



Support coordination services policy

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Introduction

This policy provides guidelines for support coordination services to assist each participant in their journey to create a support plan and to access services according with their preferences, needs and requirements.

What is support coordination?

Are services that involve assisting individuals with disabilities in accessing and coordinating the supports and services they require to achieve their goals and enhance their quality of life. Support coordinators work collaboratively with individuals, their families, and other relevant stakeholders to develop and implement individualized support plans. That is why they need to act with integrity, honesty, and transparency.

Role of a support coordinator

Their role is to build the participant's capacity and capability to be more independent navigating and understanding the NDIS and make their own decisions.

Their responsibilities are to

- Help participants understand their NDIS plan.
- Work with the participant in the development of their plan
- Help participants to clarify their support preferences.
- Help participants to identify suitable providers according to their needs and preferences.
- Build participants confidence to implement their plan.
- Create opportunities for the participant to be more independent.
- Allow participants to take reasonable risks.
- Help the participant in the monitoring of their budget and supports.
- Broker supports and services.
- Disclose to the participant any conflict of interest when identifying service providers.
- Present at least two alternatives of service providers that are suitable for the participants needs and goals.
- Maintain ongoing communication with the participants, ensuring that they are continuously informed and involved in the implementation, monitoring, and review of their support plans.
- Conduct regular reviews of the support plans with the participants to assess their effectiveness and identify any necessary adjustments or modifications. These reviews

consider the participants' evolving needs, goals, and preferences, as well as any changes in their circumstances or support requirements.

- Actively involve the participants in the planning and decision making for their supports, ensuring that they have as much control as possible and desired. In the event of a crisis, incident, or breakdown of support arrangements, the specialised support coordinator must work closely with the participants to promptly respond to the situation. This way immediate access can be facilitated to appropriate supports and services, ensuring the safety and well-being of the participants and others involved.
- Engage with all providers involved in implementing the participant's plan. They ensure that these providers have a thorough understanding of the risks and complexities associated with the participant's situation and collaborate effectively with other relevant providers, where necessary.
- Manage diligently all monitoring and reporting obligations associated with the participant's plan. They ensure that required documentation, records, and data are maintained accurately and securely. They also facilitate regular reporting to relevant stakeholders, including funding bodies, regulatory authorities, and the participants themselves, to provide transparency and accountability in the management of the support arrangements.

Applicability





When

- Applies all our participants who wants to undertake a support coordination services with us




Who

1. Applies to all representatives including key management personnel, directors, fulltime workers, part time workers, casual workers, contractors and volunteers.

Documents relevant to this policy

-  Support plan
-  Plan supports
-  Conflict of interest
-  Privacy and confidentiality policy

Regulations relevant to this policy

-  NDIS (Quality Indicators) Guidelines 2018 (Cth)
-  NDIS Practice Standards
-  NDIS Code of Conduct

Purpose

The purpose of this policy is to outline the principles and guidelines for the provision of support coordination services to individuals with disabilities. It aims to ensure that support coordinators

act in the best interest of the individuals they support and maintain a high standard of professionalism and ethical conduct.

Standards

Support coordinators must always act in the best interest of the individuals they support, following the Organisation's policies and procedures, and the current regulation. They should prioritize the individuals' needs, goals, preferences, and rights throughout the support coordination process. This includes providing accurate and unbiased information, facilitating informed decision-making, and advocating for the individuals' rights and choices.

Support coordinators must also ensure efficient utilization of funded supports and leverage community and mainstream services to achieve participant plan objectives. Collaborating closely with participants to tailor support arrangements based on their needs, goals, and preferences. By optimizing resource allocation, they maximize benefits. Exploring opportunities for participants to access suitable services and establish partnerships for coordinated service delivery. Regular reviews ensure alignment with participant goals, allowing for adjustments if needed. Support coordinators advocate for participants' rights and choices, providing accurate information for informed decision-making, promoting autonomy throughout the process.

Conflict of Interest

In the event a conflict of interest arises, the support coordinator has the obligation to disclose any potential or actual conflicts of interest (personal, financial, or professional), that could be perceived as influencing their decisions or recommendations regarding the provision of support services. Or they can appoint an alternative support coordinator to avoid any real or perceived bias.

Support coordinators are required to adhere to the highest standards of integrity and professionalism, to ensure the participant's interest are prioritized and met. They must avoid any actual or perceived conflicts of interest that could compromise their ability to act in the best interest of the individuals they support.

A support coordinator cannot be and advocate, because their role is to refer and connect the participant with the advocate.

Each participant is supported to understand the distinction between the provision of specialised support coordination and other reasonable and necessary supports funded under their plan, using language, communication methods, and terms that they can easily comprehend. This ensures clear communication and empowers participants to make informed decisions about their support options.

Referrals to and from other providers are carefully documented for each participant. The support coordinator maintains a record of all referrals made on behalf of the participant, as well as any referrals received from other providers. This documentation helps to track the progress and outcomes of the referrals, ensuring that the participant's support network is comprehensive and effectively coordinated.

Confidentiality and privacy

Support coordinators must also maintain strict confidentiality and privacy regarding the personal information and sensitive data of the individuals they support. They should comply with applicable privacy laws and regulations to safeguard the individuals' rights and maintain their trust.