



# Coordination of Supports Procedure

## Introduction

Support Coordination is a service funded by the National Disability Insurance Scheme (NDIS) to support a participant in achieving outcomes from their Plan. The National Disability Insurance Agency's (NDIA) definition of the primary role of a Support Coordinator is to:

- 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; and
- provide the NDIA with reports on outcomes and success indicators within the agreed reporting frequency.

All About You – Disability Services is registered with the NDIS to operate Coordination of Support services and direct support services to assist participants as per the role defined. All About You – Disability Services draws on its experience as a service provider to support participants to understand their needs and opportunities for support.

## Managing Conflicts of Interest

When All About You – Disability Services Support Coordinators are supporting participants, there are potential conflicts of interest with All About You – Disability Services as a service provider. These conflicts could occur in a number of ways, but most likely by:

- service coordinators encouraging participants to use AAY over some other service;
- not providing participants with unbiased information on the range of service providers who could support them;
- encouraging participants to continue using AAY services when they might not want to continue. All About You – Disability Services might not be the best fit or All About You – Disability Services might not be adequately providing the service; or
- providing All About You – Disability Services information as preferential, making it appear the best choice.

To manage potential conflicts of interest All About You – Disability Services have adopted the following:

- Participant Support Choice form
- Conflict of Interest Policy and Procedure
- Conflict of Interest Declaration form to be utilised if a participant requests Coordination of Supports and direct support services from All About You – Disability Services.

## **Signing the Service Agreement with the Participant**

When the Support Coordinator meets with the participant (and their family) there will already be an understanding that the Support Coordinator is employed by All About You – Disability Services. The intended outcome of this initial meeting is for the Support Coordinator to develop a Coordination of Services contract with the participant, which is separate to any other Service Agreement they might have with All About You – Disability Services.

The discussion between the participant regarding the Support Coordinator's role should be conducted in a transparent and open manner, and should make it clear that the focus of the discussion is based solely on the participant's needs; and that the Support Coordinator is not representing All About You – Disability Services' direct support staff or services.

The Support Coordinator should assure the participant that there will be a range of options and services discussed with, and if it comes apparent through this discussion that All About You – Disability Services may be an appropriate service for their needs, only then will the Support Coordinator include All About You – Disability Services in the list of potential support providers.

In the initial stages of the relationship with the participant, the Support Coordinator should attempt to gain an understanding of the informal, mainstream, community, and funded providers currently engaged by the participant – how they use them, how satisfied they are with the services and their goals for future service use.

At this point it would be beneficial for both participant and Support Coordinator to discuss obtaining consent to exchange information with other providers, and any limitations the participant should wish to impose on this. Should this be agreeable with the participant, a signed consent listing all of the relevant services will be required. If appropriate, this list would include All About You – Disability Services if the participant has indicated they would like to engage All About You – Disability Services as a direct support provider.

## **Existing Service Provider Relationships**

Some participants will have an existing relationship with a service provider. If the participant has indicated that they are satisfied with this relationship and their needs are currently being met, there is no need for the Support Coordinator to 'test the market' for additional service providers. However, some participants may appreciate a change, or would simply like to explore what else may be available to them; the Support Coordinator should not assume that a participant is happy with the status quo and should actively seek feedback from the participant about their current supports and if they would like to be presented with other suitable options.

The Support Coordinator should ensure when working with existing service providers that the accuracy of the Service Agreement and support hours are reviewed and queried if required.

## **Seeking a Service Provider Response**

When approaching service providers on behalf of a participant, Service Coordinators should proceed with a similar approach as they would a quote for any service provision. Of great importance, it should be considered that the participants funding is limited and should be utilised in the most economical manner that will meet the participants needs.

Service Coordinators should approach these offers with transparency, honesty and fairness. Key points to consider when evaluating the appropriate response from a service provider are:

- Utilise the acquired knowledge of the participant's needs and interests, and understanding of the skills and abilities of service providers to prepare a shortlist. The shortlist should consist of services considered as best placed to meet the needs of the participant. Seek the participant's input in the development of this list.
- Do not exclude providers based on your perception of their availability unless they have specifically asked to be excluded for a period of time.
- Always request a minimum of three service providers for a response. If you are requesting a response from All About You – Disability Services, they should not make up one of the three service providers on the list, but should be an additional fourth. If there are less than three providers determined as qualified to meet the participant's needs, request a response from each.
- A standard request for service provision should be emailed to all of the service providers that have been shortlisted. This will contain de-identified material about the participant, their needs and what services they would like.
- A service provider should not know the identity of other short-listed service providers.
- If service providers ask you questions that generate new information, this information should be provided to all service providers on the shortlist. Before providing a response, the service provider should be advised that the answer will be communicated to other parties.
- Allow at least five working days to receive a response from a service provider, unless the matter is urgent, in which case allow as little time as possible.

## **Supporting a Participant's Choice and Decision Making**

The decision to select a service provider is the participant's choice. The Support Coordinator may assist the participant when they are considering the options presented to them, but should not influence them toward any particular outcome. The Support Coordinator's work should build the capacity of the participant 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 Support Coordinator can use decision support tools to help participants evaluate services.

The participant may want to meet with service providers prior to making a decision. If they do, the Support Coordinator should facilitate these meetings. If they would like to meet All About You – Disability Services you are not to represent All About You – Disability Services but rather invite the Managing Director or Support Lead to meet with them. The Support Coordinator can facilitate this meeting in the same manner as would occur for other service providers.

The Support Coordinator can support the participant to define and quantify the services they want to obtain from the service provider. If a participant for whom All About You – Disability Services provides Service Coordination selects All About You – Disability Services as its service provider, the NDIA should be informed of this. This can be done by advising the participant's Planner or by completing a Change of Circumstances form.

### **Supporting a Participant to obtain quality outcomes**

The Support Coordinator should monitor outcomes and success indicators on a regular basis to report to the NDIS. This should be done collaboratively with the participant and the Support Coordinator should assist them to document the services they have received and their level of satisfaction.

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

With the participant's permission, the Support Coordinator can work 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 assist them in seeking alternate providers.

If the Support Coordinator identifies a breach of Service Standards, they have an obligation to work proactively with the participant to place a complaint with the service provider or report to the relevant authority.

### **Satisfaction with Service Coordinator**

Participants are encouraged to provide comment, complaint or compliment regarding the services they receive from All About You – Disability Services.

The standard process outlined in All About You – Disability Services' Compliments and Complaints Policy should be adhered to. Ultimately, a participant can change their Service Coordinator in the same manner as they can change service provider and there should be no impediment or influence from the Support Coordinator to the participant deciding on this option.

### **Service Coordination within the All About You – Disability Services Structure**

All About You – Disability Services’ Service Coordination staff are independent to All About You – Disability Services service provision staff within the organisation. Service Coordinators report to the Managing Director.

The All About You – Disability Services’ Service Coordination team does not have line management responsibility or obligation to any other part of All About You – Disability Services service provision to NDIS funded clients. Service Coordination staff are not involved in the delivery or direction of any All About You – Disability Services service provision.

### **Information Technology and File Management**

Service Coordination hard copy files should be stored in a locked filing cabinet, accessible only to Service Coordination staff.

Electronic documents should be stored in a password-controlled storage system.

Service Coordinators should be restricted from accessing any All About You – Disability Services direct support service electronic and hard copy documents.

Related supportive policies and procedures can be located on the All About You – Disability Services website under Forms/Policies and Procedures.