

Factsheet – Pathways To Recovery (PTR) Support Coordination Services

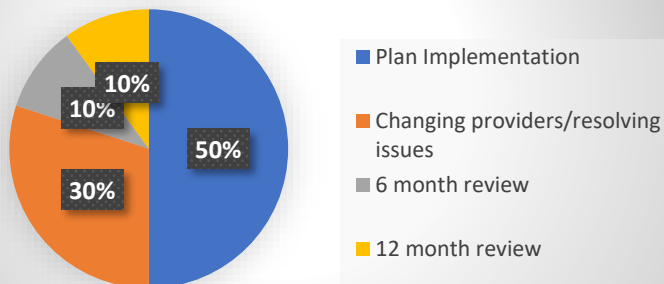
What is Support Coordination?

A Support Coordination budget is allocated by the NDIS to assist you with implementing your plan. The allocated budget varies between plans, depending on your individual circumstances. Please refer to your plan for further information.

If you have Support Coordination in your plan, you can choose the provider you would like to use. You will need to let the NDIA know who this is. A worker (called a 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 Support Coordination 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 Support Coordination hours?

How Your Support Coordination Hours Are Used (approx.)



We break up your 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/forms to get a complete picture of the types of services you require. We teach you to use the MyPlace Participant Portal (if needed), and work with you to identify mainstream services; community services; and NDIS providers. We will 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 they may achieve some goals and need a different focus on others. To support you throughout your plan, we keep hours aside so we can assist you with this process.
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 12-month 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.

Support Coordination – Frequently Asked Questions

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

Support Coordination is a Capacity Building support, and part of our role is to ensure that you learn the skills to be able to do this yourself. 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.

2. I am not happy with my current NDIS plan - Can my Support Coordinator put in an application for Review for me?

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. Our main focus needs to be implementing your current plan so that there are services supporting you initially while the review takes place. Please be aware that any time spent gathering information for a review will be charged to your plan, which means there may be less money to support you to implement your plan.

3. Can my Support Coordinator take me places/provide individual support whilst services are being organised?

The NDIA do not allow 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 Support Coordination Services, does that mean I can't purchase other services from you?

PTR offers a range of different services, including Support Coordination 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 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 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 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 have used my Support Coordination hours very quickly – is there any other support I can get as I still don't have all of the services I need?

Unfortunately the NDIA will not increase your 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).