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## SD - Support Coordination - Procedures

### Intake

#### Allocation

##### Support Coordination Manager allocates to a Support Coordinator

- SC to make contact with the participant within 2 working days and make a time to meet / discuss plan / have docs signed
- SC OHS Assessment to be undertaken over phone prior to attending for first visit if possible, to ensure safe to visit. If any concerns see Support Coordination Manager or Senior Support Coordinator.
- At first visit or over phone if these docs are to be sent: Go through the Participant Welcome pack and have all relevant docs signed (Service Agreement, Support Coordination Agreement, Conflict of Interest document (only if a person wants more than one service via Headway))
- If a person wants more than one service provided by Headway you must ensure you discuss other options as well. Headway staff must remain impartial at all times and offer the person choice and control over the providers they chose

### Welcome Pack Provided to Client; Documents Discussed & Signed as Below

#### Service Agreement

Must be signed by the participant or participants nominee and counter signed by Support Coordination Manager or Senior Support Coordinator. Must have all appropriate boxes ticked, including the **consent** box and information on plan management providers, NDIA management or self-management.

ALL services provided by Headway must be on the one Schedule of Supports and the total amounts for each line item and the total amount overall must be included on the document. Support Coordination Agreement

This must be signed by the participant following a shared discussion about the services/supports the SC will assist them with throughout the life of the current plan. These must be related to the goals of the plan and the funding available in the plan. SC to tick the appropriate areas on the document and also outline in the comments section what they will be doing with the person and the number of support coordination hours per month.

In the notes section of this document be very clear about what the participant expects and what you are able to provide given hours of SC in the plan eg – do they expect a phone call once a week, a visit once a month etc (ensure you explain about meetings, phone calls, referrals, research etc that you also need to undertake as a part of your SC role)

#### Conflict Of Interest

Headway has a very strong conflict of interest policy and all SCs are to advise the participants/nominees that there are other services who also provide plan management and 1-1 and group supports. It is advised to talk to the person about other services in the area so they can then make an informed choice and also offer to investigate other 1-1 services on the persons behalf, or encourage them to investigate if appropriate.

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### SC Home Visit OHS Checklist

To be completed prior to first visit over phone to ensure staff safety. Any risks identified to be discussed with SC Manager or Senior Support Coordinator.

**All other documents should be left with the participant (as should a copy of all the above documents) in a Headway folder.**

**All these documents/proformas are located on the QMS System and physical packs to be made up in each office.**

NB All docs required will be provided to the SC by Support Coordination Assistant upon allocation.

### **Following Sign Up**

- All signed documentation to be scanned to Support Coordination Assistant for checking and uploading to Brevity within 2 weeks where possible.

### **Re-Signing Of Participants Following a New NDIS Plan**

When a participant receives a new NDIS plan and chooses to continue with Headway as their Support Coordination provider it is important to complete all of the above steps again based on the dates and funding in the NEW PLAN.

### **Working With a Participant as a Support Coordinator**

The below excerpt has been taken from the NDIS Website to clearly show what participants should expect from their Support Coordinator. At Headway we endeavour to work in alignment with this principle.

#### **Taken from the NDIS Website –**

#### **“How can my support coordinator help me?”**

*A Support Coordinator will support you to understand and implement the funded supports in your plan and link you to community, mainstream and other government services. A Support Coordinator will focus on supporting you to build skills and direct your life as well as connect you to providers.*

*Your Support Coordinator will assist you to negotiate with providers about what they will offer you and how much it will cost out of your plan. Support coordinators will ensure service agreements and service bookings are completed. They will help build your ability to exercise choice and control, to coordinate supports and access your local community.*

*They can also assist you in planning ahead to prepare for your plan review.*

*Support coordinators will assist you to 'optimise' your plan ensuring that you are getting the most out of your funded supports.*

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### Journal Notes

Journal notes to be entered into Brevity within 5 days, unless extenuating circumstances.

JOURNAL NOTES should reflect the work you have done with the participant and people associated with implementing the plan.

Journal notes form the basis of billing, which is undertaken fortnightly. Notes are signed off on a fortnightly basis by the SC Manager or the Senior Support Coordinator.

### Best Practice & Expected Practice of ALL Headway Support Coordinators

- Work towards goals consistently in conjunction with participant/nominee and relevant others
- Role clearly documented on support coordination agreement and agreement made around how regular contact will be e.g. weekly phone call, fortnightly phone call/email, monthly meeting – this will depend on your discussions with the person and the hours they have in their plan
- Resolve plan related issues
- Ensure Service Agreements with other agencies completed as required
- Assist participant to understand plan, access portal, help them budget funds in the plan
- Research providers
- Link, monitor and build capacity of the participant or nominee to deal with services/supports as independently as possible
- The intention of support coordination in the long term is to empower the person to be able to manage their services without the assistance of a support coordinator, very important to help build their capacity
- Keep open lines of communication with all relevant parties, including the NDIS Planner or LAC
- Provide report to NDIA prior to plan review – SC Manager to check all reports prior to submission
- Unscheduled review reports as required – SC Manager to check all reports prior to submission
- Change of Situation review reports – SC Manager to check all reports prior to submission
- Progress reporting throughout the plan should follow the requested timelines set out in PACE for each person
- All the above-mentioned reports are to be completed on the NDIS provided templates which can be accessed via the NDIS website, directly from NDIA or are available on the QMS System at Headway

### Support Coordination Lines of Reporting

All support coordinators are answerable to the Support Coordination Manager.

The Senior Support Coordinator will provide advice/support and supervision where appropriate to Support Coordinators

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New Support Coordinators will be supported to learn the processes of support coordination within Headway. The Senior Support Coordinator and the Support Coordination Manager will ensure appropriate supervision and support.

When Support Coordinators take annual leave, they are expected to touch base with each of their participants to advise they will be on leave and that they are able to contact Support Coordination Assistant for support during this time.

### Exit Procedures

#### **Upon Advice Participant Would Like to End Services**

1. Discuss with Support Coordination Manager and advise reasons why.
2. Support Coordination Manager or Senior Support Coordinator will contact participant to ensure they have had the opportunity provide feedback on the services they received from Headway and follow up on any concerns.
3. Clear Journal note to be completed outlining reasons for closure and steps undertaken, including handover to new SC if requested/relevant.