
P045– Support Coordination Policy & Procedures

1. Scope

To provide guidance for the delivery of Coordination of support services. This Policy and Procedure covers processes aligned with NDIS Practice Standards:

- Outcome 20 - Support Planning
- Outcome 21 – Service Agreements
- Outcome 22 – Responsive Support Provision

2. Policy Statement

District 360 Supports is committed to providing support coordination services that are tailored to each individual's strengths and needs.

Support coordination plays a key role in NDIS participants' exercising control and choice and achieving their goals.

District 360 Supports is committed to providing support coordination services that support our clients live their best life.

We have transparent processes in place to ensure potential, perceived and actual conflicts of interest are declared and their influence minimised.

We have developed an efficient client-centred service delivery model with robust systems to ensure participants realise maximum value from our services.

We understand there can be barriers to understanding the aims and role of support coordination, the resources available and the processes involved, so we commit to supporting people through the NDIS support coordination process with clear information and solid, professional guidance.

This policy and procedure aligns with the planning requirements as set out in the *Disability Act* and *NDIS Act* of participation, choice and control, engaging as equal partners in decisions and including families, carers and other significant people.

3. Definitions

Support Coordination – Assistance to strengthen participant's abilities to coordinate and implement supports and participate more fully in the community. This is longer term support to provide connection and coordination of a participant's NDIS supports.

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: participant transport, plan administration, plan management, support rostering, advocacy, and disability supports.

4. Principles

Conflict of Interest

District 360 provides support coordination as well as other supports to participants. Participants are informed of other services available to provide necessary supports, along with the District 360 supports, enabling participants and families to exercise their choice and control in the supports received. Participants and families are also informed of any relevant conflicts with other providers who may have a relationship with District 360, where this is relevant. [See D360S_P026 Conflict of Interest Service Delivery Policy]

Collaborative and Person-Centred Approach

District 360 Support Coordinators implement a collaborative and person-centred approach throughout the participant's journey from pre-service to exit. [See D360S_P001 Person Centred Support Policy.]

5. Procedures

This procedure supports the implementation of the Support Coordination policy and recognises the valuable role that people with disability and staff play in improving services and outcomes.

Initial Contact

District 360 Supports will ensure the timely and responsive provision of services by responding to requests for support coordination services as soon as possible.

Where people have referred by the NDIS Planner, initial contact will be made with the participant to provide information about the service (ideally within two business days)

If the participant is interested in the service, an initial meeting will be arranged at a suitable place, convenient for the client (ideally within five days of responding to a request).

Consent processes will be implemented to ensure the participant is aware and provides approval for personal information being obtained. [See Client Consent Form]

With consent, an initial assessment process will commence to identify the appropriate to the level of support required.

Initial Meeting

A strengths-based approach is employed to ensure clients are directed to progressing towards their established or newly identified goals.

District 360 Supports has a strong focus on collaborating with participant to identify meaningful goals. Our competent Support Coordinators will use the initial meeting to discuss some potential support coordination strategies to support continuation of progress towards existing goals or achieve new goals.

The potential client's existing NDIS Plan will be reviewed, with consent to support discussions about the development of a support plan.

Engaging Support Networks – Adults

District 360 Supports recognises the importance of the role of support networks including family, carers and other service providers.

District 360 Supports will implement processes to identify family members/carers as soon as possible in all service episodes and maintain an ongoing relationship with family members/carers as partners in service delivery.

Clients will be invited to identify their family members / carers during their initial contact with District 360 Supports, and District 360 Supports processes will include family members/carers to the extent that the client wishes.

Ways in which District 360 Supports will support family members/carers can include (but is not limited to):

- Identifying family members/carers as soon as possible and ensuring this is recorded in the client's record.
- Reviewing family member/carer information regularly throughout service delivery.
- Promoting and developing the strengths of the family and assisting them to develop their own network of formal and informal resources.
- Ensuring that the needs of family members/carers who are children or aged persons are met, by maintaining knowledge of specialist support services/organisations that can assist them.
- Engaging with family members/carers prior to the client exiting

If a participant refuses or does not wish to nominate a family member / support person during the initial access process, this will be respected.

District360 Supports will review this at each service review.

Information will only be provided to a family member or person directly involved with the participant:

- if the client provides consent;
- if the information is critical to ensure the person can provide support to the client;
- the support person needs to know the participant has been made an involuntary patient; or

- it is to prevent harm to the participant or to another person.

