

ESA Support Coordination Policy and Procedure

Purpose

This policy and procedure outlines the process for participants seeking support coordination from Early Start Australia (ESA).

Scope

This document applies to ESA clinics registered to provide support coordination.

Definitions

Support Coordination: Under NDIS there are three levels of support coordination which may be included in a participant's plan:

1. Support Connection – build a participant's ability to connect with informal, community and funded supports enabling the participant to get the most out of their plan and achieve their goals.
2. Support Coordination – this assists participants to build the skills they need to understand, implement, and use their plan. In this regard, a support coordinator's role is to work with the participant to ensure a mix of supports are used to increase a participant's capacity to manage relationships, manage service delivery tasks, live more independently and be included in their community. Early Start Australia provides Support Coordination from some of its clinics.
3. Specialist Support Coordination – is a higher level of support coordination. It is for people whose situations are more complex and who need specialist support. A specialist support coordinator will assist a participant to manage challenges in their support environment and ensure consistent delivery of service.

Policy Statement

ESA provides support coordination from some of its clinics. Participants (and families) seeking support coordination will be supported to build the participant's (or family's) capacity to manage relationships, manage service delivery tasks, live more independently and be included in their community.

Support coordinators will support participants and families to understand and implement funded supports in a participant's plan and link a participant to community, mainstream and other services. Support coordinators focus on building the skills of participants and families as well as connecting them to providers.

Principles

Conflict of Interest

ESA provides support coordination as well as other supports to participants. Participants are informed of other services available to provide necessary supports, along with the ESA supports, enabling participants and families to exercise their choice and control in the supports received. Participants and families are also informed of any relevant conflicts with other providers who may have a relationship with ESA, where this is relevant.

Procedure

Intake of Support Coordination participants

1. Receive enquiry (via phone, email, or NDIA) and complete Participant Intake Form – Support Coordination. Forward completed form to appropriate staff member within clinic. Confirm with the Practice Principal if you aren't sure.
2. When an enquiry / referral is received from NDIA, acceptance of this is to be confirmed via return email.
3. Make an appointment with the participant within five days of receipt of contact.

Provision of Support Coordination

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1. Participants and their families attend an initial appointment during which their NDIS Plan and their personal goals are reviewed.
2. The assigned Support Coordinator provides information to participants and their families about appropriate providers to support their needs.
3. A plan is developed to support provision of support coordination in accordance with this policy
4. Follow up and review appointments are booked.

Exiting of Support Coordination participants

1. When a participant or their family requests to exit ESA Support Coordination services, they will be required to follow the terms of cessation as outlined in the Service Agreement. In general, written confirmation is required and a cancellation period of up to four weeks is required.
2. Participants and their families will be asked to provide feedback to ascertain the reason for the change, if this is appropriate. This will be undertaken by the Practice Principal.
3. Necessary system adjustments and handover / transition processes will be undertaken in the transition of the participant and their family to another provider.
4. The Support Coordinator of the participant will finalise the activities and follow up on any outstanding requests.

Associated Documents

Participant Intake Form – Support Coordination

ESA Service Agreements Policy

ESA Choice and Control Policy

ESA Conflict of Interest Policy

Document Control

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