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| Q | SUPPORT COORDINATION POLICY |
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| Policy context: This policy relates to | |
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| Legislation or other requirements | <ul style="list-style-type: none"> National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 National Disability Insurance Scheme (Quality Indicators) Guidelines 2018 NDIS Practice Standards and Quality Indicators July 2018, Version 1 |
| Contractual obligations | <ul style="list-style-type: none"> Customer/Client Service Agreements |

POLICY STATEMENT

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) understands that the Specialist Support Coordination Policy is aimed at providing a higher level of support coordination to its participants, whose situations are more complex and who require specialist support, delivered by an allied health professional.

EL/LAAS will ensure there is a Specialist Support Coordinator assigned to each participant, who requires assistance in managing challenges in their own environment and to ensure consistent delivery of service is provided. Depending on individual participants goals, plan objectives and aspirations each participant may receive funding for these supports in their plan.

The document complies with NDIS Practice Standards 2018, standard 3.2 Support Planning and the Specialist Support Coordination Module, and ACIS 2018, section 3.3, Support and Service Assessment, 3.4 Individual Support Plans.

This document is readily available to all clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

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DOCUMENTATION

| Documents related to this policy | |
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| Related policies/procedures | <p>P – Specialist Support Coordination Procedure</p> <p>Q303 – Customer Intake and Referral Policy</p> <p>Q109 – Customer Records Policy</p> |
| Forms, record keeping or other organisational documents | <p>QF126 – Customer Consent to Share Information Agreement</p> <p>QF306 – Individual Support Plan</p> <p>QF129 – Customer Review Form</p> |

2.0 SCOPE

This policy applies to all Specialist Support Coordinators and those relevant in the process of providing Specialist Support Coordination services for our participants.

Any claim this is to be made under this support can be subject to audit. Therefore, it is important that EL/LAAS continues to ensure that the support item levels being claimed matches the skill, qualification or experience level of the support worker who provided the support.

3.0 DEFINITIONS

It is important to understand there are 3 types of support coordination available under NDIS funding arrangements which include and depending on the client's individual plan will depend on the funding available and supports that have been approved.

Level 1 - Support Connection

Building a client's ability to connect with informal, community and funded supports enabling an individual to achieve goals.

Level 2 - Support Coordination

Further assists the client to build skills needed to understand, implement and use their plan. A support coordinator works with the client ensuring a mix of supports are being used to increase individual capacity in maintaining relationships, managing service delivery and living more independently in the community.

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Level 3 - Specialist Support Coordination

The higher level of support coordination. For clients with situations more complex needing specialist support. The Specialist Support Coordinator will assist in managing challenges within your support environment and ensure delivery of service.

4.0 POLICY

Any Specialist Support Coordination included within a plan must show a clear benefit to the participant that result from this support coordination. Specialist Support Coordination must include clear goals for the duration of the plan that aims to decrease the need for this high intensity support to continue.

We understand that Specialist Support Coordination is a time limited support coordination, within the specialist framework necessitated by high risks in participant's situation. EL/LAAS will work within the NDIS framework to address barriers and reduce complexity in environment, assisting to connect with supports, build capacity and resilience.

EL/LAAS will demonstrate an understanding of the risks and behaviours; and will attempt to tailor suitable supports whilst working collaboratively with skilled and experienced providers, including mainstream services, in meeting the high-risk and complex needs of the participant. It is important that the Senior Support Coordinator ensures the plan is implemented, effectively managed, monitored and finally reviewed to address all reporting obligations associated with the participant.

EL/LAAS will work with the participant, their advocates(s) and any other family or service providers/individuals to develop and document a clear plan for the participant to ensure supports are identified, to prevent or respond to crisis in ways of reducing the risk and complexity of individual situations.