Purpose

This Procedure informs Life Without Barriers (LWB) Support Coordinators about how to implement Support Coordination for the individuals who we support.

It explains Support Coordination, how to respond to a Request for Service from the National Disability Insurance Agency (NDIA), how to initiate and deliver Support Coordination with LWB clients as well as how to manage LWB's potential conflict of interest when delivering Support Coordination.

This procedure is guided by the NDIS Act 2013, NDIS Practice Standards and Quality Indicators and the current NDIS Pricing Arrangements and Price Limits and should be read in conjunction with the NDIS LWB 5302 Support Coordination - Practice Guide.

The NDIS LWB 5302 Support Coordination - Practice Guide provides Support Coordinators with a detailed understanding of how to deliver best practice Support Coordination within the NDIS, in line with the NDIS Practice Standards and Quality Indicators and the LWB Disability Pathway Signature Process.

What is Support Coordination

Support Coordination is an LWB product offered to clients with disability and describes specific types of supports funded by the National Disability Insurance Scheme (NDIS), via the National Disability Insurance Agency (NDIA).

The NDIA describes Support Coordination as:

'*Assistance to strengthen participants' abilities to coordinate and implement supports and participate more fully in the community. It can include initial assistance with linking participants with the right providers to meet their needs, assistance to source providers, coordinating a range of supports both funded and mainstream and building on informal supports, resolving points of crisis, parenting training and developing participant resilience in their own network and community.*' LWB offers all three levels of Support Coordination funded by the NDIS which appear with the NDIS Pricing Arrangements and Price Limits as follows:

- Level 1 – Support Connection
- Level 2 – Coordination of Supports and
- Level 3 – Specialist Support Coordination LWB's NDIS LWB 5302 Support Coordination

Practice Guide provides details descriptions of all three levels of Support Coordination.

Scope of LWB Support Coordinators

- Coordinating a range of both funded and mainstream supports.

- Building Informal Supports
- Helping clients to understand their NDIS Plan
- Identifying and connecting clients to service providers
- Liaising with providers, explaining the client's unique goals, needs and preferences
- Helping clients understand Service Agreements
- Complete and check Service bookings are correct
- Resolving points of crisis
- Connect clients to advocacy services if required
- Work to build the client's capacity regarding the above
- Monitor and manage conflicts of interest
- Support the client's informal supports to be involved in connecting to services
- Monitor and use budgets flexibly
- Submitting reports to the NDIA to prepare for client's plan reviews

Best Practice for Support Coordinators would also include:

- Actively design practice with clients
- Build client capacity with tools and resources clients can keep
- Link to informal, mainstream and community supports
- Understand the NDIS inside out, and effectively support participants to do the same
- Engage clients and promote choice and control
- Build confidence in the participant and their support network
- Remain independent by providing clear and transparent information

What is out of Scope of LWB Support Coordinators

- Choosing services on behalf of the client
- Signing Service Agreements on behalf of the client
- Collecting or paying invoices on behalf of the client
- Acting as a transport service – support should focus on finding alternative means of transport such as public transport, taxi, Uber etc. Clients may have sperate Transport funding in their NDIS plan
- Accompanying a client to funded or unfunded supports
- Managing the client's paperwork associated with their supports
- Developing Support Plans on behalf of the client eg., Provider's SIL related Support Plans
- A permanent requirement – this is assisted by focussing on supporting the client's independence rather than reliance
- Advocacy – if advocacy is required, the client should be connected to formal advocacy supports
- Provision of personal care, community access or other direct supports

- Plan Management – encourage the client to seek support through the NDIS 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. Whilst Support Coordinators may work to build the client's capacity to respond to emergencies or critical events, Support Coordinators do not deal with out of office requests. Support the client to become aware of emergency supports such as the mental health crisis line, and how to support those services.
- Duplication of Early Intervention Supports. It is unlikely that referrals for children under 6 will be received as there are specially funded supports to help parents of young children with disability

NDIA Requests for Service

On plan approval, the NDIA will ask the participant if they have a preferred provider for their Support Coordination. The NDIA will submit a Requests For Service (RFS) in the relevant provider's myplace/PACE Portal. The myplace/PACE provider portal step by step guides provides detailed instructions on how providers access and action an RFS.

