

## Summary

The purpose of this procedure is to provide Life Without Barriers (LWB) staff with guidance about the provision of Support Coordination (SC). It aims to ensure that we provide Support Coordination in accordance with National Disability Insurance Agency (NDIA) Terms of Business, and that any perceived or actual conflict of interest is managed appropriately. This is relevant to safeguarding obligations within the context of the National Disability Insurance Scheme (NDIS).

## Who should read this document?

Staff and line managers who have a role in accepting referrals, and/or providing support, related to the following NDIA Support Items:

- Support Connection
- Coordination of Supports
- Specialist Support Coordination

**Note:** To distinguish 'Coordination of Supports' from 'Continuity of Support' (CoS), which is a Department of Health funded program, LWB uses the **Product Name 'Support Coordination' (SC)**. Information about Support Coordination can be found on our National Disability Intranet pages [here](#).

## Explanatory notes for this document

The first section of this document applies to all levels of support coordination and includes:

- Receiving referrals
- Contact with the people we support
- Service Booking
- Recording Work, including CIRTTS
- Service Delivery
- Plan review

The second section outlines guidance for staff and their supervisors in the expected tasks and outcomes for each level of support coordination.

## Section 1

### Referrals

The expected process is that the NDIA will phone the LWB nominated contact to notify Support Co-ordinators that a person's plan has been approved and that LWB has been

selected by a participant. However in practice calls may be received directly from participants or directly from NDIA local offices or from Local Area Coordinators.

## Referrals from NDIA/LACs

An email referral from the NDIA for each person we support should contain a Request for Service document and a copy of the participant's plan. Note that we may have to access these emails through the Department of Human Services' Secure Email Service (this requires setting up a password). On occasion referrals will come directly from NDIA staff to LWB staff through the secure system.

## Participant self-referral

A participant may request LWB deliver their Support Coordination. If this is the case they must sign our Service Agreement, prior to making a Service Booking. This Service Agreement outlines rights and responsibilities of both parties. The signing of this Service Agreement ensures the participant has been funded for Support Coordination and clarifies the hours of funding available. You can find the LWB Service Agreement, Quoting Tool, and Guidance Notes on our National Disability Intranet pages found on the [Enquiry and Quoting](#) page and Service Delivery and Payment page. The Disability Pathway guides you through the Engagement process and can be found [Engagement](#) Page.

It is important we check the level of support coordination at referral to ensure we have appropriately qualified staff for the particular level requested. We also need to:

- clarify that the information we are given makes the expected goals explicit
- check the number of funded hours available
- check when progress reports are expected

Until these are clear we should not proceed to deliver any service.

## Contact with people we support: expected response times

On receipt of the referral, Support Co-ordinators should make contact with the person we support within two days if possible. Where possible the Support Coordinator should hold a face-to-face meeting with the person we support within five days.

At this face to face meeting Support Coordinators should ensure the person is aware, before the Service Agreement is signed, that they understand LWB is also a provider of direct supports, especially if the person has funding for the type of direct supports LWB delivers in their NDIA Plan.

**If a person wishes to also buy our direct services, as well as Support Coordination, and needs support with decision-making, their support should be present when the conversation about 'dual service' takes place and the Service Agreement is being signed.**

The first meeting with an NDIS participant should aim to:

- Establish relationships to clarify the role the Support Coordinator will play in supporting the person with their plan
- Discuss how to implement the person's NDIA plan, and complete the LWB Service Agreement for Support Coordination with them.

## Service booking

A service booking is required for each person in relation to their Support Coordination service. It is anticipated that this will be completed after a person has signed the LWB Service Agreement with the LWB Support Co-ordinator.

To make a service booking through the NDIS website, information is found at <https://www.ndis.gov.au/providers/provider-toolkit.html>.

Staff working in Support Coordination roles should be familiar with the information on this link as they may be required to access this to make service bookings for other providers on behalf of the person we support. Module 11 may be the best source of information for you in the toolkit.

## Recording work

### CIRTS

There are 3 service types on CIRTS relating to each level of coordination.

1. Support Coordination – Connection
2. Support Coordination – Coordination
3. Support Coordination – Specialist

All work must be captured under the relevant Service Type. The recording of progress notes from the initial conversation is very important. It forms the evidence that we have given the person we support clear information about our dual role of Support Coordination and delivery of direct support. The NDIA will audit by seeking evidence from the content of the progress notes.

