



Service Management

Support Coordination

Scope

This policy applies to all employees, participants, volunteers, and contractors involved in support coordination at Araluen.

Policy Statement

The purpose of this policy is to provide participants with information about support coordination at Araluen. It also acts as an internal resource for Araluen support coordinators to understand their role and responsibilities.

What is Support Coordination?

Support coordination is a service funded by the National Disability Insurance Scheme (NDIS), which aims to promote choice and control by enhancing participants ability to manage and direct their NDIS funds. Support coordinators focus on building the skills of participants, as well as connecting them to providers. Specifically, support coordinators assist participants to:

- Understand their NDIS plan and what has been funded
- Connect with the right services needed to achieve their NDIS goals
- Manage their NDIS budget
- Find ways to feel included in the life of their community
- Prepare for their next NDIS Plan by collaboratively reviewing their goals

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Application

1. Intake Process

Step 1: Eligibility

To be eligible to receive support coordination services from Araluen, individuals must:

- Be 18 years old or over
- Have a disability
- Receive support coordination funding from the NDIS or be otherwise able to fund supports.

A participant who has received support coordination services from Araluen previously does not automatically qualify for future supports and will need to go through Araluen's intake process in full.

Step 2: Enquiry

People can enquire about Araluen's Support Coordination services in a variety of ways, including:

- **Phone:** (03) 8457 3136
- **Email:** intake@araluen.org
- **Website:** www.araluen.org
- **'Request for Service' via NDIS portal**

Enquiries must be recorded within Araluen's Enquiry Register. Participants or their support person can complete the form, or a Support Coordinator can complete it with them: <https://app.smartsheet.com/b/form/o81f5b7bf3a2459d9e6566366fef1481>.

The Support Coordination Manager will then:

- Review the enquiry form.
- Contact the person to have an initial discussion about their support coordination needs.
- Identify a member of the support coordination team to hold a meet and greet meeting with the person.

Step 3: Preparation

A member of the support coordination team will make an appointment to meet with potential participants within five working days of their enquiry, at a mutually convenient



location. The team member will inform the person and their supports of what to bring to the meeting such as their NDIS Plan and some identification.

Step 4: Meet and Greet

The meet and greet is an opportunity for Araluen support coordinators, the participant, and their supports to get to know each other. A priority agenda item for this meeting is to identify the goals of the participant and whether Araluen is a good fit for them. The focus will be gathering information about the individual and listening to them about what they want.

Additional topics that may be discussed include, but are not limited to:

- The role of Support Coordinators.
- The next steps of Araluen's intake process.
- How the participant can setup an account on the NDIS portal.
- Assisting with any other accounts, such as Email and MyGov.
- Arranging a time for the next meeting or how contact will be made.

Step 5: Completion of Intake Documents

If the participant believes Araluen is the right fit and able to assist them in achieving their goals, they may choose to continue with the intake process. At this stage the support coordinator must inform the participant and their supports of Araluen's intake documents they must provide and have the participant, or their supports read or sign, to begin service. These include:

- Service Agreement: Support Coordination
- Intake Service Quote
- Consent Form
- Araluen's Code of Conduct
- Feedback and Complaints policy
- Conflict of Interest policy
- Fees and Charges policy

The above documents must be provided in person and explained to the participant and their supports in a way that makes sense to them. Araluen will provide a copy of the above documents to the participant for their records.

Where a participant chooses not to sign their Service Agreement, however, still wishes to receive support coordination services from Araluen, support coordinators must do the following:

- Contact the participant and their supports to better understand why they do not wish to sign the Service Agreement.



- Record information about why the participant has chosen not to sign and actions taken in relation to that within the participant's file in Visicase.

Support Plans

Within 30 days of a participant commencing service with Araluen, support coordinators must work with participants complete a Support Plan. This plan must include their needs, goals, and preferences. Support Plans are used to ensure that current and correct information about participants is collected and used to provide the best support possible.

2. Support Coordination Service

Araluen will endeavour to ensure that wherever possible, participants will be assigned the same support coordinator for the duration of their NDIS plan, so that a trusted relationship can be maintained. The support coordinator will:

- Connect the participant with their chosen services.
- Protect participants privacy by asking participants for consent before sharing any personal information or any part of their NDIS plan with other service providers.
- Ensure participants receive and are supported to understand and fill in service provider documents such as service agreements, intake forms, quotes.
- Support participants to be aware of what to expect within a service agreement, what to question, and ensure they return a signed copy if they choose to access that service.
- Complete progress reports alongside participants, as required by the NDIS.
- Support participants to monitor their NDIS funding expenditure.
- Check-in with the participant or their supports to make sure they are happy with the services they are connected with.
- Work with participants and their supports to strengthen their ability to coordinate their supports.
- Write notes about issues raised, action taken, and feedback received from service providers, participants, and their support network.



- Charge participants in Visicase when service has been provided, including recording notes detailing the services delivered.
- Ensure that Araluen Support Plans, Consent forms and Quotes are completed annually, copies provided to participants and records saved in participants files in Visicase.

NDIS Plan Reviews

The NDIS requires that participants plans are regularly reviewed, in collaboration with them and their support network to ensure that their needs have not changed. In preparation for reviews, support coordinators will:

- Contact the participant or their support person to assist them to start thinking about goals for their next plan period.
- Start completing a progress report about the support coordination process, which is typically required at approximately 9 months from the time the participant started receiving support.
- Arrange a meeting with the participant and family to go through and add to the report and provide the participant with a copy to review.
- Gather all supporting documents to submit with the report (progress information from other services etc).
- Submit reports and documents to the National Disability Insurance Agency (NDIA).
- Ensure a meeting is scheduled with the NDIA.
- Ask participants who they would like to come to the meeting and support them to invite relevant people.

3. Conflict of Interest

As a provider of both support coordination and other NDIS funded supports, Araluen is aware of the potential, real or perceived conflict of interest in performing these roles for individuals. Governance arrangements are in place that ensure equity of access, and that no participant receives preferential treatment in the receipt or provision of supports.

Araluen will not constrain, influence, or direct decision making by a participant and/or their family to limit that person's access to information, opportunities, choice, and



control. Further information about how Araluen manages conflicts of interest can be found within the organisations Conflict of Interest policy.

Any identified conflicts of interest must be recorded in Araluen's Conflict of Interest register here: <https://app.smartsheet.com/b/form/133e0010d15048fab61695c4e24f3db9>

Related Documents

- Araluen Code of Conduct
- Conflict of Interest policy
- Feedback and Complaints policy
- Araluen's Service Agreement, Consent Form and Support Plan
- Araluen's Intake procedure

Policy Review and Authorisation

This document should be reviewed every two years. The Support Coordination Manager in collaboration with the General Manager, Options for Community Living and Quality Team will be responsible for reviewing and where necessary updating this policy.