

## A - Support Coordination

### Introduction

This fact sheet is for providers of support coordination and outlines the activities a support coordinator undertakes and the expected participant outcomes. It does not include information on support connection or specialist support coordination.

### What is support coordination?

Support coordination is a capacity building support to implement all supports in a participant's plan, including informal, mainstream, community and funded supports.

### What activities does a support coordinator usually undertake?

Support coordinators work creatively and resourcefully with participants in how they utilise their support budgets to achieve their goals.

This is likely to include supporting the participant to:

- assess a number of mainstream, community, informal and provider options
- choose preferred options or providers
- negotiate services to be provided and their prices, develop service agreements and create service bookings with preferred providers
- negotiate services and prices as part of any quotable supports
- arrange any assessments required to determine the nature and type of funding required (eg assessment to determine the type of complex home modifications required)
- decide the budget for each support type and advise any relevant plan manager of the breakdown of funds
- liaise with any plan manager to establish the appropriate claim categories and attribute the correct amount of funds
- link to mainstream or community services (i.e. housing, education, transport, health)
- strengthen and enhance their capacity to coordinate supports, self direct and manage supports and participate in the community, including providing participants with assistance to:
  - resolve problems or issues that arise
  - understand their responsibilities under service agreements
  - change or end a service agreement

### Are there other activities a support coordinator might undertake?

Support coordinators may also undertake some specialist activities including:

- assisting the participant get ready for their plan review by helping them:
  - assess whether they achieved their goals and got value for money for their plan
  - identify solutions to problems experienced in implementing the plan
  - consider new goals
- helping participants decide on what actions to take to achieve goals in relation to exploring housing options and life transition planning.

### What activities doesn't a support coordinator provide?

Support coordinators optimise the flexibility in the core supports to implement the plan and do not make a judgement about the adequacy of the plan and do not make requests for an unscheduled plan review on behalf participants.

For most participants, the need for support coordination is expected to decrease as capacity is increased. For this reason, support coordinators are not funded to provide:

- participant transport
- plan administration
- plan management
- support rostering
- advocacy
- disability supports

### **How are support coordinators engaged?**

The planner will send a request for service to support coordinator(s) the participant has identified. The request includes details of what supports the participant requires. Support coordination providers consider the request and inform the planner whether it is accepted. A plan handover is then arranged between the planner and support coordinator.

### **What are the expectations of support coordinators?**

Support coordinators are expected to:

- contact the participant as soon as possible after the handover with the planner, ideally within two days and meet with the participant within the next five days
- understand the role of the mainstream service system
- understand the NDIS legislation and rules including provisions relating to reasonable and necessary supports
- understand the NDIS Price Guide and flexibility within budgets
- be registered providers
- manage any perceived or real conflict of interest in accordance with the NDIA's Terms of Business
- provide the NDIA with reports on specific goals, outcomes and success indicators within the agreed reporting frequency

### **What outcomes do support coordinators deliver for participants?**

Support coordination enables participants to:

- maximise the value for money they receive from their supports
- genuinely exercise their choice and control
- implement their plan
- have increased capacity to manage/direct their own supports
- have greater opportunities to explore and connect with community and alternative support options
- better coordinate multiple supports and services
- have the capacity of their informal support network strengthened
- be better able to use the NDIS Participant Portal myplace

## **B - Domestic Assistance**

Domestic Assistance is a service aimed at helping you to remain independent in your home by helping with the essential light house work tasks you are unable to do yourself. These are tasks that are necessary to maintain hygiene and safety standards in the home.

Generally the domestic assistance service may include:

- Vacuuming or sweeping the floors in your bedroom and living area
- Cleaning the kitchen, including sink, work surfaces and floor
- Cleaning the bathroom including basin, shower/bath, toilet and floor

If you need more help we may also:

- Change sheets and make your bed
- Load the washing machine and/or dryer
- Hang out your washing
- Do your essential ironing (not for other family members)

Agreed tasks need to be completed in the allocated time, as your care worker will be visiting another client after providing your service. If there is some spare time left after priority tasks have been completed, your care worker may be able to do additional tasks if they can be completed safely.

For safety reasons our workers are unable to:

- move heavy furniture or turn mattresses
- change light bulbs or clean areas that cannot be reached safely

We ask you to help us keep our staff safe by:

- having faulty equipment professionally repaired or replaced with safer models
- providing a squeeze mop and plastic bucket – not a hand-wrung mop or heavy metal bucket
- supplying non-corrosive cleaning products in their original labelled containers
- not smoking in the house when our care workers are present
- restraining pets outside during service

We will conduct a safety check during our first service and will discuss with you any risks that we identify.

### **When is the service provided?**

We will generally provide your service between 9:30 and 4:30, Monday to Friday. We do not provide Domestic Assistance on weekends or public holidays.

The service time is based on when staff are available in your area. The arrival time of our staff may vary as workers may be delayed travelling from one client to the next. If there has been a long delay and you are concerned, please contact ADSI on (02) 9648 2008 or 8737 5500.

### **Where can I go for further information?**

To make a referral and/or discuss in home support services for you or someone you know, please contact ADSI on (02) 9648 2008 or 8737 5500.

## C - Plan Management

The NDIS allows you to have as much choice and control as possible over the supports funded or provided in your NDIS Plan. With the NDIS you have three options to manage your budget:

### 1. Self-managed Budgets

For budget(s) which are self-managed the NDIS will pay you or your nominee directly for the supports in those budget(s). If you are self-managing all or some of the budgets in your plan you can find out further information about self-managing on our website.

### 2. Agency Managed Budgets

For budget(s) which are agency managed the NDIS will pay your support provider directly.

### 3. Plan Management Provider managed budgets

For budget(s) which are managed by a Plan Management Provider the NDIS will pay your Plan Manager directly for these supports. Through a plan management service, you can access supports that help managing your NDIS funds. Your plan manager can handle all the administrative tasks that come with managing your NDIS plan, such as paying your invoices, claiming from the NDIS and keeping financial records. Plan management can also allow you to use your NDIS funds with service providers who are not registered with the NDIA. The cost of plan management can be included in your NDIS plan under the category 'Improved Life Choices'.

#### Responsibility of Plan Management Provider:

Plan management provider is required to abide *National Disability Insurance Scheme Act 2013* (NDIS Act) and the rules made under the NDIS Act. The section 34 of the NDIS Act establishes the criteria for what supports are considered "reasonable and necessary" for the NDIS to cover. Plan manager can only pay supports/services/goods are describe in the NDIS plan and/or approved by NDIS.

The NDIS plan cannot pay

- Services/supports/goods are not related to the participant's disability
- Day-to-day living cost
- Activities fees
- Services that are outside of NDIS scope (eg. education, health)

I was explained about the role of plan manager and plan management services.

I understand that I can only purchase services/supports/goods are covered by NDIS.

I understand that ADSI may refuse to pay the invoices if the purchase is not included in my NDIS plan or not approved by NDIS.

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**Signature of Participant / Representative**

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**Signature of ADSI's Representative**

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**Date**

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**Date**