

## Summary

This Practice Guide is designed to assist Life Without Barriers (LWB) Psychosocial Recovery Coaches to access current information and practice guidance to undertake their work, as well as gain a detailed understanding of how to deliver best practice Psychosocial Recovery Coaching. This is in line with both the NDIS legislation, rules, guidelines and standards; and other relevant governing instruments including those related to mental health.

'Participant' is the term used by the NDIA to describe a person with disability who receives funding through an NDIS Plan.

'Person' or 'Client' is used throughout this guide to describe an NDIS Participant who is receiving support from LWB.

This guide should be read in conjunction with the [NDIS RC51 Psychosocial Recovery Coaching Procedure](#).

## What is Psychosocial Recovery Coaching?

Psychosocial Recovery Coaching is a NDIS funded support for people with psychosocial disability, it is a specialist diagnosed mental health item. The focus is on hopes, dreams, aspirations and building capacity of the person to live the life they wish. It aims to increase the person's capacity to access mainstream and community supports; coordinate their NDIS funded supports; and link them with mainstream community and clinical mental health services.

It is Recovery orientated practice. Recovery means being able to live a purposeful and meaningful life. Recovery coaches support the recovery journey.

A recovery coach is a NDIS funded worker that has mental health knowledge. The amount of recovery coaching is subject to the person's NDIS plan.

Through recovery-orientated practice and coaching approaches with the aim of assisting to build the person's capacity to take control of their life and to better manage the challenges of day-to-day life. Recovery Coaches work collaboratively to assist the people we support to lead a full and meaningful life. Building capacity and resilience through strong and respectful relationships, connections to their communities and supports networks.

## The Role of a Psychosocial Recovery Coach

Recovery coaches will have either or both, lived experience of mental health and recovery, or a primary learnt experience of mental health in line with LWB Job Description and in line with NDIS Psychosocial Recovery Coaching Framework and guidelines.

Their role is to:

- deliver recovery orientated practice

- develop recovery-enabling relationships - based on hope
- build trusting and recovery-enabling relationships – to understand what the person's needs are and have a shared understanding of what the person's wishes.
- build a recovery orientated plan, to build capacity to live their lives.
- ensure that the person is connected to recovery orientated services, to achieve their goals.
- understand the clinical services (if any) and the role that they play in the person's life.
- navigate and collaborate with the broader service system (funded and Community) to support outcomes for the person.
- identifying and connecting people we support to service providers.
- coaching to increase recovery skills and personal capacity, including motivation, strengths, resilience, and decision making.
- understand the nature of fluctuating and episodic nature of mental health, and how that impacts on a individual's life. Preparing for points of crisis
- support the person's understanding and engagement with NDIS
- meet the documentation and reporting requirements of NDIS and LWB expectations
- support the person to build Informal Supports, and informal supports capacity.
- support exploring and developing a shared imbalances and how their own values and preferences impacting on the working relationship
- connect the people we support to advocacy services if required
- monitor and manage conflicts of interest
- monitor and use budgets flexibly in line with NDIS expectations (and work with the individual and their Support Coordinator if they have one in their plan)
- submitting reports to the NDIA to prepare for person's plan reviews (It is the Support Coordinators role to submit to NDIA for the plan review if they have a Support Coordinator providing support. In instances where there is a Support Coordinator, the Recovery Coach is to work in partnership with the Support Coordinator and provide reports to the Support Coordinator for submission to the NDIA)
- raise the expectations held by the person that their values, strengths and goal will be prioritized.
- report on how receiving funded Recovery Coaching has built the person's capacity, however incrementally, and provide justification of support delivered and/or support required going forward
- supporting the person to understand their human rights and supporting them to build up their capacity for self-advocacy

## **Expectations of the People we Support for Psychosocial Recovery Coaching services.**

LWB Recovery Coaching will:

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- deliver services in line with LWB values
- be delivered with dignity, respect, honesty and courtesy
- work within professional boundaries and with the NDIS Code of Conduct, meeting their obligation under this framework
- offer and support as many opportunities as possible, so the person has full participation and decision making
- develop and maintain appropriate interpersonal behaviours and communication skills
- give accurate, consistent, timely and clear information about a range of providers, formal, informal and mainstream supports
- ensure the support provided maximises opportunities for as much community based and social participation for each person, as possible
- link the person to universal services
- retain positive relationships with family and friends
- maintain the privacy and confidentiality of personal information
- respect diversity of culture, religion, values and sexual orientation
- delivered services by appropriately experienced and qualified staff
- link into advocacy or other professional organisations as required

## **What is out of scope for a Psychosocial Recovery Coach**

- Choosing Services on behalf of the person
- Signing Service Agreements on behalf of the person
- Collecting or paying invoices on behalf of the person
- Acting as a Transport service - support should focus on finding alternative means of transport such as public transport, taxi, Uber etc. Participants may have separate Transport funding in their NDIS plan
- Accompanying the person to funded or unfunded supports
- A permanent requirement – this is assisted by focussing on supporting the person's independence rather than reliance
- Advocacy – if advocacy is required, the person should be connected to formal advocacy supports
- Provision of personal care, community access or other direct supports
- Plan Management – encourage the person to seek support through the NDIA if they require plan management
- Case Management – encourage the person to do as much for themselves as possible and strengthen their capacity

- 24/7 on-call service. While Recovery Coaches may work to build the person's capacity to respond to emergencies or critical events, Recovery Coaches do not deal with out of office requests. Support the person to become aware of other emergency supports such as the mental health crisis line, and how to contact those services. The [NDIS LWB Recovery Coaching – My Support Team](#) is a tool that Recovery coaches can use to support this process.
- A pathway to attract Recovery Coach clients to more LWB provided services. See section: Managing Conflict of Interest in this document.

## **LWB's approach to Good Practice**

Through trusting, respectful relationships LWB actively listens and looks for creative ways to empower people we support to do what it takes to achieve their goals and contribute to their community. LWB believes every person has the right to design supports that are flexible and responsive to the life they want. LWB focuses on exploring the person's aspirations by finding solutions to improve independence and building capability. LWB recognises the important role of families and support networks in the lives of the person. LWB Recovery coaches may utilise the [LWB Person-Centred toolbox](#).

LWB is committed to ensuring the people we support, and their families and Support Networks have a full life. To achieve this commitment, Recovery Coaches will:

- involve and listen to people with disability
- embrace a client-driven approach
- provide support to people to enrich their future life
- enhance social participation and economic inclusion opportunities
- recognise the importance of the relationship between the person and their support network
- be open to new ideas and ways to achieve goals and build the individual's capacity.
- maximise benefit provided by technology
- work with the person to design plans that address their needs. 'Nothing about me without me' approach.
- Build the person's capacity with tools and resources clients can keep and refer back to when needed
- Engage the person and promote choice and control
- Remain independent by providing clear and transparent information

## **Incident reporting, complaints and safeguarding**

All staff have obligations to report incidents, concerns, and complaints. LWB has policies to support these obligations. The I-sight system is where incidents, concerns and complaints are recorded. Staff are encouraged to speak to a member of LWB management for support. There is also additional support from the National Safeguarding Unit, I-Sight team

and complaints team. Phone numbers are available on the Desktop home page. These teams support meeting the reporting requirements to the NDIS Commission.

## Understanding Service Agreements

Service Agreements provide participants and registered providers with a written agreement about the expected outcomes, the nature, quality and price of supports to be provided along with any agreed terms and conditions.

## Supported Decision making

It is vital that the **person** receiving Recovery Coaching feels that, as much as possible, they are in control of decision making in all areas that affects their life.