If participants do not provide their consent for a support person to be involved in their service, District 360 Supports will aim to engage with family members without breaching client confidentiality.

District 360 Supports can:

- provide the family member/carer the opportunity to present their issues and needs;
- consider the concerns and needs raised by family in the assessment, planning and support of the client ;
- provide client information in general terms, and provide reassurance about the supports;
- provide opportunities for the family member/carer to be involved in District 360 Supports at a service level; and
- provide support to assist family members to access other services and advocacy supports.

Engaging Support Networks – Children

Where District 360 Supports provides services to a child, it is important to have the family's involvement in the service provided.

District 360 Supports is committed to:

- collaborating with the family and other providers to support the coordination of supports provided.
- recognising and acknowledging the expertise and knowledge of the family about the child.
- building the confidence of family members to understand how family routines and everyday activities can support the child's development through collaborating with other service providers.
- ensuring that support plans are flexible and customised to suit the child's and family member's preferences.
- promoting supports that include the child in daily routines in their natural learning environment.
- working with the family and other providers where the family wishes to engage a key worker, to identify an appropriately skilled and experienced worker.
- sharing information, knowledge and skills with the family, and other providers where consent has been provided to do so.
- respecting and valuing feedback from the child, family and other professionals to improve service delivery.

Initial Assessment

Where possible, the initial assessment will identify if the participant considers there have been barriers to participation in services and the community in the past.

If in this step, significant barriers to participation are identified, the Support Coordinator may consider recommending a Plan Review with a view of including Specialised Support Coordination.

In the Initial Assessment, the Support Coordinator may discuss NDIS and mainstream service providers appropriately skilled and experienced to provide the required services (see D360S_P034 Service Entry and Exit Policy and Procedures).

The need for a Client Risk Assessment will be considered and incorporated in a proportional way to ensure early identification of support coordination strategies to respond to crises, incidents or breakdowns of support arrangements [See P014 Risk Management Policy]

Information about all providers involved in implementing the participant's plan will be obtained, with consent, to ensure the benefit of the NDIS Plan is for the participant by:

- getting a holistic/whole picture understanding of the participant's needs and preferences;
- understanding what support service management strategies have been and will be successful;
- mitigating duplication of services.

Staff involved in assessment, planning and review activities have the relevant skills (or the capacity to acquire skills) in order to provide:

- active engagement and early intervention strategies, including with families;
- participatory and strength-based planning, assessment and review;
- holistic and collaborative approaches to service delivery; and
- capacity building of families and carers.

All documentation relating to assessment, planning and review will be maintained on client files.

During all assessments, planning and review activities, staff will discuss clients' rights and responsibilities with them. They will confirm clients' understanding verbally, using an interpreter or advocate where required.

Staff will advise the person of their right to involve a support person in their dealings with District 360 Supports.

Where required, clients will be provided with information and support to access a person of their choice, such as an advocate, to assist them to access the service. See D033 Involvement Policy & Procedure.

In accordance with the D360S_P002 Privacy and Confidentiality Policy, respect for and protection of clients' privacy and confidentiality will be reinforced on an ongoing basis, verbally and in literature promoting the services offered by the organisation.

If necessary and with the client or their supporter/s consent, other parties such as service providers who deliver existing or complementary services to clients will be included in assessment, planning and review activities.

Staff will support each client's right to practice their culture, values and beliefs while accessing supports.

Intake

Following their Intake Interview, where a client is offered services and accepts, the Support Coordinator will work with the client and their supporter/s to assess their needs, develop and agree upon a Service Agreement.

Staff will meet with the participant as soon as practicable for an assessment and planning meeting.

District 360 Supports will engage in joint assessment and planning activities where the NDIS, Local Area Coordinator, or Plan Management provider in negotiating appropriate supports for the client. All activities undertaken with, or on behalf of, the client will be documented in their client file.

The assessment will take into account:

- the client's needs (including health, wellbeing and safety needs), goals and longer-term aspirations;
- the client's preferred links to family, friendships and other support networks;
- the client's and their supporters' age, ability, gender, sexual identity, culture, religion or spirituality;
- any barriers to community participation;
- risks determined in a client risk assessment;
- how, when, and where the client requires the supports to be delivered; and
- the client's NDIS Plan (noting the Plan does not have to be provided by the participant).

Where possible, services provided to clients should:

- support them to develop, maintain and strengthen independence, problem solving, social and self-care skills appropriate to their age, developmental stage and cultural circumstances; and
- help clients to take control of and responsibility for their choices and enhance their autonomy, independence and community participation.