LWB Support Coordination Intake and Engagement team are required to regularly access the myplace/PACE portal to review any current RFS's relevant to their region and act by either accepting or rejecting as appropriate.

The Disability Staff Support Centre (DSSC) will provide back up support to regions by also accessing the myplace/PACE portal daily to review the RFS's. The DSSC will forward any unactioned RFS's to the relevant LWB regional contact from the previous day to review and action on behalf of that region.

What if the RFS doesn't contain enough detail?

An RFS should contain the following information:

- Participant details (name, NDIS participant number, plan start and review date, contact details, preferred contact method and person).
- Nature of Support Coordination request, including:
    - Reason for the referral
    - Number of hours provided for Support Coordination
    - Reporting requirements for Support Coordination
    - Information about identified barriers
    - Immediate connections required
    - Advice on other informal and mainstream connections
- Referrals for assessments information e.g., documented by Allied Health Professionals
- Participant context including disability type and general information
- Participant goals

- Breakdown of all funded supports in the Plan and how each is to be managed i.e., Agency, Plan or Self-managed.

If the RFS has insufficient detail, such as number of hours, person's goals, etc. the NDIA Planner can be contacted for further information or a Plan Handover. The NDIA Planner details can often be found on the NDIA Plan or by asking the client for their Planner's contact details.

Accessing the participant's NDIS Plan

A Support Coordinator will need to have access to the client's NDIS Plan to provide Support Coordination. The NDIS Plan may be required to respond to the RFS and will be required upon acceptance of the RFS. Support Coordinators can access a NDIS Plan via the following options:

- RFS includes the NDIS Plan
- Directly from the client
- Requesting the client access their NDIA portal to consent to share their plan
- Contact the NDIA Planner to have them advise how to access the plan and/or a plan handover

Self- Referrals

A client can contact LWB directly to self-refer to LWB Support Coordination. When this occurs, the RFS process is bypassed, and the client will need to supply their NDIS Plan or consent for LWB to access it.

Engagement

Once the RFS or self-referred client is accepted, the following takes place:

- Support Coordinator commences completion of the NDIS LWB 403 Engagement Form with the information provided within the RFS/Plan.
- Support Coordinator contacts the client to introduce themselves and advise that LWB have accepted the RFS of Support Coordination for a total of XX hours. The client (or their representative) is asked if they agree to LWB providing this service. If consent is given, the Support Coordinator provides an explanation of the next steps e.g., development of an LWB Service Agreement, creation of Service Bookings and completion of the Initial Meeting.
- Support Coordinator, in consultation with the client, completes any remaining relevant sections of the Engagement Form. Please note: Sections 5, 6 and 8 do NOT need to be completed when the only product LWB is providing is Support Coordination.
- Regardless of whether a quote has been requested, a costing for the provision of the support based on the hours allocated in the NDIS Plan is included in the Service Agreement.

- Support Coordinator advises the client that LWB will put together a Service Agreement. The details of the Service Agreement are explained to the client with specific reference to the details contained within the Appendix:
  - Responsibilities
  - Privacy
  - Consent to create a Service Booking
  - Terms and Conditions
  - Conflict of Interest
  - Feedback, Queries, Complaints & Disputes

The client may require further information explaining the LWB Service Agreement, what it will contain and why it is 'best practice' for both parties to have a written agreement before working together.

- Once the relevant LWB staff have created the Service Booking in the myplace portal, the client is sent their Service Agreement and an LWB Welcome Pack via email or post. (Welcome Pack contents: Welcome Pack letter, Privacy and Feedback, Conflict of interests, NDIS Commission Complaints)
- The Service Agreement is to be consented to by the client or their Authorised Decision Maker prior to any LWB services commencing. The Client may request to meet with the Support Coordinator to go through the agreement in-depth.

Please note: 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 clients they support. LWB staff will support decision making by focusing on resources and support that enables a flexible approach to enhance clients' 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.

The time needed for completion of the on-boarding materials including the Engagement Form/Service Agreement/Welcome Pack can **NOT** be claimed from the client.

Service Delivery: The Initial Meeting

The initial meeting is vital in establishing rapport and trust between all parties. This meeting should be used to establish the expectations of the Support Coordinator role, how the client will be supported, and the role the client will play in coordinating their supports.