### Logging/Recording work

The hours of work completed with each person we support must be logged/recorded for financial reporting and a NDIA audit requirements. There is a [NDIS LWB 603 Support Coordination Hours Tracker](#) and [NDIS LWB 602 Support Coordination Hours Tracker](#) -

Procedure which need to be used. Progress notes must clearly demonstrate information given, decisions and choice made by the person we support and actions taken by the Support Coordinator. A progress report must be submitted to NDIA on request. Contact the DSSC for further advice on 1800 316 660 or [NDISQs@lwb.org.au](mailto:NDISQs@lwb.org.au)

## Service delivery

The key tasks of the Support Coordinator for every type of Support Coordination are to:

- Assist the person we support to access and begin to use the Participant Portal
- Assist the person we support to search for, contact and select providers relevant to the meeting of their individual goals. Note that we must ensure that the person has a full list of providers. These could well be our competitors
- Assist the person we support to enter into service agreements with preferred registered providers. Note that if the person selects LWB you should record how they came to the decision, who assisted them with their decision and what alternatives were offered and rejected. For further clarification on this, refer to guidance for staff and supervisors later in this document
- Ensure service bookings are completed. Remember you can get assistance on how to do this through the Provider Information Toolkit Module 6:  
<https://myplace.ndis.gov.au/ndisstorefront/providers/provider-toolkit.1.html#m6>
- Make referrals for any assessments in the plan
- Ensure any urgent equipment requests are managed
- Ensure implementation of all identified supports in the plan
- Ensure the person we support is informed about any individual service provider feedback processes including those for LWB

**A key role of the Support Coordinator is to ensure that the plan budget is not exceeded and the person we support understands the implications of decision-making on the plan budget.**

Note that role of the Support Coordinator is not one of advocate to the NDIA for the person we support to get additional hours/supports. If a person we support is not happy with any part of the content of their plan, they should be referred back to the NDIA to raise any issues directly themselves.

## Plan review

When the person we support is due for plan review at the end of their plan, the Support Coordinator has the following tasks in preparing for their plan review.

- Prepare the person we support to think about their goals, evaluate their current supports and explore goals and supports
- Assist the person we support to fill in and return any NDIS review documentation

Remember to set aside hours at the beginning so that adequate time is spent with the person we support on preparing for the plan review.

## Section 2

Provides guidance for staff and their supervisors offering support coordination.

## Expected outcomes across all levels of support coordination

- Assist in the implementation of all supports in the plan, including informal, mainstream and community, as well as funded supports
- Strengthen and enhance the person's abilities to coordinate supports and participate in the community
- Ensure mainstream services meet their obligations (i.e. housing, education, justice, health)
- Build the capacity of the person we support to achieve greater independence to self-direct services and supports in the longer term
- Provide the NDIA with reports on outcomes and success indicators within the agreed reporting frequency

## Level 1 – Support Connection

**Note:** This is less likely to be funded by the NDIA and more likely to be provided by LACs.

This is provided when a person we support may need assistance to connect to support identified in their plan and to commence those supports, which may or may not be registered providers of NDIA, mainstream supports or community based activities. The Support Connection could last up to a year in the first plan, but may be shorter. The anticipated outcomes are that a plan is in place which the person self manages fully or to a much greater extent; the person manages to link to providers themselves; they manage their own budget and feel confident to speak up about any changes they would like; they feel able and confident to give feedback themselves about the quality of services being provided, and are able to prepare for their NDIA plan review.

**NDIA definition:** *Support Connection is time limited assistance to strengthen a participant's ability to connect with informal, mainstream and funded supports, and to increase capacity to maintain support relationships, resolve service delivery issues, and participate independently in NDIA processes.*

### Staff selected to undertake this work

Staff undertaking this work should ideally be different staff than those involved in the direct delivery of services, or the supervision of direct delivery of services to the same person. An

exception is those receiving support through our Shared and Supported Living, particularly group homes, and those on First Plans. The NDIA acknowledges that the same person might be requested by the person we support. Even in those situations, a progress note must be made in CIRTS that indicates a conversation was had with each individual (and those who offer them support with decision making where relevant) that demonstrates the people we support were offered a choice of another staff member, and/or choice of another provider for either support coordination, or their direct supports.

### **Skills and qualifications required**

There is a national position description for this role which is relevant to staff delivering both level 1 and level 2 Support Coordination.

Staff employed under this position description must hold related qualifications in conjunction with two years' experience. Relevant qualifications include:

- Diploma in Disability, or
- Certificate III or IV in Disability or equivalent, or
- Certificate III or IV in Mental Health

### **Tasks expected**

A staff member employed to deliver Support Connection assists the person we support implement their plan by supporting them to:

- Identify and investigate options (funded, mainstream and in informal networks)
- Understand funding flexibility
- Reach decisions with providers regarding support to be delivered
- Reach agreement with providers; where necessary, make service bookings on behalf of the person we support (with their explicit consent)
- Promote and monitor supports
- Regularly monitor and report on outcomes including the NDIA required reports

## **Level 2 - Coordination of Supports**

This is the level most often delivered by LWB.

