

SUPPORT COORDINATION POLICY OPERATIONAL POLICY



POLICY TITLE:	SUPPORT COORDINATION POLICY		
VERSION:	003	DATE EFFECTIVE:	09/06/2020
AUTHORISED BY:	Chief Executive Officer	DATE REVIEWED:	08/08/2024

SUMMARY

Provides an outline of support coordination services and how these services are provided to Participants.

PURPOSE

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

SCOPE

All Employees of ARC.

DEFINITIONS

The following outline the descriptions for Support Coordinators as defined within the *NIDS Pricing Arrangements and Price Limits* document.

TERM	DEFNITION
Level 1: Support connection	<p>This support item assists a participant to implement their plan by strengthening their ability to connect with the broader systems of supports and to understand the purpose of the funded supports. Support Connection assists a participant to understand their NDIS plan, connect participants with broader systems of supports, and provide assistance to connect with providers. Support Connection will assist participants to achieve effective utilisation of their NDIS plan and answer questions as they arise.</p> <p>Support Connection also increases a participant's capacity to maintain (or in some cases change) support relationships, resolve service delivery issues, and participate independently in NDIA processes. Support Connection includes, but is not limited to:</p> <ul style="list-style-type: none">▪ Understand the Plan;▪ Connect with Supports and Services;▪ Establish Supports;▪ Coach, Refine, Reflect; and▪ Report to the NDIA.
Level 2: Support Coordination	<p>This support item strengthens a participant's ability to design and then build their supports with an emphasis on linking the broader systems of support across a complex service delivery environment. Coordination of Supports is to focus on supporting participants to direct their lives, not just their services, and is focussed on assisting participants to build and maintain a resilient network of formal and informal supports. This involves working together with the participant to understand the funding, identify what participants expect from services, and how participants want this designed. Coordination of Supports also includes coaching participants and working with participants to develop capacity and resilience in their network.</p> <p>Coordination of Supports includes, but is not limited to</p> <ul style="list-style-type: none">▪ Understand the Plan;▪ Connect with Supports and Services;▪ Design Support Approaches;▪ Establish Supports;▪ Coach, Refine, Reflect;▪ Targeted Support Coordination;▪ Crisis: Planning, Prevention, Mitigation and Action;▪ Build Capacity and Resilience; and▪ Report to the NDIA.

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Level 3: Specialist Support Coordination	<p>This support is delivered utilising an expert or specialist approach, necessitated by specific high complex needs or high-level risks in a participant's situation. Specialist Support Coordination is delivered by an appropriately qualified and experienced practitioner to meet the individual needs of the participant's circumstances such as a Psychologist, Occupational Therapist, Social Worker, or Mental Health Nurse. Specialist Support Coordination is expected to address complex barriers impacting a participant's ability to implement their plan and access appropriate supports. Specialist Support Coordinators assist participants to reduce complexity in their support environment and overcome barriers to connecting with broader systems of supports as well as funded supports.</p> <p>Specialist Support Coordinators are expected to negotiate appropriate support solutions with multiple stakeholders and seek to achieve well-coordinated plan implementation. Specialist Support Coordinators will assist stakeholders with resolving points of crisis for participants, assist to ensure a consistent delivery of service and access to relevant supports during crisis situations.</p> <p>Specialist Support Coordination is generally delivered through an intensive and time limited period necessitated by the participant's immediate and significant barriers to plan implementation. Depending on individual circumstances, a Specialist Support Coordinator may also design a complex service plan that focusses on how all the stakeholders in a participant's life will interact to resolve barriers and promote appropriate plan implementation. Once developed, a Specialist Support Coordinator will continue to monitor the plan, but it may be maintained by one of the participant's support workers or other care supports.</p> <p>Specialist Support Coordination includes, but is not limited to</p> <ul style="list-style-type: none"> ▪ Understand the Plan; ▪ Connect with Supports and Services; ▪ Design Support Approaches; ▪ Establish Supports; ▪ Coach, Refine, Reflect; ▪ Targeted Support Coordination; ▪ Crisis: Planning, Prevention, Mitigation and Action; ▪ Address Complex Barriers; ▪ Design Complex Service Plan; ▪ Build Capacity and Resilience; and ▪ Report to the NDIA.
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IMPLEMENTATION

Support coordination is a NDIS funded support designed to help participants to build capacity to use and manage their NDIS supports. The role of a support coordinator, or "coordination of supports", is to help empower participants to understand and navigate their NDIS plan.

A support coordinator will assist participants to understand their NDIS budget and what it can be used for. Once participants understand their plan and how it works, support coordination can assist them to implement their supports and activities according to their needs to work towards to their goals.

A support coordinator can also help participants and their support circle to address unexpected events or challenges, such as going to hospital or exploring home and living options.

With the help of a support coordinator, participants will also be able to build their own capacity to manage their supports, allowing them to take greater control of achieving their goals and living more independently.

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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.
- Engaging with participants to build understanding, and establish links within the community, NDIS, and wider support networks.
- Collaborate with participants to grasp the intent and funding of plans. The Support Coordinator will recognise the participant's confidence and skills and assist them in defining their service expectations.
- Assist participants in preparing and obtaining reports for plan reviews.
- Supporting participants to access and connect with services that meet their needs and align with their plan goals.
- Maintaining effective 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 crisis situations in line with the scope of the Support Coordinator, connecting the participant with relevant services.

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

- Resolving any crisis situations in a time sensitive manner, ensuring the Participant's best interests are supported.
- Reducing barriers to implementing and using the Participant's NDIS plan.

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 Pricing Arrangements and Limits 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. 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.

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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 Coordination of Support services, Participants will be required to provide notice in line with ARC's *Cancellation of Supports and Services Policy*. ARC will assist the participant to engage with a new Support Coordinator if they wish and will provide support in the handover process.

ARC will to the best of their ability facilitate a hand over with the new provider or provide the handover to the Participant or their nominee.

If either party seriously breaches the terms of the service agreement, services may be terminated immediately with good cause.

RELATED DOCUMENTS

- Freedom of Choice Policy
- Conflict of Interest Policy
- Cancellation of Supports and Services Policy

REFERENCES

- NDIS Act 2013
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Code of Conduct
- [Professional Standards of Practice Support Coordination 2022 \(Disability Intermediaries Australia\)](#)

AUTHORISATION

This Policy is approved and issued by:

A handwritten signature in black ink, appearing to read 'Ben Keast'.

BENJAMIN KEAST

Chief Executive Officer

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