

Support Coordination Policy

1. Introduction

1.1 Purpose

This Policy and the Policies and Procedures and related documentation set out in section 1.5 below (**Related Documentation**) supports Centre for Inclusive Supports when providing Support Coordination services.

1.2 Policy Aims

Centre for Inclusive Supports is committed to ensuring that:

- (a) In consideration of each participant's individual needs, preferences and circumstances, suitable NDIS providers and mainstream service providers that have the appropriate skills and experience to deliver the required support are identified.
- (b) Consultation is undertaken with the Client and, with the Client's consent, the Client's support network and mainstream services (as appropriate) in planning and coordinating support to implement the Client's plan, and any plan review.
- (c) Each participant exercises meaningful choice and control over their supporters and maximises the value for money they receive from their supporters.
- (d) Each participant receives transparent, factual advice about their support options which promotes choice and control.
- (e) Conflict of interest policies are provided or explained to each participant using the language, mode of communication and terms that the Client is most likely to understand.

1.3 Scope

- (a) This Policy applies to the provision of all Support Coordination services and supports at Centre for Inclusive Supports.
- (b) The board, Principal and Key Management Personnel take full responsibility for ensuring full understanding of the commitments outlined in this Policy.
- (c) The relevant persons specified in the column corresponding to a procedure described in this Policy have the responsibility to implement the relevant systems, procedures, workflows and other strategies referred to in the relevant procedure.

1.4 Related Documentation

The application of the above NDIS Practice Standard by Centre for Inclusive Supports is supported in part by and should be read alongside the Policies and Procedures and related documentation corresponding to this Policy in the Policy Register.

2. Definitions

2.1 Definitions

Approved By: The Board of Centre for Inclusive Supports Inc.		Page: 1
Approval Date: December 2024	Review Date: December 2026	Version: 1

In this Policy:

Centre for Inclusive Supports means Centre for Inclusive Supports Inc. ABN 13 517 649 640.

Client means a client of Centre for Inclusive Supports (including an NDIS participant).

Key Management Personnel means Lenka Boorer, Kylie Power, Mary (Catherine) Grealy, David Byrne, Kathy Harris. and other key management personnel involved in Centre for Inclusive Supports from time to time.

Legislation Register means the register of legislation, regulations, rules and guidelines maintained by Centre for Inclusive Supports.

Policy Register means the register of policies of Centre for Inclusive Supports.

Principal means Lenka Boorer.

Related Documentation has the meaning given to that term in section 1.1.

Support Coordination means the provision of Support Coordination.

Support Coordinator means an appropriately competent practitioner employed or engaged by Centre for Inclusive Supports to meet the individual needs of the Client’s circumstances and who otherwise meets the requirements of Centre for Inclusive Supports’s Support Coordinator position description.

Worker means a permanent, fixed term or casual member of staff, a contractor or volunteer employed or otherwise engaged by Centre for Inclusive Supports and includes the Principal.

3. Policy Statement

Centre for Inclusive Supports is committed to ensuring that:

Competent Support Coordinators

- (a) It only engages and/or employs Support Coordinators that meet the requirements in Centre for Inclusive Supports’s Support Coordinator position description.

Support Planning Process

- (b) As part of the support planning process, consultation is undertaken with the Client requiring Support Coordination and, with the Client’s consent, the Client’s support network and mainstream services (as appropriate) in planning and coordinating supports to implement the Client’s plan, and any plan review in accordance with the Provision of Supports Policy.
- (c) Periodic plan reviews are scheduled with the Client requiring Support Coordination and, with the Client’s consent, the Client’s support network and mainstream services (as appropriate) on at least quarterly intervals.

Incident Management

Approved By: The Board of Centre for Inclusive Supports Inc.		Page: 2
Approval Date: December 2024	Review Date: December 2026	Version: 1

- (d) Any incidents in relation to which Centre for Inclusive Supports becomes aware involving a Client requiring Support Coordination, are proactively managed in accordance with Centre for Inclusive Supports's Incident Management and Reporting Policy.

