

Policy 22	Support Coordination
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Record of policy development		
Version	Date approved	Date for review
2.1	December 2020	December 2022
2.0	3 June 2019 (CEO)	June 2022

Policy purpose:

Support Coordination is a service funded by the NDIS to support a participant in achieving outcomes from their plans. Coastlink is a registered Support Coordination provider with the NDIS. This policy provides guidance to staff and clients on the roles and responsibilities of the Support Coordinator and support coordination within Coastlink.

This is a stand-alone policy for Support Coordination, however it links directly with other modules including complaints management.

Policy:

COASTLINK is registered with the NDIS to operate a Coordination of Support service to support clients to understand their needs and opportunities for support. This policy ensures each client receives tailored support to implement, monitor and review their support plans and reduce risk to the client. Coordination allows clients to exercise meaningful choice and control of their NDIS funding to maximise outcomes and value for money.

Relevant Standards

NDIS Practice Standards:

- Rights and Responsibilities
- Provider Governance and Operational Management
- Provision of Supports
- Support Provision Environment
- High Intensity Daily Personal Activities
- Specialist Behaviour Support
- Implementing Behaviour Support Plans
- Early Childhood Supports
- Specialised Support Coordination
- Specialist Disability Accommodation

Related Legislation & References
National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
National Disability Insurance Scheme Act 2013
National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2016
National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018
National Disability Insurance Scheme Code of Conduct
NDIS Quality and Safeguards Commission
United Nations Convention on the Rights of Persons with Disabilities
Commonwealth Privacy Act 1988

Related Procedures	
Documents/Forms	
Client Handbook	Shared Drive
Client Complaint Form	Coordinators
SDA Service Agreement	Shared Drive (Document Register)

Responsibilities and delegations	
This policy applies to: Clients Employees/volunteers	It will be distributed through: Client handbook, Coastlink website, Coastlink brochures Employee/volunteer handbook, shared drive
The positions responsible for monitoring SDA compliance:	<ol style="list-style-type: none"> 1. Coordinator in charge of accommodation – oversight of the process and compliance 2. Operations Manager – monitoring outcomes 3. CEO – Overall compliance
Policy approval	Board

Coastlink's Support Coordination activities are limited to the following:

- **Support Connection**
We provide some assistance in starting a participant's Plan, connect participants with other providers and monitor Plan progress. We also provide Assist Life Stages and Transitions services to prepare participants for the challenges they may face when undergoing life stage transitions, and help them to overcome any barriers.
- **Support Coordination**
We provide assistance in starting a participant's Plan, monitor the Plan, and address any

issues or barriers that may arise regarding the delivery of supports in accordance with the Plan.

- **Specialist Support Coordination**

We provide the same supports as level 2, but with the requirement for a specialised framework necessitated by specific high-level risks/needs.]

COS Procedures

Coastlink provides Support Coordination in adherence to NDIS Practice Standards and the Terms of Business.

In the delivery of Support Coordination, Coastlink will:

- Coordinate the implementation of all supports in the plan, including informal, mainstream and community, as well as funded supports
- Strengthen and enhance the participant's abilities to coordinate supports and participate in the community
- Ensure mainstream generic services meet their obligations (i.e. housing, education, justice, health etc.)
- Build the capacity of the participant to achieve greater independence towards self-directing services and supports in the longer term
- Provide the NDIA with reports on outcomes and success indicators within the agreed reporting frequency

Managing Conflicts of Interest

To reduce the risk of harm, abuse or neglect, we will ensure that participants who receive all of their services from Coastlink regularly receive information regarding the other service organisations available to them.

If a participant is receiving all of their services from Coastlink, Support Coordinators will work to connect other service provision organisations, without interrupting or leaving gaps in the services they receive.

Support Coordinators are responsible for auditing participant Plans to ensure that the risks arising from Captive Participants are managed effectively and clients are informed of their options.

Separation of service delivery team/s, Support Coordination team/s and Plan Management team/s

In order to avoid risk of (or actual) conflict of interest, the organisation will maintain a separation between the service delivery team/s, the Support Coordination team/s and the Plan Management team/s.

Where it is not possible to physically separate teams between offices, Coastlink will ensure staff are aware of the separation of their roles.

Records relating to the supports a participant has sought or received will not be shared between the service provision team/s, the Support Coordination team/s and Plan Management team/s.

Signing the Service Coordination Agreement with the participant

All client's accessing COS with Coastlink require a Coordination of Services Service Agreement. This is separate to any other Service Agreement they might have with Coastlink.