'Supported Decision Making' is when a person gets support to make or act on their own decisions. NDIS participants may seek support from a range of sources when needing to make and implement a decision. This could include their Support Network, i.e. family and friends, professionals or advocates.

At times it may be necessary to formally authorise another person to make decisions on behalf of the NDIS participant. It is important to know – who needs to be involved in decision making for the person and what their decision-making authority is/what it extends to. These people must be consulted decisions are to be made in their formally appointed area - these roles might also intersect. Note: Recovery Coaches should make themselves aware of whether the person has a formal decision maker at the start of the working relationship.

There are also formal appointments of authorised decision makers:

- Plan Nominee – relates to the NDIS plan
- Administrators – relates to financial decision making
- Guardians - appointed by the Office of the Public Advocate (OPA) which may oversee one or more function related to: lifestyle, accommodation, health. There would be areas within these categories that may also apply.

When supporting clients to make decisions relating to their plans, the Recovery Coach should ensure the communication needs of the client are understood and any augmentative communication systems are used.

## Building client's capacity

Capacity Building is at the heart of Recovery Coaching. All activities provide an opportunity to strengthen the client's capacity to make decisions for themselves, support their wellness journey, source their preferred supports and increase their confidence and understanding of the NDIS 'world' and how that can work for them in their own community.

Recovery Coaching 'strengthen' and avoid taking over or replacing support.

The Recovery Coaches role in capacity building may extend beyond the client and include supporting families and other providers, however, the priority is always working with the client's capacity to meet their wishes.

## Managing Conflict of Interest

All NDIS providers must manage conflicts of interest.

A conflict of interest is a situation in which a person has a private or personal interest sufficient to influence or appear to influence objective decision-making or actions in their role. It is everyone's responsibility to identify and disclose potential, perceived, or actual conflicts of interest prior to deciding or carrying out any actions. Conflicts of interest need to be openly mitigated and managed, supporting the individual with choice and control.

There are additional requirements for Recovery Coaches, especially when their organisation provides other funded supports, as LWB does. Therefore, to manage the potential conflict of interest, LWB has documentation that:

- details the organisational arrangements in place which keep information separate between teams
- demonstrates transparency about the participant's options for their coordination of supports
- confirms there is no remuneration provided to staff for participant volume
- confirms that there are no trailing commissions or percentages on funds managed
- confirms that the conflict of interest and the above information was disclosed to the participant

The role of the Recovery Coach does not include promoting, marketing, or influencing clients (and/or their representatives) to choose LWB to deliver other services - through **any action or intention, whether perceived or actual**. However, this does not mean that other LWB services should be precluded from the person. The premise is 'choice and control' the client chooses the services that they would like in their lives.

Where a client does want to consider using LWB for the delivery of other supports. In this situation, LWB must be able to produce evidence that demonstrates how it manages the conflict of interest e.g., if the client wants LWB to provide SIL, Lifestyle supports, Support Coordination etc. in addition to Recovery Coaching.

### LWB manages this by:

- Implementing explicit policies in place to manage any conflicts, refer: [NDIS LWB 910 Managing Conflict of Interest - Policy Guidance](#).
- Ensuring different staff deliver the different supports, refer: [NDIS LWB 911 Managing Conflict of Interest - Procedure](#)

- Ensuring Recovery Coaches maintain records that demonstrate potential or real conflicts, and these are managed appropriately for each client. LWB must, for example, have specific client records that show the options that have been discussed with the client. LWB must show that choice and control have been promoted irrespective of whether a client selects LWB as their provider of other supports. This needs to be documented in CIRTS/Lumary.
- **LWB must** ensure the fact that LWB is a provider of other types of disability support, and there is **no expectation** on the client to select LWB for those supports, is explained to clients (and/or their representatives).
- LWB must explain that they will never influence a client to select LWB for further supports. Ideally, this discussion **should occur** before the Service Agreement is sighted, explained and signed.