Where required, staff will identify and provide referrals and linkages in accordance with the Transition, Referral and Exit Policy and Procedure to other services and activities that will enhance the client's community participation and provide support and assistance to help them access these, including training, employment, health, wellness, cultural and community services.

Service Agreements

Staff will work in collaboration with the participant to formalise the supports to be provided in an NDIS Service Agreement in which:

- expectations are established,
- supports to be delivered are explained, and
- conditions attached to the delivery of supports, including why these conditions are attached, are specified.

Supports provided should:

- recognise the client's needs and desired outcomes;
- be based on the least intrusive, person-centred and strengths-based options;
- link with other services and supports, with client consent;
- include the client's supporters, where possible and with client consent; and
- recognise, where possible, the client's preferences including preferred gender of workers providing services.

The client must sign the Service Agreement before service delivery can commence.

Staff must ensure the client (and their supporter/s):

- understands their Service Agreement, or is supported to understand it;
- has sufficient time to consider and review their options and seek advice if required; and
- receives a copy of the Service Agreement.

If a copy of the Service Agreement is not provided staff should record the reasons for not doing so. A copy of the Service Agreement will also be kept on the client's file.

Support Planning

District 360 Support Coordinators are competent and knowledgeable in efficient planning strategies that maximise participants' rights to exercise choice and control. We understand that effective Support Planning requires a little time to get to know the participant. We anticipate Support Planning to be undertaken within four weeks of the initial assessment meeting.

The information and advice our Coordinators provide is supported with systems that provide accurate, comprehensive and factual information on a broad range of local support available services.

Staff will 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.

Support Coordinators are committed to provide participants with all available information necessary to support participants' choice and control.

While District 360 Supports understands the boundaries of the scope of Assist Daily Life Transition 'Support Coordination' and does not provide specialised support coordination services, we are committed to collaborating with participants to increase their understanding of support coordination processes 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; and
- providing support and assistance to resolve issues that may arise

Monitoring and Reporting

Support coordinators will monitor the progress of the plan and report to the NDIA:

- after implementation of the participant's plan @ 8 weeks;
- prior to the annual review of the participant's plan @ 9 months.

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 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.

Monitoring - 8 Week Report

Support coordinators will monitor the delivery of supports at 8 weeks to:

- ensure skill-building supports are implemented and delivered, and complementary to other plans that already exist in a participants life (i.e. behavioural management plans, individual learning plans, or existing skill development plans);
- work with the participant to increase their ability to access their local community;
- support participant to monitor plan expenditure to ensure that the participant can manage their budget over a 12 month plan;
- strengthen and enhance the participant's abilities to achieve greater independence in coordinating supports and participating in the community;
- assist the client or service providers where required to manage crises;
- ensure that participant is accessing eligible supports through the Health, Justice, Education and housing sector (as relevant); and
- conduct 6-monthly case reviews.

Monitoring – 6 Month Review

Staff, with the relevant stakeholders, will review the provision of supports for each client every 6 months with the client and their supporter/s, or at any time where the client's needs have changed. The client can also request a review at any time.

Reviews will include:

- assessing changes to the client's needs (including health, wellbeing and safety needs), goals and longer-term aspirations;
- the client's progress towards addressing their needs and achieving their goals;
- recognition and celebration of the client's progress;
- any barriers to community participation and strategies to help clients overcome them;
- risks identified in a client risk assessment;
- whether a change to the supports provided is necessary.

Reviews will take into account the client's NDIS Plan and incorporate any changes to the Plan where practicable.

Monitoring – 9 Month Review

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).

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 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.

6. Other relevant policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 Supports policies, including;

- D360S_P001 Person-centred Support Policy
- D360S_P026 Conflict of Interest Service Delivery Policy
- D360S_P034 Service Entry and Exit Policy and Procedures

- D360S_P002 Privacy and Confidentiality Policy
- D033 Involvement Policy & Procedure
- P014 Risk Management Policy

Relevant legislation.

- The National Disability Insurance Scheme Act 2013 (NDIS Act)
- NDIS Practice Standards
- WA Disability Services Act 1993
- VIC Disability Amendment Act 2017

7. More information

If you have a query about this policy or need more information, please contact the management team at info@district360.com.au

8. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Tanya Johnston
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Last amended	New Policy

** Unless otherwise indicated, this procedure will still apply beyond the review date.*

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