# Introduction

This procedure informs Life Without Barriers (LWB) Recovery Coaches on best practice delivery of Recovery Coaching services.

This procedure is guided by the NDIS Act 2013, NDIS Practice Standards and Quality Indicators and the current NDIS Price Guide and should be read in conjunction with the NDIS RC52 Recovery Coaching - Practice Guide

# What is Psychosocial Recovery Coaching?

Psychosocial Recovery Coaching (Recovery Coaching is a specialist mental health NDIS funded support for people with a psychosocial disability.

It is Recovery orientated practice. Recovery means being able to live a purposeful and meaningful life. Recovery coaches are a NDIS funded worker with mental health knowledge who will support the individual with their recovery journey.

Through recovery-orientated practice and coaching approaches with the aim of assisting to build the person's control of their life and to better manage the challenges of day-to-day life, Recovery Coaches work collaboratively to assist the person to lead a full and meaningful life, focus on dreams and aspirations and building capacity and resilience through strong and respectful relationships.

See NDIS RC52 Recovery Coaching - Practice Guide for further details.

# Enquiry Stage

Intake (or delegate) oversees the enquiry and onboarding process.

### NDIA Requests for Service

On plan approval, the NDIA will ask the NDIS participant if they have a preferred provider for their Recovery Coaching. The NDIA will submit a Requests for Service (RFS) in the relevant provider's myplace Portal. The myplace provider portal step by step guides provides detailed instructions on how providers access and action an RFS. LWB intake personnel oversee this process. Requests for Service through the myplace Portal daily by Intake.

### Self-Referring Clients

A person with Recovery Coaching in their NDIS plan can contact LWB directly to self-refer to LWB Recovery Coaching. When this occurs, the RFS process is bypassed.

# Engagement Stage

### Existing Client

- If the person is an existing recipient of Recovery Coaching a service agreement is developed and the Recovery Coach explains the service agreement and organises the signing (or verbal consent) of the service agreement and LWB Consent to Collect and Share form.

### New Client

- Intake contact the client to make introductions and advise LWB have accepted the RFS for Recovery Coaching for the specified number of hours.
- The individual (or their representative) is asked if they agree to LWB providing this service. If consent is given, Intake provides an explanation of the next steps e.g.:
    - Creates a CIRTs (Client Management System) record for the individual
    - Development of an LWB Service Agreement
    - Completion of the LWB Consent to Collect and Share for
    - Completion of the Engagement Form
    - Creation of Service Bookings (if Agency Managed)
    - Provides copies of all information to the individual (or their representative)
    - Attach all completed documentation to the individual CIRTS record
    - Completion of handover of information from Intake to the nominated Recovery Coach.

Communicate to individual date/time when they will be contacted by their new Recovery Coach.

**Note:** The time spent for completion of on-boarding materials including the Engagement Form/ Service Agreement/ Welcome Pack **cannot** be claimed.

# Service Delivery Stage

### The Initial Meeting

The initial meeting/ conversation is scheduled to establish rapport and set up the expectations of the Recovery Coach's role; how the individual can be supported and the choice and responsibility the individual will have in coordinating their supports. NDIS RC54 Psychosocial Recovery Coaching Client Factsheet can be used for reference.

### Meeting Location

How the meeting occurs is based on the wishes of the individual and can occur via phone, virtually or in person, at either the person's home or an alternate agreed venue. Where possible the Recovery Coach will recommend face- to- face meetings at a local LWB office as this will reduce the travel cost for the individual.

If the initial meeting is to be at the client's home, the NDIS LWB 5317 Client Home Visit – Risk Assessment should be completed prior to the visit.

**Implement Recovery Coaching Hours and Record Keeping**

Following the initial meeting with the person they are supporting, the Recovery Coach will now have an indication on the individual's priorities and expectations. It is expectation that a conversation/agreement for a frame work for the schedule/regularity of contact is established, for example face to face contact every second Tuesday. This preference of the individual will inform the completion of the NDIS LWB 5350 Recovery Coaching Wellness Plan

To ensure an accurate record of how and to what outcome the individual's NDIS funding is used the Recovery Coach will complete the following:

- Update of the Recovery Coaches' client tracker each day
- Corresponding Progress note completed each day identifying the time spent and activities completed and to what outcome for the individual.
- Time billed through Lumary on the active service agreement withing 24 hours of the activity/support provision.

**Mandatory Documents and Practice Tools**

In addition to the LWB's suite of Mandatory documents, there are a range of NDIS documents which the Recovery Coach may be required to support the individual in finding, completing, and lodging. These are:

Change of details or change of situation form

Form - Application for Review of Decision

Home and living supporting evidence form

Whether these will need to be completed or not, will be dependent on the person's individual situation, if their goals have changed,and at what point they are within the length of their current NDIS plan.

Sound practice and support to the individual by the LWB Recovery Coach will be assisted through initial completion and regular review of the NDIS LWB 5350 Recovery Coaching Wellness Plan

**Claiming and Payments**

The Recovery Coach will enter claims for service, from their Tracker/Progress note directly in SACA at the end of the business day (or within 24hours) .

For this to work efficiently the Recovery Coach must work closely with Intake to ensure the following:

- Consent to Service has been provided and recorded through an active service agreement.
- The active service agreement accurately reflects the current details of the person's NDIS plan the management type and the amount of funding agreed to.

From here:

- The Recovery Coach will claim hours in SACA as reflected in CIRTS progress notes.
- LWB's finance team will invoice each fortnight for participant's whose support coordination budgets are either self or plan managed.
- LWB's finance team will upload claims to the NDIA each week for participant's whose support coordination budget is agency managed.

In the instance an individual has a new plan approved without communication from the NDIA or a period of overservice looks likely, the Recovery Coach will discuss, seek and find a solution with the individual based on their funding.

**Conflict of Interest**

Within direct services, it is vital that the Recovery Coach understands and works with the Participant/consumer in a transparent and person-centred manner. To support this, the Recovery Coach will ensure the following is completed:

- The NDIS LWB 5350 Recovery Coaching Wellness Plan is completed at the first meeting so that the Recovery Coach has a strong understanding of the participant's goals and priorities.
- That on engagement, the Recovery Coach discusses 'Conflict of Interest' in their initial meeting and completes the NDIS LWB 5311B Support Coordination - Client Goal Action Plan with the participant.
- That any potential linkages or referrals to other services are provided to the individual as 'options' in the first instance, so that the participant can exercise choice.
- That 'best fit' services for the participant takes precedence over existing business relationships or services which the Recovery Coach may be familiar with
- The Recovery Coach participates in monthly supervision and regular training.
- In the instance that the Recovery Coach is concerned that any service relationships may be perceived or offer potential for 'conflict of interest', that they discuss this with their direct line manager immediately.

LWB business support services and systems will ensure that the Recovery Coach is structured to provide an impartial and transparent service. This looks like the following:

- Independent management for Support Coordination and Recovery Coaching.

- Independent Intake and Engagement team for Support Coordination and Recovery Coach.
- A business system which locks down Recovery Coaching and Support Coordination client information so that it cannot be accessed by any worker outside of the relevant team.

NDIS documents which support this education:

Participant Safeguarding Policy

NDIS Code of Conduct

The NDIS Practice Standards