## Tracking time (billable hours)

Recovery Coaches work within a ‘billable hours’ model to ensure the support provided to the client is fully funded.

### Billable hours

Billable hours are the units of the Recovery Coaches work time that can be charged to a client. Clients should only be charged for time that the Recovery Coach is performing work tasks for them. Recovery Coaches are to support the client’s understanding of how they are billed and what they are billed for.

This may include any of the below activities:

Activity	Expected purpose
Face to face meetings with the client	<p>Understanding the client’s needs, goals and the funding available within their NDIS plan to support them reach those goals</p> <p>Supporting the Recovery journey – build rapport, understand the client’s hopes, dreams and aspirations.</p> <p>Supporting the Recovery journey – understand what wellness and unwellness looks like for the client.</p> <p>Working on tools, supports, networks and approaches to support the client wellness and goals.</p>
Support clients to register and access the NDIS Participant Portal	Assist the client to become familiar with the NDIS Portal and to use it themselves or with minimal assistance from others

Activity	Expected purpose
Meetings with the client and other providers or services (including mental health services)	Coordinating and putting supports in place. Providing holistic support as appropriate.
Phone calls, emails and text messages to and from the <b>client</b>	Arranging meetings, seeking and understanding information related to the client's supports
Phone calls, emails, text messages, filling in forms to and from <b>others</b> , including the NDIA/LAC and service providers. Case file noting.	Arranging meetings, seeking and understanding information related to the client's supports, arranging services.  Meeting NDIA requirements, including the requirement of evidence of work undertaken in relation to the recovery coaching role for the person.
Supporting the client at new activities	Assist the client to make connections when trying new activities so those connections can continue to support them. (Only to be provided short term).
Desk-top research of options	Researching options for the client, such as providers and their availability, as well as mainstream and community opportunities that have no cost to the client's NDIS plan.
Getting ready for plan review	To make sure the client gets the maximum support they require from their next NDIS plan, the Recovery Coach will set aside some hours to work with the client to review their current plan and prepare for their planning meeting. The LWB Recovery Coach may attend the Plan Review meeting if the client wishes.
Other	From time to time, there may be other activities not included in the above. The Recovery Coach will clearly explain those to the client.

- Recovery Coaches need to be able to 'time manage' effectively in order to complete all necessary tasks within the allocation of Recovery Coach hours in the client's NDIS Plan. When commencing the relationship with the client, the Recovery Coach should:
- explain the number of hours allocated for Recovery Coaching
- identify the client's goals and the priority for achieving those goals
- determine what the Recovery Coach will do and what the client will do in order to reach the stated goals and implement the plan within the available hours.

This can be captured in the [NDIS LWB 5311 Support Coordination – Client Goal Action Plan](#)



### Tracking of Support Coordination Hours

Recovery Coaching clients are allocated a set number of hours within their NDIS plan and LWB confirms the amount of Recovery Coaching to be delivered via the Service Agreement. LWB has developed a tracking tool specific to tracking the delivery of support coordination/recovery coaching hours to a client. Resources including the Tracker, Procedure and Quick Reference Guide are as follows:

Whilst these documents are called Support Coordination they are part of the Recovery Coaching suite.

[NDIS LWB 603 Support Coordination Hours Tracker](#)

[NDIS LWB 602 Support Coordination Hours Tracker - Procedure](#)

Recovery Coaching hours are also entered into LWB's claiming system directly by the Recovery Coach. This will allow for Recovery Coaching hours to be claimed.

### Tracking hours is essential to ensure:

- Recovery Coaching can keep track the number of hours used
- The Recovery Coach hours in the client's NDIS Plan and LWB Service Agreement are used in the most beneficial way for the client
- Accurate claiming is achieved by Finance teams
- Over-servicing is avoided, or potential over-servicing recognised, and actions taken to avoid this.
- Individual Recovery Coaches track all tasks undertaken for each client and can provide information to clients/plan nominees or others to validate the delivery of these hours and tasks.

