

Ongoing Feedback

Support Co-ordinators and Recovery  
Coaches

3P Provider Workshops

# 1. NDIA requesting feedback



Please direct your feedback to [ndistransition@ndis.gov.au](mailto:ndistransition@ndis.gov.au)

Ref	Type	Action	Details	Update	Status
<b>220908 – 1</b>	General	For feedback	Naming of support category	<ul style="list-style-type: none"><li>- Is there further feedback/suggestions on the new support category name “Shared Living Support”?<ul style="list-style-type: none"><li>- <i>For example “Home and Living Supports”</i></li></ul></li><li>- Is there further feedback/suggestions on the new support category name “Relationships”?<ul style="list-style-type: none"><li>- <i>For example “ Building and maintaining relationships</i></li></ul></li></ul>	Open
<b>220720-1</b>	General	For feedback	Staff guidance	<ul style="list-style-type: none"><li>- What guidance should be provided to Agency staff regarding information to be included in the RFS to support decision making about accepting or declining the RFS</li></ul>	Open

## 2. Support coordinator identified pain points

Ref	Category	Sub-Category	Title	Summarised Insight/Pain Points	Update	Status
220817-2	Product Catalogue	Price changes	Price increases create Provider administrative burden	<ul style="list-style-type: none"> <li>In current state, when Support Item prices change (and associated Participant budgets also change), Providers undertake administrative processes to revise Service Bookings to reflect the budget change (and facilitate claiming at the new prices).</li> </ul>	<ul style="list-style-type: none"> <li>For PACE Plans, Service Bookings will not be required. Provider's will be able to claim at the Product Catalogue prices applicable at the time services were delivered.</li> </ul>	Closed
220817-1	Claiming	Provider Travel	Limited ability to claim for provider travel due to budget allocation to Support Coordination (service delivery) Support Items	<ul style="list-style-type: none"> <li>In current state, when Support Coordination is approved, funds are typically allocated to a service delivery Support Item – which limits ability to claim for Provider Travel related to the delivery of Support Coordination services (i.e., Provider Travel are distinct Support Items).</li> </ul>	<ul style="list-style-type: none"> <li>In PACE budgets will be allocated at the Support Category level. So where Support Coordination is approved, budget will be allocated to the 'Support Coordination and psychosocial recovery coaches' Support Category. This will enable claiming against both the service delivery and provider travel Support Items contained within the 'Support Coordination and psychosocial recovery coaches' Support Category.</li> </ul>	Closed
220720-4	RFS	Service Bookings	Visibility of bookings	<ul style="list-style-type: none"> <li>Can Support Coordinator view other Provider's Service Bookings to be able to effectively support participant budget management?</li> </ul>	<ul style="list-style-type: none"> <li>Service Bookings will not longer be required for PACE Participants.</li> <li><b>UPDATE 220817</b> Refer slide 8 for view of RFS in PACE</li> </ul>	Closed

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Ref	Category	Sub-Category	Title	Summarised Insight/Pain Points	Update	Status
220720-3	RFS	Content	Relevant information to make informed decision to accept the RFS	<p>Limited information provided in RFS has levels of impact in determining suitability for provider to accept/reject RFS. Including:</p> <ul style="list-style-type: none"> <li>• Risk – Providers often go in unclear if there should be multiple staff attend first meeting, does participant need a representative in attendance</li> <li>• Disabilities – assists in determining best match for provision of services</li> <li>• Guardians/Court Orders/Child Protection – connection to risk, understanding suitability of matching to provider</li> <li>• Secondary point of consultation – who else can provider speak to for more information? E.G Justice Liaison Officer, Health Liaison Officer, family, LAC, Planner, my NDIS Contact.</li> <li>• Participant NDIS #</li> </ul> <p>Update (17.8.22):</p> <ul style="list-style-type: none"> <li>• Consideration for details regarding participant remoteness and receptiveness/suitability of support delivery via telehealth.</li> <li>• Participant complexities such as engagement with system/jurisdictional interfaces (e.g., Justice, Health etc).</li> <li>• Indications of complexity/the level of support likely required. Inclusion of streaming factors were discussed, however, were not considered to be fit-for-purpose indicators of complexity for the RFS.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Noted. Will be factored into consideration for future design work on RFS solution.</li> <li>▪ Details of information available in proposed new RFS to be shared to inform further discussion on opportunities to expand information provided in RFS.</li> </ul> <p>Update (17.8.22)</p> <ul style="list-style-type: none"> <li>▪ Further email feedback invited, with specific focus on guidance to be provided to Agency staff at time of completing RFS to support inclusion of relevant information (initially) in free text fields.</li> </ul>	Open
220720-2	Portals	Visibility of Participant interactions	Visibility of Participant enquiries	<p>Some Participants may benefit from support to progress resolution of Agency enquiries Support Coordinators/Recovery Coaches are not able to view the status/content of Participant enquiries, which limits the support that Support Coordinators/Recovery Coaches can provide to progress resolution of enquiries.</p>	<ul style="list-style-type: none"> <li>▪ Noted. Will be factored into consideration for future design work on Participant/Provider Portal.</li> <li>▪ The PACE system needs to align with the Agency Policy on consent and information access. Policy position to be considered further in relation to this Pain Point.</li> </ul>	Closed

