

SUPPORT COORDINATION POLICY OPERATIONAL POLICY



POLICY TITLE:	SUPPORT COORDINATION POLICY		
VERSION:	002	DATE EFFECTIVE:	09/06/2020
AUTHORISED BY:	Chief Executive Officer	DATE REVIEWED:	17/10/2022

PURPOSE

This policy outlines the process for participants seeking support coordination from ARC Disability Services Inc. (ARC).

SCOPE

All Coordination of Supports Employees of ARC.

DEFINITIONS

Support Coordination: Under NDIS there are three levels of support coordination which may be included in a participant's plan:

1. **Support connection** – This support is to build your ability to connect with informal, community and funded supports enabling you to get the most out of your plan and achieve your goals.
2. **Support coordination** – coordination of supports: This support will assist you to build the skills you need to understand, implement and use your plan. A support coordinator will work with you to ensure a mix of supports are used to increase your capacity to maintain relationships, manage service delivery tasks, live more independently and be included in your community.
3. **Specialist support coordination** – This is a higher level of support coordination. It is for people whose situations are more complex and who need specialist support. A specialist Support Coordinator will assist you to manage challenges in your support environment and ensuring consistent delivery of service.

IMPLEMENTATION

Participants (and families) seeking support coordination will be supported to build the participant's (or family's) capacity to manage relationships, manage service delivery tasks, live more independently and be included in their community. Support coordinators will support participants and families to understand and implement funded supports in a participant's plan and link a participant to community, mainstream and other services. Support coordinators focus on building the skills of participants and families as well as connecting them to providers.

- A participant engaging in coordination of support services with ARC will be provided support in many ways:
- Research, coordinate and manage supports to suit individual needs across multiple providers, ensuring choice and control
 - Connecting with participants to develop knowledge, experience and connections with the community, NDIS and broader systems of support.
 - Work with participants to understand plan funding and its purpose. The Coordinator of supports will understand the participant's confidence, skills and helps the participant identify what they want from services.
 - Assist participants in preparing for plan reviews.
 - Ensuring support and services are developed and delivered according to the wishes of the participant and their family
 - Maintaining effective transparent relationships and communication with internal and external providers and allied health care professionals.
 - Achieve their goals through building capacity, knowledge, resourcefulness and confidence
 - Respond to any crisis situations, connecting the participant with relevant providers.

A participant engaging in Specialist Coordination of supports with ARC will be supported in:

- Resolving any crisis situations ensuring the clients best interests are supported
- Reducing barriers to implementing/using the participants NDIS plan.

POLICY	Document No.: GOV03-FORM-01	Version No.: 1A
Release Date: 12 February 2020	Uncontrolled if Printed	Page 1 of 3

COORDINATION OF SUPPORTS

ARC Coordinators of supports bill in 15 minute increments. They ensure that a balance of hours is maintained in agreement with the participant to allow for mandatory reporting to the NDIA in preparation for plan reviews. ARC ensures that time of travel is charged at the prescribed rates within the NDIA Price Guide. And whenever possible the Coordinator of Supports will plan concurrent meetings to share any incurred cost of travel.

SPECIALIST SUPPORT COORDINATION

ARC ensures that Specialist Support Coordination is only provided by an employee with the appropriate recognised qualifications or someone with Psychological expertise and background. Participants who are funded for specialist support coordination will require a qualified employee to provide this service.

CONFLICT OF INTEREST

A conflict of interest occurs when someone in a position of trust, such as a Support Coordinator, has real or perceived competing private and professional interest(s), making it more difficult to fulfil their professional duties without bias. Support Coordinators often provide information and advice to participants and receive sensitive information regarding the participant. Conflicts of interest may arise when assisting a participant to connect with providers of supports and broader systems of support. As ARC provides services other than Support Coordination, the potential risk for conflict of interest arises when a participant is receiving multiple ARC services.

It is the policy of ARC that Coordinators of Support, who provide support coordination services, must not (by act or omission) constrain or influence the direct decision making by a participant and/or their legal decision maker, so as to limit that person's access to information, opportunities and exercise choice and control. ARC Coordinators of Support will ensure that all participants who engage with ARC Support Coordination services are given fair and non-bias recommendations about engaging a service. All ARC Coordinators of Supports must ensure that they provide a multitude of options from an independent position.

In line with ARC's *Conflict of Interest Policy*, any potential, perceived or real conflicts of interest must be declared and recorded. In the context of this policy, this can include when a participant chooses to engage multiple services from ARC, but also where a conflict of interest exists for external services or business directly or indirectly associated with an ARC Coordinator of Supports.

If an ARC Coordinator of Support identifies or has declared a conflict of interest, they will take all reasonable steps, where it is relevant to delivery of service, to inform the participant and/or their formal decision maker of this conflict. If the participant and/or their formal decision maker is not satisfied with the strategies utilised to mitigate and manage the conflict, they will be provided with alternative options.

If a participant chooses to engage ARC to deliver services in addition to Support Coordination, ARC Coordinators of Support must ensure:

- The participant and/or their legal decision maker is aware of their rights in respect to choice and control;
- ARC's *Freedom of Choice* and *Conflict of Interest* policies have been provided and are explained in the language, mode of communication and terms they're most likely to understand.
- Relevant documentation is completed by the participant and/or their formal decision maker, should they choose to do so, that reflects these discussions and declares they have had the freedom of choice.

For further information on managing conflicts of interest, see ARC's *Conflict of Interest Policy* and *Freedom of Choice Policy*.

CANCELLATION OF SUPPORTS

In the event that a participant wishes to cease receiving Coordination of Support services from ARC they will be required to provide 14 days' notice. Within these 14 days ARC will assist the participant to engage with a new Support Coordinator if they wish and will provide support in the handover process. In the event the participant ceases communication with ARC, ARC will – to the best of their ability facilitate this hand over with the new provider. Outlined in the participant's service agreement it states that either party must give 14 days' notice of cessation of services. However, if either party seriously breaches the terms of the service agreement this may be terminated immediately with good cause.

POLICY	Document No.: GOV03-FORM-01	Version No.: 1A
Release Date: 12 February 2020	Uncontrolled if Printed	Page 2 of 3

REFERENCES

NDIS Act 2013
NDIS Practice Standards and Quality Indicators 2021
NDIS Quality and Safeguards Framework
NDIS Code of Conduct

AUTHORISATION

This Policy is approved and issued by:



BENJAMIN KEAST

Chief Executive Officer

POLICY	Document No.: GOV03-FORM-01	Version No.: 1A
Release Date: 12 February 2020	Uncontrolled if Printed	Page 3 of 3