

Support Coordination - what to expect

Lancaster Consulting provides specialist, short term Support Coordination to help you establish and achieve your goals, especially where there have been barriers to that happening.

All services at Lancaster Consulting work within the Positive Behaviour Support (PBS) framework, which is based on the belief that when there is not a good fit between a person and their world (people in their life, activities they do, environments they spend time in) this decreases their quality of life. Another fundamental belief is that when peoples' quality of life is low, this can negatively impact other areas such as the behaviours they display, or health concerns. Within our Support Coordination service this means that we focus on looking at why people are doing the things they do, identifying those areas that don't fit and working with you and your support network to address those areas and improve your quality of life.

We do this by meeting with you and the other important people in your life, improving and assisting communication between all the people involved; researching opportunities available to help you meet your goals; and assisting you to understand and gather information for your scheduled reviews. A lot of what we do is 'behind the scenes'- but it's your service so at any point you can ask for information about what we have been doing.

Specific details about your service are included within the service agreement. The following gives a general outline on what you can expect from your LCA Support Coordinator. We welcome any questions you may have about what we're doing. Our approach is totally based on the person's needs, so the order in which we do things changes from person to person.

First steps

The first step is to make contact with everyone involved to talk about;

- Reason for support.
- Goals of support.
- Length of engagement.
- Developing a general understanding of the current situation and most pressing issues.

We will meet with everyone individually or, at care team meetings and staff team meetings to collect information and develop a plan of how to meet your goals, if there is no support network or

team, we will look at the need and make referrals for support if required.

The following information may be needed so that we can get a really thorough understanding of who you are, and your background. This helps us to make sense of what is going on for you now, and how we can best support you to live a better quality of life. We may ask for copies of:

- Previous reports: this could include psychology assessments, communication assessments, sensory assessments, other behaviour assessments, school reports, etc.
- Current services and providers.
- Current documents (e.g. Behaviour Support Plans, Person Centred Plans, Individual Support Plans, relevant incident reports).
- Medical information.

Help we need from you

LCA Support Coordinator can't work towards the person's goals without the support of everyone involved in our clients' lives. We need your help with collecting background and current information, with practical arrangements for client visits, meetings and updates on any changes. The following is a list of ways you can assist us to work together towards the person's goals.

- Information and access to all the people in your support network, or who are important to you and your goals.
- Information requested is given in a timely manner.
- Adequate notice of meetings.
- Update Support Coordinator within reasonable timelines any planned/unplanned changes to:
 - Client behaviours of concern
 - Client or carer health
 - Members of care team
 - Meeting dates and times
 - Contact details
 - Accommodation/ day activity arrangements
- Understanding that our service is time limited and that we are working on specific goals- we may have to say no to requests outside our specific agreed goals.

NDIS plan review process

One of the key tasks of Support Coordination under the NDIS is preparing for a plan review. If you have Support Coordination prior to a plan review you can expect:

- Discussions about plan review to begin about 6 weeks prior to the plan's end date.
- The Support Coordinator to contact everyone who has provided service to you during the plan and get a report about what has been achieved, and what (if anything) is required for the next plan period.
- Talk to you and your support network about the goals for the next plan period and if there is anything new needed to achieve these goals.
- Contact the NDIS or planning organization if a planner has not contacted you four weeks before your plan ends.
- Walk beside you during the plan review process and attend the review meeting with you if you wish for us to be there.

Finishing our short-term support

Support Coordination with Lancaster Consulting aims to help you build robust supports and care systems. We believe strongly that we have done our best job when you no longer need our support. We understand, however, that some level of support will be required for the majority of our clients, and that this may be provided by your community or by a local Support Coordinator. We will do our best to ensure that this transition is smooth and will provide a thorough handover to whomever is continuing to ensure that care systems around the person continue to thrive.

Expected Outcomes of our Support Coordination Service for the client and/or the support team

1. Clear pathways for communication between members of your network of support.
2. Stable and robust support systems.
3. Short term goals are addressed and the client and their networks have a clear plan for achieving long term goals, with a focus on improving your Quality of Life.
4. Linkages to necessary supports, including connection to longer term Support Coordination if necessary.
5. Increased understanding of the NDIS and associated planning and review processes.

Conflict of interest

LCA will work to ensure that when providing support to customers under the NDIS, including when



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offering services from another division of our business, any conflict of interest is declared and any risks to customers are mitigated as per our conflict of interest policy.

Our Support Coordinators will act in the best interests of NDIS participants, ensuring that they are informed, empowered and able to maximise choice and control. We will ensure that we actively manage perceived, potential and actual conflicts of interest in service delivery, meaning that we will:

- Manage, document and report on individual conflicts as they arise, and
- Ensure that advice to a participant about support options (including those not delivered directly by LCA) is transparent, promotes choice and control and is communicated in terms the participant is most likely to understand.

As required by the NDIA Terms of Business, all NDIS participants will be *“treated equally, and no participant [shall be] given preferential treatment above another in the receipt or provision of supports”*.