

Summary

This Quick Reference Guide has been developed to assist staff to deliver Specialist Support Coordination in line with the NDIS Rules 2018. The NDIS Rules Quality Indicators relevant to Specialist Support Coordination are outlined in the appendix of this document. This document should be read in conjunction with the [Support Coordination](#) resources found within the Disability Pathway Signature Process – specifically the [NDIS LWB 5301 Support Coordination - Procedure](#).

Specialist Support Coordination

Specialist Support Coordination (SSC) is like Support Coordination however there are some key differences. The [NDIA](#) explains that SSC sits within the NDIS’s “Support Purpose Type” of Capacity Building and is described as a higher level of Support Coordination designed to address more complex scenarios that require specialist support. SSC is generally delivered through an intensive and time-limited period necessitated by the client’s immediate and significant barriers to implementing their plan. SSC is expected to address these complex barriers impacting the client’s ability to implement their plan and access appropriate supports.

SSC can be funded alongside Support Coordination in a client’s plan as there may be a need to address complex barriers immediately by SSC while longer-term goals can be addressed by Support Coordination.

The 3 levels of Support Coordination are outlined in the [NDIS LWB 5301 Support Coordination - Procedure](#).

Specialist Support Coordinators

The complexity of the scenarios SSC is intended to address requires an expert and specialist approach. SSC must be delivered by appropriately qualified and experienced LWB staff such as a Psychologist, Occupational Therapist or Social Worker. LWB staff delivering SSC must meet the requirements outlined in the [Specialist Support Coordinator NDIS Position Description](#).

Specialist Support Coordinators are expected to:

- Connect, coordinate and negotiate appropriate support solutions with multiple stakeholders to achieve well-coordinated plan implementation
- Work with a client’s key stakeholders to resolve points of crisis
- Ensure consistent delivery of supports during crisis situations
- Build the client’s capacity to understand their NDIS Plan
- Provide crisis planning, prevention and mitigation strategies
- Address complex barriers

- Design complex support plans
- Coach, refine and reflect with the client
- Build the client's capacity and resilience
- Report to the NDIA

Managing Conflict of Interest

LWB Specialist Support Coordinators must ensure that each of their clients receives transparent, factual advice about their support options and promote their individual choice and control. There may be instances when a client wants to consider LWB for the delivery of other supports. In this situation, we must be able to produce evidence that demonstrates how we manage our conflict of interest.

The LWB resources that provide guidance on how Specialist Support Coordinators can manage this conflict of interest are:

[NDIS LWB 910 Managing Conflict of Interest - Policy Guidance](#)

[NDIS LWB 911 Managing Conflict of Interest - Procedure](#)

[NDIS LWB 5301 Support Coordination - Procedure](#)

Case Study

Specialist Support Coordination

Background

Jacob is an energetic, young 18-year-old man who has Down Syndrome and Autism Spectrum Disorder. Jason can display significant behaviours of concern that make social situations difficult and limited. Jason lives with his mother Jess who has a cognitive disability and some health concerns - Jess does not have a job. Jacob is a participant of the NDIS however Jess is not.

Transition from school has been challenging for both Jacob and his mother. Jacob has not been able to find work since leaving school however has been attending an NDIS registered day service 2 days a week with 1:1 support. Support is also provided at home for up to 6 hours a day when Jacob is not at his day service.

Jess struggles to interact positively with Jacob's support staff and the organisation providing this in-home support. When Jacob is supported at home, Jess will leave the house for the duration of the support and will often not return until well after his support is finished. This places pressure on Jacob's workers and the other provider as they do not feel they can leave Jacob without Jess returning.

Jacob's behaviours of concerns combined with the relationships his mother has with service providers have previously resulted in providers either withdrawing their support

or refusing to provide supports. Jacob's current providers have formally stated they too are considering cessation of their supports.

Jess does not have a good understanding of Jacob's NDIS Plan. Jess has been 'in control' of Jacob's NDIS funding for the last 2 Plans and this has resulted in the funding running out well before the Annual Review date of his NDIS Plans. Further, Jacob does not demonstrate an ability to make informed decisions or understand the complexities of his NDIS plan and how it could be implemented.

The complexities and issues faced by Jacob have reduced his capacity to receive the supports he needs, meet his goals or effectively use his allocated funding

Jacob's NDIS Plan

At Jacob's most recent plan review meeting he was allocated:

- Level 3 - Specialist Support Coordination – 30 hours.
- Level 2 - Support Coordination - 25 hours

In this scenario, Jacob's two types of Support Coordination would be delivered against the two separate line items and have two separate service bookings created. The Specialist Support Coordinator and the Support Coordinator would work collaboratively to meet Jacob's goals via a planned approach with strong communication strategies.

Jacob's Specialist Support Coordination Hours

Jacob's SSC hours have been funded to:

- address the impending withdrawal of current service providers which will leave Jacob with no other provider options.
- provide intensive work with Jess regarding Jacob's needs; increasing her understanding of the NDIS, Jacob's NDIS Plan/s, and working with Service Providers.
- make any required referrals to other specialists for assessment as required.
- review of any prior Behaviour Support Plans and potentially the development of a new Behaviour Support Plan, the development of a transition plan into work and community support options (given these are goals identified by Jacob).

