a trusting and communicative relationship
- Defines shared goals, roles, and responsibilities
- Empowers participants to take control and self-direct their recovery
- Reflects on outcomes to adjust actions and approaches as needed
- Reports progress to the NDIS within required timeframes

Our qualified Recovery Coaches will:

- Assist participants in gaining control over their lives and managing the complexities of daily living
- Build resilience and strengths
- Collaborate with participants and key stakeholders to design, implement, and adjust the Recovery Plan
- Work alongside service providers, the NDIS, and other professionals to support the participant's best interests

All Recovery Coaches hold appropriate qualifications in mental health or peer work, with a minimum of two years of experience in mental health-related roles.

5.0 Procedure

5.1 Design and plan

1. Arrange a date and time for the meeting with the participant. Family, carers/alternate decision-maker and/or advocates can attend this meeting, as requested by the participant.
2. Note: A signed Participant Consent Form is required before the participant's information can be shared with any other party.
3. Gather information to allow for the development of a relevant Recovery Plan.
4. Ensure that planning is participant-led and culturally responsive, considering the participant's identity, language, values and preferences.
5. Develop strategies to:
 - explore and finalise with the participant.
 - enable a collaborative approach to improve individual needs and obtain goals.
 - increase recovery skills and personal capacity, including:
 - motivation
 - strengths
 - resilience
 - decision-making.
6. Identify the participant's strengths and barriers.
7. Develop a greater understanding of the participant's mental health diagnosis and support needs.
8. Research, explore and link the participant to supports and services that assist in their journey.
9. Create an individual recovery plan designed to meet the participant's needs, goals and strategies.
10. Determine review timeframes for the plan to meet goals set through the collaborative process.

Where applicable, obtain input from family, carers or culturally appropriate support networks to ensure a holistic and person-centred Recovery Plan.

5.2 Recovery Coach implementation requirements

1. Read and review the Recovery Plan's strategies, goals and support co-ordination requirements.
2. Develop a recovery-enabling relationship.
3. Follow the strategies written within the Plan.
4. Collaborate with a broader system of supports.
5. Build self-confidence to assist the participant manage life's 'ups and downs'.
6. Liaise and collaborate between informal and formal support services to ensure continuity of support.

7. Document work with the participant.
8. Identify when the participant is moving towards achieving goals, and when the plan needs adjustment.

Recovery Coaches do not perform the duties of Specialist Behaviour Support Practitioners. They do not conduct Functional Behaviour Assessments or write Behaviour Support Plans. Coaches will collaborate with the assigned Behaviour Support Practitioner where required by the participant's NDIS Plan. Recovery Coach will document coaching sessions, service navigation support, progress toward outcomes, and any plan amendments in accordance with NDIS record-keeping and outcome reporting requirements.

5.3 Adjust Recovery Plan

1. Review the participant's current progress in achieving their identified goals using feedback from all stakeholders.
2. Adjust the participant's goals as required.
3. Confirm the new goals with the participant.
4. All changes must be participant-led, based on their feedback and self-identified progress. Ensure informed consent is recorded before making significant plan adjustments.
5. Update NDIS Plan, Support Plan and Recovery Plan accordingly.

6.0 Related documents

- [Evidence of Psychosocial Disability Form](#)
- Participant Information Consent Form
- Recovery Plan (Support Plan)

7.0 References

- NDIS Psychosocial Disability Recovery-Oriented Framework (Recovery Framework)
- NDIS Psychosocial Recovery Coach Information
- NDIS Mental Health Access Information
- NDIS Easy Read – Supporting People with Psychosocial Disability
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Price Guide
- NDIS Recovery Coach Guidance Materials
- National Framework for Recovery-Oriented Mental Health Services (AHMAC)
- NDIS Code of Conduct
- NDIS Recovery Coach Reporting Guidance (NDIS Commission)