This is provided to a person we support who requires more than just connection with providers and others to get their plan in place. The Support Coordinator will be required to take a more active role in assisting the person manage their plan and address any barriers. The outcome is that the person self manages to a much greater extent. In addition for future plans a further outcome is that the person is likely to be approved for Support Connection (level 1) or not at all

*NDIA definition: Assistance to strengthen a participant's abilities to connect to and coordinate informal, mainstream and funded supports in a complex*



*service delivery environment. This includes resolving points of crisis, developing capacity and resilience in a participant's network and coordinating supports from a range of sources*

**Staff selected to undertake this work**

Staff undertaking this work should ideally be different staff than are involved in the direct delivery of services, or the supervision of direct delivery of services to the same person. An exception is those receiving support through our Shared and Supported Living, particularly group homes, and those on First Plans. The NDIA acknowledges that the same person might be requested by the person we support. Even in those situations, a progress note must be loaded onto CIRTIS that indicates a conversation was had with each individual person (and those who offer them support with decision making where relevant) that demonstrates people were offered a choice of another staff member, and/or choice of another provider for either support coordination, or their direct supports.

**Skills and qualifications required**

There is a specific position description for this role. This is a national position description and covers staff delivering both level 1 and level 2 Support Coordination.

Staff employed under this position description must hold related qualifications in conjunction with two years' experience. Qualifications:

- Diploma in Disability, or
- Certificate III or IV in Disability or equivalent, or
- Certificate III or IV in Mental Health

**Tasks expected**

A staff member employed to deliver Support Coordination assists the person we support to:

- Identify and investigate options (funded, mainstream and in informal networks)
- Understand funding flexibility
- Reach decisions with providers regarding support to be delivered
- Reach agreement with providers; where necessary, make service bookings on behalf of the person we support (with their explicit consent)
- Promote and monitor supports
- Regularly monitor and report on outcomes including submitting NDIA required reports

In addition they undertake active management and ongoing adjustment of supports due to a person's changing needs. In particular they:

- Coordinate multiple/complex supports from a range of providers which intersect with mainstream services
- Offer or ensure crisis resolution and building a person's resilience

## Level 3 - Specialist Support Coordination

Provided when a participant requires time-limited specialist intervention to manage their plan. The appropriately qualified staff member is required to take a very active role in supporting the participant manage their plan and develop strategies to manage high level identified risks through the development of intervention plans. The expected outcome is that with the intervention plans in place, a person can manage their plan through Support Connection/Coordination rather than through Specialist Support Coordination.

Specialised Support Coordination is funded by the NDIA when specific high level risks are identified in the person's situation. This level of Support Coordination is time limited and focuses on addressing barriers and reducing complexity in the person's environment, while assisting the person to connect with supports and build capacity and resilience. It may also involve development of an individualised intervention plan which would be implemented by direct support staff.

### Staff selected to undertake this work

Staff undertaking this work should ideally be different staff than are involved in the direct delivery of services, or the supervision of direct delivery of services to the same person.

### Skills and qualifications required

Essential Allied Health Qualifications in one of the following fields:

- Social Work
- Psychology
- Occupational Therapy; or

Other related allied health qualification that demonstrates the capacity to deliver individualised intervention plans

### Tasks expected

A staff member employed to deliver Support Coordination assists the person we support to:

- Identify and investigate options (funded, mainstream and in informal networks)
- Understand funding flexibility
- Reach decisions with providers regarding support to be delivered
- Reach agreement with providers; where necessary, make service bookings on behalf of the person we support (with their explicit consent)
- Promote and monitor supports
- Regularly monitor and report on outcomes including submitting NDIA required reports

In addition they undertake active management and ongoing adjustment of supports due to a person's changing needs. In particular they:

- Coordinate assessments, reports and service proposals



- Identify and deliver of specific assessments and associated service design for people with risk behaviours and behaviours of concern
- Offer strategies and solutions for managing risks including but not limited to such as ageing carers, sustaining informal supports, sustaining housing options
- Offer specialist intervention including the development and delivery of intervention plans
- Manage multiple/complex supports from a range of providers which intersect with mainstream services
- Support crisis resolution and building resilience

### **Investigating Housing Solutions Package:**

This package is offered to those seeking NDIS Supported Independent Living (SIL) supports. It includes SC hours and funding for a number of assessments. It is best practice that LWB Support Coordinators, do not become the SC for those receiving SIL from LWB. The boundaries of this role can become blurry and it could become difficult for you to fully represent the person's views if those are in opposition to those managing or staffing the SIL setting.

### **Guidance for supervisors**

For those responsible for supervising any staff member who is providing support coordination, there are a number of key issues to consider.