N.B. LWB Specialist Support Coordinators can access LWB [Behaviour Support](#) resources via the Disability Pathway Signature Process.

Jacobs Support Coordination Hours

These hours are provided for Level 2 Support Coordination and could be used to:

- assist in upskilling Jess to understand the NDIS and Jacob's NDIS Plan/s
- sourcing and working with providers
- resolving points of crisis

- relevant documentation/report completion

In this scenario either or both levels of Support Coordination may be involved in pre-planning with Jacob and his nominated 'person' e.g. his mother.

Frequently Asked Questions

Is LWB Registered to Provide Specialist Support Coordination?

Yes, LWB is a registered NDIS provider of Specialist Support Coordination.

Can a Participant receive both Specialised Support Coordination and Support Coordination in their Plan?

Yes. If it has been identified there are complex needs that require a more 'specialised level of support' there may be a need for different levels of Support Coordination to be involved.

What Qualifications do you need for Specialist Support Coordination?

Support Coordinators generally require a minimum of Certificate III in Disability or Mental Health and/or equivalent experience and a demonstrated experience working with people with disability, whereas a Specialist Support Coordinator is required by the NDIA to have qualification/s in Allied Health and have an active registration with their relevant professional body.

LWB's [Specialist Support Coordinator NDIS Position Description](#) outlines the required qualifications and experience.

Can a Specialist Support Coordinator Request a Plan review or make Recommendations to the NDIA?

The NDIA has stated that all requests to review decisions/plans need to come from participants. The SSC can assist a client to gather information, however, they cannot contact the NDIA directly on the client's behalf or provide an opinion on what the budget should be. This would come from evidence gathered as part of a person's review.

Is a Specialist Support Coordinator able to have an advocacy role and can they attend Plan Review meetings?

Specialist Support Coordinators can assist participants to understand how they will engage and participate in NDIA processes. Specialist Support Coordinator and Support Coordinator's roles are **not to act as an advocate** in NDIA processes. All levels of Support Coordinators can attend **NDIS planning meetings so long as they are not there to provide advocacy**.

Effective advocacy is independent, therefore funding for an Advocate assisting a Client in an NDIA process should not be funded by the NDIA, nor the clients NDIS plan, as Support Coordinators are. The Department of Social Services funds organisations through

the [National Disability Advocacy Program](#) (NDAP) to provide advocacy to participants engaging in NDIA processes. The [Disability Advocacy Finder](#) is an online tool to help find disability advocacy agencies across Australia.

Can the DSSC help me if I have questions about Specialist Support Coordination?

YES! If you have questions about the role and expectations of Specialist Support Coordination please contact the DSSC on **1800 316 660** or at **NDISQs@lwb.org.au**.

Appendix

Module 4 of the [National Disability Insurance Scheme \(Quality Indicators\) Guidelines 2018](#) outline the specific rules Providers must adhere to when delivering Specialist Support Coordination. Module 4 is outlined below:

Specialist Support Coordination

Outcome: Each participant receiving specialised support coordination receives tailored support to implement, monitor and review their support plans and reduce the risk and complexity of their situation.

To achieve this outcome, the following indicators should be demonstrated:

1. Demonstrated knowledge and understanding of the risk factors experienced by each participant with high-risk and/or complex needs.
2. Participants are 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.
3. Consultation is undertaken with the participant and, with the participant's consent, the participant's support network and mainstream services (as appropriate) in planning and coordinating supports to implement the participant's plan, and any plan review.
4. In consideration of each participant's individual needs, preferences and circumstances, suitable NDIS providers and mainstream service providers that have the appropriate skills and experience to deliver the required support are identified.
5. There is proactive engagement to ensure that all 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.
6. All monitoring and reporting obligations associated with the participant's plan are managed effectively.

Management of a Participants NDIS Supports

Outcome: Each participant exercises meaningful choice and control over their supports and maximises the value for money they receive from their supports.

To achieve this outcome, the following indicators should be demonstrated:

1. Supports and services are arranged using the participant's NDIS amounts as directed by the participant and for the purposes intended by the participant.
2. Each participant has been provided with information about their support options using the language, mode of communication and terms that the participant is most likely to understand.
3. As appropriate, each participant is supported to build their capacity to coordinate, self-direct and manage their supports and to understand how to participate in Agency planning processes such as establishing agreements with service providers and managing budget flexibility.
4. Supports funded under a participant's plan are used effectively and efficiently and are complemented by community and mainstream services to achieve the objectives of the participant's plan.

Conflict of Interest

Outcome: Each participant receives transparent, factual advice about their support options which promotes choice and control.

To achieve this outcome, the following indicators should be demonstrated:

1. Conflict of interest policies are provided or explained to each participant using the language, mode of communication and terms that the participant is most likely to understand.
2. Each participant is supported to understand the distinction between the provision of specialised support coordination and other reasonable and necessary supports funded under a participant's plan using the language, mode of communication and terms that the participant is most likely to understand.
3. If the provider has an interest in any support option available to the participant, the participant is aware of this interest. The participant understands that any choice they made about providers of other supports will not impact on the provision of the specialised support coordination.
4. Referrals to and from other providers are documented for each participant.