Coastlink will discuss this in a transparent way, ensuring clients know that the Support Coordinator is focused on their needs and are not there as a representative of Coastlink. The Support Coordinator should assure them that they will talk to them about a range of services and if Coastlink is an appropriate service for their needs you will include Coastlink.

The Support Coordinator will work to gain an understanding of the informal, mainstream, community, and funded providers used by the clients – how they use them, how satisfied they are with the services and their goals for future service use.

The Support Coordinator will discuss consent to exchange information and any limitations they wish to put on this. A signed consent listing all services to be included is required. This would include Coastlink if it was going to be used.

Existing Service Provider Relationships

Some participants will have an existing relationship with a service provider. If they are happy with this relationship and it is able to meet their needs, there is no need to test the market for additional service providers. If clients want a change or simply “see what is out there” (never assume that clients are happy with the status quo); the Support Coordinator must actively seek their feelings on this.

Seeking a Service Provider Response

When approaching service providers on behalf of a client, Service Coordinators should approach them in the same way that they would approach a quote for any service provision.

Service Coordinators will approach these offers with transparency, honesty and fairness.

Key points for seeking an offer are:

- The Support Coordinator must use their knowledge of the client's needs and interests and their understanding of the skills and abilities of service providers to construct a short list. The short list is made up of the services they believe will best meet the needs of the participant. Seek the participant's input in the development of this list
- The Support Coordinator must not exclude providers based on their perception of the service's availability unless they have specifically asked to be excluded for a period of time
- The Support Coordinator should ask a minimum of three services for a response. If there are less than three qualified providers ask them all
- A standard request for service provision should be emailed to all services that are on your short list. This will contain de-identified material about the participants, their needs and what they want
- No service provider should know the identity of the other short listed service providers
- If service providers ask questions that generate new information, this information should be provided to all service providers. Before answering the Support Coordinator should let the service provider know that their answer will be communicated to other parties
- Allow at least five working days to respond, unless the matter is urgent, in which case allow as much time as possible

Supporting a Participant's Decision Making and Choice

The decision to choose a provider is the client's choice. Coastlink may help them consider the options but is not to influence them toward one outcome or another. Coastlink works towards building the capacity of the client and their informal supports to make effective decisions.



All service provider responses should be presented to the participant, including any non-responses or declined responses.

The participant might want to meet with services prior to making a decision. Coastlink will facilitate these meetings. If they want to meet Coastlink, the Support Coordinator must not 'represent' Coastlink but rather invite an appropriate manager to meet with them. The Support Coordinator can facilitate this meeting in the same manner you would for other providers.

The Support Coordinator will support the participant to define and quantify the services they want to obtain from the provider.

If a client for whom Coastlink provides Service Coordination selects Coastlink as its service provider the NDIA should be informed of this. This can be done by letting their Planner or LAC know.

Supporting a Participant to obtain quality outcomes

The Support Coordinator monitors outcomes and success indicators on a regular basis for the NDIS. This is done collaboratively with the client and shows what services they have received and their level of satisfaction.

The Support Coordinator encourages participants to have expectations and support their capacity to direct the service provider in a way that gets them the best service and outcome. Services should offer value for money and be delivered in a timely and effective manner.

With the client's permission, Coastlink works directly with service providers to monitor and improve the service being delivered. If services do not meet the standard and satisfaction level required by the participant, the Support Coordinator can support them to seek other providers.

If you identify a breach of Service Standards you have an obligation to work proactively with the participant to put in place a complaint or report to the relevant authority.

Satisfaction with Service Coordinator

Clients can make a comment, complaint or compliment about the service coordination service they obtain from Coastlink. The standard process as outlined in Coastlink's Feedback and Complaints policy and should be followed.

Ultimately, participants can change their Support Coordinator just as they can change service providers. No impediment should be placed in the way of this decision.

Service Coordination within the Coastlink Structure

Coastlink Support Coordination staff are independent to Coastlink's service provision staff within the organisation. Support Coordinators report to the Operations Manager who reports to the CEO. This Support Coordination team does not have line management responsibility or obligation to any other part of Coastlink's service provision to NDIS funded clients.

Support Coordination staff are not involved in the delivery or direction of any Coastlink's service provision.

IT and File Management

Service Coordination files are stored in a locked filing cabinet, accessible only to the Support Coordination team. Electronic documents should be stored in ProSIMS.