### **Key points about staffing**

Wherever possible the staff delivering and supervising support coordination should be different to those delivering Shared and Supported Living, Lifestyle Supports or any direct NDIS funded support delivered by LWB. If the person we support chooses LWB for Support Coordination, staff must ensure they follow the guidance for staff and supervisors in these procedures.

### **Supervisory staff**

- Must be familiar with [NDIS LWB 910 Managing Conflict of Interest - Policy Guidance](#) and ensure the staff they supervise are familiar with this policy guideline and the related procedures. Additional information and assistance for staff can be found in the fact sheet [NDIS LWB 5303 Support Coordination - Staff Fact Sheet](#)
- Need to recognise that staff may feel uncomfortable about researching and giving information about other providers who offer the same type of products as LWB out of loyalty to LWB.
- Must understand that researching and the provision of advice about other providers is a key part of the support coordination role. As the direct supervisor, you will be required to make sure that the staff member provides the person we support with clear, full and accurate information about a range of options, including information about competitor

providers. You will also be required to check staff progress notes for evidence that the full range of options have been explained to each person.

**Note 1:** To avoid any perceived or potential conflict of interest, wherever possible, different staff should undertake the roles of:

- Support Coordination
- Delivery of direct support and/or coordination of staff actually delivering direct support. (The only exceptions for this may be in First Plans where the person we support makes an explicit choice for the support coordinator and the coordinator of supports to be one and the same person. This choice must be clearly documented on CIRTS).

**Note 2:** In instances where a staff member has an existing relationship with a person we support, they may insist that the person wants them to be the support coordinator. In those situations, the following should occur:

- A choice of support coordinators must be offered to the person we support and those who support them with decisions. If the person we support is insistent, their decision should be documented.
- Where a line manager supervises staff who offer Support Coordination as well as staff who offer direct support, the supervisor must ensure they do not guide, influence or direct staff delivering Support Coordination to offer the people we support other LWB products. Additionally, they must not influence people we support for whom we provide direct support to move to any NDIS funded Support Coordination from another organisation to LWB. Where this becomes challenging, advice and support must be sought from the more senior manager.

## **Decision-making by the people we support**

LWB seeks to apply ethical principles and best practice standards for substitute decision making. Accordingly, no LWB staff member will act as an authorised decision-maker for any people they support. LWB staff will support decision making by focusing on resources and support that enables a flexible approach to enhance choice and control by strengthening opportunities for a person to be part of a collaborative network of relationships that influence how and what decisions will be made.

- Where a person we support is receiving LWB Support Coordination and services from another provider indicates they want to receive direct support from LWB, they should be offered an independent advocate. This is to ensure transparency regarding the person's choice. The role of any independent party should also be documented in progress notes.
- Where a person we support says that they want to cease receiving LWB supports, and if the person agrees, a discussion should be held with them and any independent support

person, to determine if LWB are able to make any changes so the continuation of our Support Coordination and/or our direct support delivery is possible. If the person we support does not wish to do this we should proceed to our exit process which can be found [here](#).

**Note:** As per our exit process, wherever possible, we should meet with the person we support regarding the reasons for exit and if we can improve our service. In situations where one manager is supervising staff delivering both direct support and support coordination it may be difficult to discuss reasons for exit with the person we support and as such it may be more appropriate to request an alternate manager speak with the person along with an independent person present if the person we support is agreeable to that.

## Assisting a person we support with *mygov*

Once a participant has access to *mygov*, they also require an activation code to access the participant portal. A step-by-step guide to creating a mygov account and logging into the participant portal can be found at:

[https://myplace.ndis.gov.au/ndisstorefront/html/sites/default/files/Participant\\_Portal\\_Step\\_by\\_Step\\_Guide\\_26\\_August\\_2016.pdf](https://myplace.ndis.gov.au/ndisstorefront/html/sites/default/files/Participant_Portal_Step_by_Step_Guide_26_August_2016.pdf)

The NDIA will give an activation code to the participant (either by calling them or through a letter). If the participant misplaces the activation code (or it has expired), the Support Coordinator can assist the participant to call to receive the activation code again.

## OOHC Case Managers NSW

Case Managers in Out of Home Care (OOHC) are the decision makers for any children/young person in New South Wales (NSW) under contract from Family and Community Services (FACS). As such, NSW OOHC case managers should always ask for Support Coordination to be allocated in every child's plan. Again this is best delivered by non LWB staff. If LWB staff are selected, approval needs to be given by the case manager's supervisor, and adherence to CIRTS recording of decision making complied with.

## Related Documents

- National Safeguarding Framework (in progress)
- NDIS LWB 910 Managing Conflict of Interest – Policy Guidance
- NDIS LWB 204b Support Coordination Client Booklet – FAQ for people we support