

Factsheet – Pathways To Recovery (PTR) Specialist Specialist Support Coordination Services

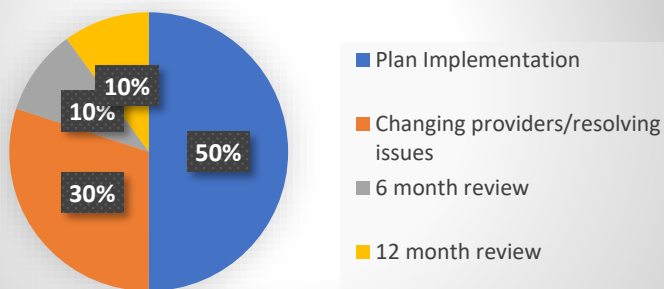
What is Specialist Specialist Support Coordination?

A Specialist Support Coordination (SSC) budget (\$178.98 per hour) is allocated by the NDIS to assist you with implementing your plan if the NDIA recognises that you need support to address barriers and reduce risks associated with your individual circumstances. The budget varies between plans, and is intended to be time-limited. Please refer to your plan for further information.

You can choose the provider you would like to use for your SSC services. You will need to let the NDIA know who this is. A worker (called a Specialist Support Coordinator) will be allocated by your chosen service to help organise/contact potential providers in line with your NDIS goals/plan. You or your provider (at your request) will then enter a service booking for the full amount of your allocated budget in the MyPlace website.

How do Pathways To Recovery use my Specialist Support Coordination hours?

How Your Specialist Support Coordination Hours Are Used (approx.)



We break up your Specialist Support Coordination hours so you get the most out of your plan. This can be changed at any time to suit the participant. For example, if you would like to use most of your hours to support the implementation of your plan (and only keep minimal hours for later) we can do this at your request.

Implementing Your Plan	We schedule an initial meeting to discuss your NDIS plan and goals; and complete paperwork to get a complete picture of the services you require. We prepare a Behaviour Support Plan if needed and teach you to use the MyPlace Participant Portal. We work with you to identify mainstream and community services; and NDIS providers. We contact potential services; negotiate prices and meet with you so that you can decide what services you would like to use. This usually occurs within 4 weeks of your initial meeting.
Changing providers/Resolving issues	From time to time, participants may want to change support providers, or there may be some extra assistance required to support you and your chosen providers. We keep hours aside to ensure we can assist you if any issues arise so you do not go without supports.
Completing a 6-month review	Some of your hours are used to complete your 6 month review and assist to change/find new service providers. We also assist you to identify any assessments/reports that you will need in preparation for your NDIA review.
Preparing for your 12-monthly NDIA review	Some hours are used to assist you to prepare for your NDIA review meeting, to ensure you are feeling confident to meet with your NDIA planner.

Specialist Support Coordination – Frequently Asked Questions

1. Will my Specialist Support Coordinator book and organise services for me?

Part of our role is to ensure you learn the skills to be able to implement your own plan in the future. We can complete research; make enquiries on your behalf; negotiate service agreements; and ensure your supports are organised inline with your NDIS budgets. When it comes to engaging service providers, we can support you to speak to services to negotiate days/times that suit you, and prepare a Behaviour Support Plan if needed.

2. I am not happy with my current NDIS plan - Can my Specialist Support Coordinator put in an application for Review for me, or make recommendations to the NDIA?

The NDIA have stated that all requests to review decisions/plans need to come from participants. We can help you gather information, however we cannot contact the NDIA directly on your behalf or provide an opinion on what your budget should be. This will come from the evidence you gather as part of your review. Our main focus needs to be implementing your current plan so that there are services supporting you initially until the review takes place. Please be aware that any time spent gathering information will be charged to your plan, which means there may be less money to support you to implement your plan.

3. Can my Specialist Support Coordinator provide individual support whilst services are being organised?

The NDIA do not allow Specialist Support Coordinators to provide individual support to participants, or support them to attend appointments. If you need services organised quickly please let your Support Coordinator know so that we can work in a timeframe that is appropriate for your individual circumstances.

4. If I choose PTR to provide my SSC Services, does that mean I can't purchase other services from you?

PTR offers a range of different services, including SSC services, individual support, accommodation programs and group programs. To ensure there is no conflict of interest, when our Support Coordinators look for quotes for services on your behalf we will always provide 3 quotes from other services, in addition to our own. It is then your decision if you would like to choose our service or go with another provider. Your decision will not affect your Specialist Support Coordination services at all, as they operate independently from each other, so you don't need to be worried about any repercussion.

5. I really like my Specialist Support Coordinator – can they be my support worker as well?

To ensure that there is no conflict of interest in the services you receive from PTR, your support worker will be different to your Specialist Support Coordinator if you choose to purchase other services through us. This way if you are not happy with one of the services you are receiving you can ask for a change in worker at any time, and it will not affect your other service.

6. I seem to be using my SSC hours very quickly – if I run out is there any other support I can get until my plan is reviewed?

Unfortunately the NDIA will not increase your Specialist Support Coordination hours during your current plan, however you can contact Feros Care (Local Area Coordinators in Northern Adelaide/Barossa Region) to discuss if they can provide any other assistance.

If you feel that you have not received value-for-money from *Pathways To Recovery*, we encourage your feedback anytime on Mb: 0423 272 695 (Sally – Manager).