Support Coordinators should ensure they are familiar with the client's NDIS Plan and read through the client's NDIS Plan to assess:

- what services will be funded
- what connections and support will be required
- what mainstream supports can be established

- what mainstream supports are in place that they wish to maintain or further develop
- check the overall number of hours

When reviewing the above information, identify what Support Coordination assistance could be offered and what areas the client will manage for themselves.

If possible, refer to the Support Coordinator Plan Review Report (if they are an existing participant of the NDIS) which will provide some insight and understanding about the person's requests in comparison to what is in their Plan.

Meeting Location

Support Coordinators can meet at the person's home or other agreed venue, or virtually. However, if the client's preference is for face-to-face, the Support Coordinator will ask the client to attend the LWB office – this way the client won't be charged for Support Coordinator travel.

Implement Support Coordination Hours

Support the client by providing them with information and ideas for new service providers and facilitate quotes and Service Agreements with any desired providers.

If the client's NDIS Plan is Agency managed, then the Services they choose to engage with MUST be provided by a registered NDIS Service Provider. If managed by a financial intermediary, this is not required.

Work with each client to develop an individual budget to enable spending to be tracked across the whole plan, such as what other service providers will be using for supports.

Other Providers should liaise with the client regarding their Service Agreement. While they may send the LWB Support Coordinator a copy of the Agreement to 'review' with the client, ideally the other provider should be responsible for explaining it to the client and sourcing their signature.

Once Service Agreements are established with other providers, the LWB Support Coordinator can commence supporting the person with community engagement/mainstream services. The NDIS LWB 5302 Support Coordination – Practice Guide provides information regarding how Support Coordinators can support their clients with Social and Community Inclusion – refer to sections on Person Centred Thinking, Social and Community Inclusion and Practicing Presence to Contribution.

The Support Coordinator should assist the client to navigate difficulties that arise with other service providers or changes to life circumstances. Where there are significant changes that mean a person requires additional funded support that is not included in their current plan, they may require a Change of Circumstance review.

Support Coordination Payments

Enter Support Coordination hours directly into the regional Claiming system (SACA/Lumary/TCM) to enable claiming. The hours entered SACA/Lumary should mirror those hours logged in the NDIS LWB 5314 Client NDIS Plan Budget Tracker and those validated by the client.

- Each region claims in most cases within 24 hours of the services being delivered. LWB Finance can make a bulk upload to the NDIS, meaning a single claim can be made for multiple hours saving administration time and effort.
- Support Coordinators should ensure that all support hours are entered by the due date for claiming cycles.

If the claiming cycle has been missed, the Finance team can aid make a claim, however, this should be by exception only.

Client Contact – Minimum Terms of Engagement by the Support Coordinator

Principles:

- Support co-ordination is a professional service which is delivered on a time charged basis
- Life Without Barriers has adopted a national approach to what is expected of client contact and support
- Our clients have the right to direct how we use their support co-ordination hours
- Our clients have a right to understand what we have claimed for
- Client decision-making is to be supported with consideration to their needs and preferences
- Support Co-ordinators are not the gatekeeper to other providers developing a relationship with the client

To ensure that a high quality of service is established and maintained, every client must be contacted a minimum of once per month* to check on:

- General well-being
- Progress / barriers / challenges towards meeting goals
- Support co-ordination needs

*Exemptions may apply based on the participant's circumstances and funding available and discussed with their support coordinator.

As part of the NDIS Plan cycle there are also periods that will require more support and it is important that this is explained clearly to all clients up front.

Feedback and Review Stage

Complete Reporting to the NDIA according to the requirements stated in the plan:

- The NDIA should advise within the RFS relevant information regarding the reporting requirements for the Support Coordination. These reporting requirements will be referred to as:

  1. Post implementation report (with a date for same) and

  2. Additional Implementation report (with time frame stated e.g., bi-annually).

Complete and assist the client to assess support needs for their NDIS Plan review:

- 8 weeks before plan end submit a plan Support Coordination Plan Review Report.
- Prepare for the plan review meeting. Note documented evidence will help determine the future NDIS funding of the client.
- Seek input from providers on progress evidenced through their Individual Support Plans with the client. Best practice is to support the client to get this evidence for you.