

NDIS Support Coordination Fact Sheet

What is Support Coordination?

Support coordination is a NDIS funded capacity building support which assists NDIS participants to:

- Understand and use the NDIS plan to help participants actively pursue their goals.
- Connect participants with NDIS providers, community, mainstream and other services.
- Build participant confidence, capacity and skills and coordinate support.
- Ensure NDIS plan funding is not being under or over utilized and utilized correctly.

There are four different types of Support Coordination:

- 1. Support Connection** - This support is to build ability to connect with informal, community and funded supports enabling you to get the most out of your plan and pursue your goals.
- 2. Support Coordination** - "Coordination of supports": This support will assist to build the skills needed to understand and make full use of the plan. A support coordinator will work with a participant to ensure a mix of supports are used to increase capacity, to maintain relationships, manage service delivery tasks, live more independently, and be active in the community.
- 3. Specialist Support Coordination** - This is a higher level of support coordination. It is for participants whose situations are more complex and require specialized support. Specialist Support Coordinators hold Allied Health qualifications that equip them with the knowledge and expertise to support participants dealing with difficult barriers such as housing and hospitalization. They identify and mitigate risks and reduce the complexity of the environment to avoid crisis situations and ensure the consistent provision of wrap around support.
- 4. Psychosocial Recovery Coaching** - This is a type of Support Coordination that is designed for participants with Psychosocial Disabilities. Psychosocial Recovery Coaches are qualified workers with lived or learned experience and knowledge of psychosocial disability and mental health. Their primary aim is to support participants on their recovery journey towards a purposeful and meaningful life.

Recovery Coaches will:

- Spend time with participants to understand their needs, circumstances and people that are important to them.
- Support participants with their recovery planning.
- Coach participants to develop their capacity for personal development and recovery skills.
- Support participants with developing recovery-oriented relationships.
- Identify suitable recovery-oriented supports and link their participants.
- Support the participants' choice and control.
- Support engagement with NDIS and plan implementation.
- Communicate with formal and informal supports to ensure recovery support needs are addressed.

| What is included in Support Coordination: | What is not included in Support Coordination: |
|---|--|
| <ul style="list-style-type: none"> • Helping link in supports to achieve NDIS goals and build capacity • Referrals to NDIS providers • Referrals to other services • Liaising with other services and stakeholders • Ensuring plan is being utilized and utilized correctly. • Advocating for NDIS plan to be funded in align with NDIS and recovery goals. • End of Plan Reports • Attending Plan Review meetings • A Recovery Coach may support to attend a group, appointment, or event if this is a part of the participants recovery plan | <ul style="list-style-type: none"> • Crisis support. • Assistance with errands • Assistance with transport • Support to attend a group event (long term) • Attending medical appointments • Providing therapy • Support with rental housing inspections |

Frequently Asked Questions

What is the difference between a Support Coordinator and a Psychosocial Recovery Coach?

The main difference between a Support Coordinator and a Psychosocial Recovery Coach is the amount of involvement along the participant's mental health recovery journey. The funding for Psychosocial Recovery Coaching is provided to NDIS participants whose Psychosocial disability diagnosis is recognized by the NDIS. Participants may receive additional hours to allow the Recovery Coach to have regular face to face contacts and holistically work on the participant's recovery goals. A Recovery Coach may act as a Support Coordinator where there isn't Support Coordination funding.

How do you get a Support Coordinator or Psychosocial Recovery Coach?

To be eligible for you need to be a NDIS participant. The type of Support Coordination and funding allocated in a plan is determined by the NDIS planner, based on the participants NDIS goals, situation, advocacy and evidence to indicate the participant requires the funding.

Can you have both Support Coordination and Psychosocial Recovery Coaching?

It is possible to have both Support Coordination and Psychosocial Recovery Coaching in a NDIS plan. A participant may choose to have the same worker do both or a different worker or provider for each.

How is my Support Coordination budget utilized?

As NDIS services work in a fee for service model all phone calls, emails, enquiries, referrals, meetings, reports, and travel etc are usually billed for. Support Coordinators and Psychosocial Recovery Coaches (and other providers) need to ensure they are stretching out their participants funding to last the duration of the plan. If it is determined a NDIS plan has insufficient funding, funding is being exhausted too quickly and/or a participant's circumstances have changed a Support Coordinator and/or Psychosocial Recovery Coach needs to gather evidence, write a report, request and attend an NDIS early plan review meeting to obtain additional funding.

What is the different between Core Supports and Support Coordination?

Core supports are everyday supports around your disability related needs, day to day tasks, activities, and participating in social and community activities relative to your NDIS and recovery goals. While Support Coordination is a capacity building support assisting participants to understand the NDIS, plan implementation, monitoring plan expenditure and utilization relative to the NDIS and recovery goals.

Can I have both a Plan Manager and a Support Coordinator?

If your NDIS plan or part of your NDIS plan is plan-managed, you need a plan-manager. Providers send their invoices to your plan-manager for payment of NDIS funded services. As payment of NDIS services is not within the role of Support Coordination and Psychosocial Recovery Coaching you would need both.

What is the different between a Local Area Coordinator (LAC), NDIS Planner and a Support Coordinator?

Once you become a NDIS participant you are assigned a LAC or a NDIS Planner and they are your direct NDIS contact, separate to your Support Coordination. Your Support Coordinator may liaise with your LAC or NDIS Planner when questions arise around the implementation of your NDIS plan and when a NDIS plan review or appeal is required.

Can I contact my Support Coordinator in an emergency?

As Support Coordinators and Psychosocial Recovery Coaches are not emergency or crisis workers it is best to try and contact them within their work times. As workers may be scheduled, in the community or attending meetings they may not be able to answer right away. If in an emergency or crisis it is best to contact emergency or crisis services.