## 2. Support coordinator identified pain points

Ref	Category	Sub-Category	Title	Summarised Insight/Pain Points	Update	Status
220720-1	RFS	Consent	Provision of participant consent (Existing Pain Point)	Two step process for consent to view plan/budget creates operational inefficiency for Provides and can lead to service delivery delays.	<ul style="list-style-type: none"> <li>▪ When completing the request for service with the participant, their consent to share information will be discussed. Participants will be asked what level of information (i.e. share plan and/or share budget) they would like to share with the Support Coordinator/Recovery Coach that accepts the request.                             <ul style="list-style-type: none"> <li>▪ e.g., If a Participant elects, at the time of initial RFS submission, to share their Plan and Budget, the Support Coordinator/Recovery Coach that accepts the RFS will gain access to the Plan and Budget (i.e., removing the need for a 2-step consent process in this scenario)</li> </ul> </li> <li>▪ Note: During this process Participants will be advised that they will be unable to share their plan budget information without also consenting to share their plan information.</li> <li>▪ Should a Participant later change their mind, consent can be updated through contacting their My NDIS contact/National Call Centre.</li> <li>▪ Further details on the proposed consent process are to be shared in a future session to inform discussion on opportunities to enhance the process.</li> <li>▪ The PACE system needs to align with the Agency Policy on consent and information access. Policy position to be considered further in relation to this Pain Point.</li> </ul> <p>Update (17.8.22)</p> <ul style="list-style-type: none"> <li>▪ Participant will indicate what they consent to their future Support Coordinator viewing during the RFS Stage. This consent will be given automatic effect when the Support Coordinator accepts the referral.</li> </ul>	Open  Closed (17.8.22)



# 3. Support Coordinator feedback

Ref	Type	Action	Details	Update	Status
<b>220908-22</b> <i>Slide 10</i>	Changing Support Coordinators	For feedback	Can Support Coordinator/Recovery Coach submit claims after relationship ends?	<ul style="list-style-type: none"> <li>Yes – for services delivered during period of appointment. The slide will be updated to enhance clarity.</li> </ul> <p>Post Session note: Slide updated to enhance clarify.</p>	Closed
<b>220908-21</b> <i>Slide 10</i>	Changing Support Coordinators	For feedback	The ending of a role would impact Service Booking – how has this been considered?	<ul style="list-style-type: none"> <li>There will be no need for Service Bookings within PACE.</li> </ul>	Closed
<b>220908-20</b> <i>Slide 10</i>	Changing Support Coordinators	For noting	Where a relationship is being ended, it would be useful for the Participant to be able to provide a reason for ending the relationship and for that reason to be visible to the Provider.	<ul style="list-style-type: none"> <li>Noted</li> <li>Will be factored into considerations for future design work.</li> <li>Further work on policy considerations would be required regarding consent options for possible disclosure of reason(s) for ending relationship.</li> </ul>	Closed
<b>220908-19</b> <i>Slide 10</i>	Changing Support Coordinators	For noting	Notifications of intent to change Support Coordinator would be useful to support additional time to finalise relationship.	<ul style="list-style-type: none"> <li>Noted</li> <li>Will be factored into considerations for future design work.</li> </ul>	Closed
<b>220908 – 18</b> <i>Slide 8</i>	Service Agreements	For noting	There could be merit in service agreements being attached to a Participant’s account where the Provider is recorded as an Approved Provider. And having Service Agreements linked to Support Categories.	<ul style="list-style-type: none"> <li>Noted the benefit for Support Coordinator visibility of which providers are delivering which services.</li> <li>The uploading of Service Agreements will be factored into considerations for future design work.</li> <li>Further work on policy considerations would be required regarding consent options for possible: <ul style="list-style-type: none"> <li>Sharing of Service Agreements beyond the parties to the Agreement.</li> <li>Sharing of who are the Approved Providers/Designated Providers.</li> </ul> </li> </ul>	Closed
<b>220908 – 17</b> <i>Slide 8</i>	Support items	For feedback	Plan Managers can be funded to provide education on plan use. Will Support Coordinators also be funded to delivery similar services?	<ul style="list-style-type: none"> <li>Existing Support Items will remain, and as such, if such services are available for delivery by Support Coordinators presently, they will be continue to be available within PACE.</li> </ul> <p>Post Session note: The following item is currently listed as a legacy Item within the Support Catalogue. There will be nil change, apart from positioning as a legacy item associated with the ‘Support Coordination and Psychosocial Recovery Coaches’ category.</p> <ul style="list-style-type: none"> <li>07_003_0117_8_3 (CB and Training in Plan and Financial Management by a SupportCoordinator)</li> </ul>	Closed