### Validation of hours being claimed

As per the NDIS, providers of Recovery Coaching **are required** to provide clients (or their relevant others), evidence of work undertaken. This information needs to be provided regularly. The client, or their Authorised Decision Maker, and the Recovery Coach should discuss and confirm how often evidence is to be provided and in what format.

Recovery Coaching Progress Notes are to be added to the person's CIRTS/Lumary file and can be printed from CIRTS/Lumary as validation evidence for the client or other. A brief note referencing a task/information may be added to SACA / Lumary Tracker but they should not replace the practice of saving Progress Notes in CIRTS/Lumary.

SACA/Lumary can be used to produce evidence of the hours worked where the Support Coordination Tracker has not been used and hours worked have been entered directly into SACA/Lumary. The Recovery Coach can generate a spreadsheet by accessing the client's claims history. Once the Recovery Coach has accessed the client's claims history, they can

sort the data by service date. The relevant data can be highlighted and then copied into a spreadsheet to be sent to the client.

## Documentation to be completed by the Recovery Coach

The NDIS requests documentation from time to time – this can include implementation plans, progress reports and plan review documentation. This documentation sits outside of LWB documentation however, when required by NDIS it becomes mandatory.

An integral part of the role of the Recovery Coach is to ensure the necessary documentation is completed in a timely and professional manner. Documentation requirements are outlined within the Table of Contents of the [Recovery Coaching](#) pages found on the LWB Intranet.

Recovery Coaches can ensure they are meeting minimum documentation requirements by noting the nature of each document. The document will be identified as:

Nature	Documentation requirements
Mandatory	Must be completed for every client
Mandatory as applicable	Must only be completed for the client if relevant to the client's circumstances and support being provided.
Optional	A useful resource that is optional to use if it adds value or assists to provide / collect information.
Information	This is a reference / practice guide resource the Recovery Coach should be familiar with.

The LWB intranet provides guidance on LWB policies, procedures, practice and applications.

**See NDIS RC56 NDIS Funding and Plan Reviews - Information**

## Formal and Informal Learning Activities

The NDIA recommends that providers ensure appropriate professional development. Structured supervision arrangements should be made available. It is recommended that providers encourage recovery coaches to undertake continuing practice development across the two categories of formal learning activities and informal learning activities. A minimum of 20 hours per calendar year is suggested. It is recommended that the supervision of lived experience recovery coaches be provided by people who have significant experience of working in lived experience roles.

<b>Formal Learning activities</b> (minimum 10 hours )	<b>Informal learning activities</b>
<ul style="list-style-type: none"> <li>• Receiving structured practice supervision</li> <li>• Completing work-based learning (assessed learning)</li> <li>• Completing training including attending conferences, forums, workshops and seminars</li> <li>• Developing evidence-based practice resources</li> </ul>	<ul style="list-style-type: none"> <li>• Completing and documenting private study – eg. Reading -related resources</li> <li>• Participating in a community of practice, with a record of activities completed</li> <li>• Reflective journaling, involving detailed reflection and writing, with a focus on developing competence and quality of practice</li> </ul>

**Recovery Coaching Resources and Webinars**

This section provides some basic resources relevant to the role of Recovery Coaching

The ‘go-to’ place for more information and support is the Disability Staff Support Centre (DSSC) Contact the DSSC by phoning 1800 316 660 or via email [NDISQs@lwb.org.au](mailto:NDISQs@lwb.org.au)

**Disability Services Consulting (DSC) Webinars**

LWB provides membership and has contracted Disability Services Consulting (DSC) to develop tailored webinars and material to help prepare LWB Recovery Coaching for their role. Those webinars should be used in conjunction with this material and also include accompanying slide decks.

**NDIA resources**

[NDIS Psychosocial Recovery-Orientated Framework](#)

[Psychosocial Recovery Coach](#)