Process for ensuring suitable providers deliver services to Clients

- (e) NDIS providers and mainstream service providers must have the appropriate skills and experience to deliver required support to a Centre for Inclusive Supports Client, in accordance with the Client's individual needs, preferences and circumstances.
- (f) When determining whether an NDIS provider or mainstream provider has the appropriate skills and experience to deliver required supports, the Support Coordinator shall:
- (1) undertake relevant investigations in relation to potential NDIS providers or mainstream providers that purport to have relevant skills and experience working with clients with similar needs, preferences and circumstances to the Client;
 - (2) as part of those investigations, request information from such providers which substantiate such skills and experience;
 - (3) where practicable find at least 3 alternatives of each such suitable provider for the Client, enabling the Client and their family to exercise their choice and control in relation to the relevant support to be received.
 - (4) present to the Client and with the Client's consent, the Client's family and others in the Client's support network, in the mode of communication and terms that the Client is most likely to understand, the Support Coordinator's findings from their investigations in relation to suitable providers for presentation to the Client; and
 - (5) inform the Client of any relevant conflicts, if one of the 3 alternatives presented to Centre for Inclusive Supports is Centre for Inclusive Supports or other providers who may have a relationship with Centre for Inclusive Supports;

Facilitating collaboration

- (g) The Support Coordinator shall ensure that all providers selected by the Client to implement the Client's plan understand and respond to the risk and/or complexity of the Client's situation, and collaborate with other relevant providers, where required. With the consent of the Client, the Support Coordinator shall:
- (1) proactively facilitate discussions and schedule periodic meetings between the Client and relevant implementing providers.
 - (2) facilitate discussions between relevant implementing providers in response to a crisis, incident or breakdown of support arrangements.
- (h) The Support Coordinator is responsible for ensuring all monitoring and reporting obligations associated with the Client's plan are managed effectively. Where the Client has transitioned to the new my NDIS provider portal system, this includes:
- (1) accepting or rejecting a request for service in the my NDIS provider portal;

Approved By: The Board of Centre for Inclusive Supports Inc.		Page: 3
Approval Date: December 2024	Review Date: December 2026	Version: 1

- (2) reviewing the plan and budget information for Clients in the my NDIS provider portal; and
- (3) complying with the required reporting frequency, by submitting implementation and progress reports through the my NDIS provider portal using the reporting templates. In this regard, it is noted that:
 - (A) reports are to be submitted across the life of a Client's plan, generally at a set interval; and
 - (B) the due date for a Client's report will be accessible through the my NDIS provider portal.
- (i) Support and services are arranged using the Client's NDIS plan amounts as directed by the Client and for the purposes intended by the Client upholding the principles set out in the Centre for Inclusive Supports Choice Advocacy and Control Policy.
- (j) As appropriate, the Support Coordinator supports each Client to build their capacity to coordinate, self-direct and manage their supports and to understand how to participate in Agency planning processes such as establishing agreements with service providers and managing budget flexibility.
- (k) The Centre for Inclusive Supports Conflict of Interest Policy is provided or explained to each Client using the language, mode of communication and terms that the Client is most likely to understand. If Centre for Inclusive Supports seeks to provide or has an interest in any support option available to the Client, the Client is made aware of this interest and other providers are provided as alternative providers to the Client. The Client understands that any choice they made about providers of other supports will not impact on the provision of the support coordination.
- (l) Where appropriate, the Client enters into a Conflict of Interest Declaration where Centre for Inclusive Supports provides (or seeks to provide) support or services in addition to Support Coordination.

4. General

4.1 Relevant Legislation, Regulations, Rules and Guidelines

Legislation, Rules, Guidelines and Policies applies to this Policy and Related Documentation as set out in the Legislation Register.

4.2 Inconsistency

If and to the extent that the terms of this Policy are or would be inconsistent with the requirements of any applicable law, this Policy is deemed to be amended but only to the extent required to comply with the applicable law.

4.3 Policy Details

Approved By: The Board of Centre for Inclusive Supports Inc.

Approval Date: December 2024

Next Scheduled Review: December 2026

Version: 1

Approved By: The Board of Centre for Inclusive Supports Inc.		Page: 4
Approval Date: December 2024	Review Date: December 2026	Version: 1