

## PRACTICE EXCELLENCE POLICY SPECIALIST SUPPORT CO-ORDINATION

### 1. POLICY PURPOSE:

This policy sets out the rights and responsibilities when providing supports and services to clients who receive specialist support coordination. This policy supports us to apply the NDIS Practice Standards, in particular the Specialist Support Co-ordination Module.

### 2. POLICY SCOPE:

This policy applies to all paid staff, contract workers, temporary agency workers, students on placement and volunteers. Staff are expected to be familiar with and apply this policy in all their actions. This policy is owned by the Chief Executive Officer

### 3. POLICY CONTEXT AND STATEMENT:

We recognise all people with disability have human and legal rights which should be respected at all times. We promote and protect those rights as an integral component of each and all our services. Our clients are at the centre of our thoughts, our actions, our service intent, expectations and experiences.

This policy supports us to achieve our responsibilities when providing supports and services to clients who receive specialist support coordination ensuring:

- each client is provided tailored support to implement, monitor and review their support plan
- there is a reduction in the risk and complexity of each clients' situation
- each client is supported to exercise meaningful choice and control over their support
- each client is supported to maximise the value for money they receive from their supports
- each client is provided with transparent, factual advice about their support option, promoting choice and control

### 4. ROLES AND RESPONSIBILITIES:

#### 4.1 Minda Board

- Ensures there is an organisation-wide approach to specialist support co-ordination.
- Ensures there are effective organisation-wide governance systems in place for managing and governing all aspects of specialist support co-ordination.

#### 4.2 Chief Executive Officer and Executive Team:

- Promote a culture of shared responsibility for specialist support co-ordination.

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- Regularly evaluate and review risks and other relevant information in relation to specialist support co-ordination.
- Delegate the day-to-day responsibility for ensuring the activities related to this policy are implemented and monitored by the relevant senior managers
- Ensure there are appropriate escalation processes in place for specialist support co-ordination that could result in substantial liability and/or have the potential to come to the attention of the Chief Executive Officer.

### 4.3 Senior Managers and Managers:

- Have responsibility for ensuring the activities related to this policy are implemented and monitored.

### 4.4 Specialist Support Co-ordinators

- Adhere to the principles and aims of the policy and its related procedures and guidelines
- Support the appropriate delivery of specialist support co-ordination in line with this policy and all procedures relevant to the delivery of specialist support co-ordination.

### 4.5 Employees, Contractors, Volunteers, and Students will:

- Adhere to the principles and aims of this policy and its related procedures and guidelines.

## 5. LEGISLATIVE REQUIREMENTS:

### Commonwealth Legislation

- United Nations Convention on the Rights of Persons with Disability 2006
- Australian Human Rights and Equal Opportunities Act 1986
- Privacy Act 1988
- Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Code of Conduct) Rules 2018
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- National Disability Insurance Scheme (Restrictive Practices and Behavioural Support) Rules 2018
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

### South Australian Legislation

- Disability Inclusion Act 2018 (SA)
- Disability Inclusion (NDIS Worker Check) Regulations 2020 (SA)
- Equal Opportunity Act 1984 (SA)

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### 6. SUPPORTING DOCUMENTS AND ADDITIONAL INFORMATION:

#### Internal Resources:

All Specialist Support Co-ordination documents are available via Practice Excellence Framework and Minda internal SharePoint site

### 7. KEY PERFORMANCE INDICATORS (KPI), RECORDS, AUDIT:

#### 7.1 Demonstration of compliance with this policy will include:

##### 7.1.1 Specialist Support Co-ordination

- Demonstrated knowledge and understanding of the risk factors experienced by each participant with high-risk and/or complex needs.
- Participants are involved in the evaluation of their situation and the identification of the support required to prevent or respond to a crisis, incident or breakdown of support arrangements, and the promotion of safety for the participant and others.
- Consultation is undertaken with the participant and, with the participant's consent, the participant's support network and mainstream services (as appropriate) in planning and coordinating supports to implement the participant's plan, and any plan review.
- In consideration of each participant's individual needs, preferences and circumstances, suitable NDIS providers and mainstream service providers that have the appropriate skills and experience to deliver the required support are identified.
- There is proactive engagement to ensure that all providers implementing the participant's plan understand and respond to the risk and/or complexity of the participant's situation, and collaborate with other relevant providers, where required.
- All monitoring and reporting obligations associated with the participant's plan are managed effectively.

##### 7.1.2 Management of a Clients NDIS Supports

- Supports and services are arranged using the participant's NDIS amount as directed by the participant and for the purposes intended by the participant.
- Each participant has been provided with information about their support options using the language, mode of communication and terms that the participant is most likely to understand.
- As appropriate, each participant is supported to build their capacity to coordinate, self-direct and manage their supports and to understand how to participate in Agency planning processes such as establishing agreements with service providers and managing budget flexibility.
- Supports funded under a participant's plan are used effectively and efficiently and are complemented by community and mainstream services to achieve the objectives of the participant's plan.

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### 7.1.3 Conflict of Interest

- Conflict of interest policies are provided or explained to each participant using the language, mode of communication and terms that the participant is most likely to understand.
- Each participant is supported to understand the distinction between the provision of specialised support coordination and other reasonable and necessary supports funded under a participant's plan using the language, mode of communication and terms that the participant is most likely to understand.
- If the provider has an interest in any support option available to the participant, the participant is aware of this interest. The participant understands that any choice they made about providers of other supports will not impact on the provision of the specialised support coordination.
- Referrals to and from other providers are documented for each participant.

### 7.2 Audit & Review

- This policy is subject to internal and external audit
- This policy will be reviewed and updated as required by our document management processes or as legislation requires.

## 8. DEFINITIONS:

*For the purpose of this procedure the following definitions apply:*

<b>Word</b>	<b>Definition</b>
Human rights	<i>are often defined in different ways. The Australian Human Rights Commission defines human rights as: -the recognition and respect of people's dignity -a set of moral and legal guidelines that promote and protect a recognition of our values, our identity and ability to ensure an adequate standard of living -the basic standards by which we can identify and measure inequality and fairness -those rights associated with the Universal Declaration of Human Rights.</i>

## 9. Document Approval:

Approved by: Kym Shreeve, Chief Executive Officer

Date: 20/10/2021