## 3. Support Coordinator feedback continued

Ref	Type	Action	Details	Update	Status
<b>220908 – 16</b> <i>Slide 8</i>	Support delivery	For feedback	Can there be more than one Support Coordinator?	<ul style="list-style-type: none"> <li>A Participant could concurrently have two different Support Coordinators. Both would be required to be established on the system with Support Coordinator roles.</li> </ul>	Closed
<b>220908 – 15</b> <i>Slide 6 and 7</i>	Support Categories	For feedback	Does Level 3 Support Coordination require Registered Providers, and if so, would the associated category need to always be Agency Managed?	<ul style="list-style-type: none"> <li>Level 3 Support Coordination doesn't require Registered Providers under the NQSC but it is often Agency Managed through the planning process.</li> <li>The Support Coordination and Psychosocial Recovery Coaches category is expected to have all three Plan Management Types as options.</li> </ul>	Closed
<b>220908 – 14</b> <i>Slide 6 and 7</i>	Support Categories	For feedback	Will Behavioural Support require a Designated Provider?	<ul style="list-style-type: none"> <li>Currently it is proposed that Behavioural Support will require a Designated Provider. This would require the Service Provider to have a role established on the system denoting their Service Provider relationship with the Participant for delivery of these specific services.</li> </ul>	Closed
<b>220908 – 13</b> <i>Slide 6 and 7</i>	Support Categories	For feedback	Why is Recurring Transport self-managed?	<ul style="list-style-type: none"> <li>Recurring Transport is an atypical Support Category, as it largely serves as a system tool to facilitate payment of what is currently termed 'Periodic Transport'.</li> <li>As such, the category has been allocated settings to support payments directly to Participants.</li> </ul>	Closed
<b>220908 – 12</b> <i>Slide 6 and 7</i>	Support Categories	For feedback	What is the default instalment type of Assistive Technology Repairs and Rental?	<ul style="list-style-type: none"> <li>Assistive Technology Repairs and Rental should have a proposed default instalment of 'Regular' to reflect the intent on this support.</li> </ul>	Closed
<b>220908 – 11</b> <i>Slide 6 and 7</i>	Support Categories	For feedback	Whilst it makes sense for Behaviour Support to be Agency Managed, why is Relationships Agency Managed? Does it still require a Registered Provider?	<ul style="list-style-type: none"> <li>This is a typographical error that will be corrected.</li> <li>Relationships is expected to have all three Plan Management Types as options.</li> </ul>	Closed
<b>220908 – 10</b> <i>Slice 6 and 7</i>	Support Categories	For feedback	For the Support Coordination and Recovery Coaches category, can funds be used for both Support Coordination and Recovery Coaching, or just one or the other?	<ul style="list-style-type: none"> <li>Budget approved for the category can be used for any support item contained within the category. If the Participant has funding for this category, it could be concurrently used for Support Coordination services and Psychosocial Recovery Coaching services.</li> </ul>	Closed

## 3. Support Coordinator feedback continued

Ref	Type	Action	Details	Update	Status
<b>220908 – 9</b> <i>Slide 6 and 7</i>	Support Categories	For noting	Post the split, the category name of 'Relationships' would benefit from reconsideration. The present category name does not clearly communicate the support category intent.	<ul style="list-style-type: none"> <li>Noted.</li> <li>The name will be considered further with a view towards enhancing clarity.</li> </ul>	Closed
<b>220908 – 8</b> <i>Slide 6 and 7</i>	Support Categories	For noting	The split to Relationships to create two categories seems reasonable.	<ul style="list-style-type: none"> <li>Noted.</li> </ul>	Closed
<b>220908 – 7</b> <i>Slide 6 and 7</i>	Support Categories	For feedback	Does Behaviour Support include the supports that have to be delivered by a Registered Provider?	<ul style="list-style-type: none"> <li>Yes, this category was split from Relationships to support segmentation of the specialist behavioural supports that are required to be delivered by Registered Providers.</li> </ul>	Closed
<b>220908 – 6</b> <i>Slide 6 and 7</i>	Support Categories	For noting	The split out of 'Assistive Technology Repairs and Rental' seems reasonable.	<ul style="list-style-type: none"> <li>Noted.</li> </ul>	Closed
<b>220908 – 5</b> <i>Slide 6 and 7</i>	Support Categories	For noting	Low cost AT is not always low risk. There can be many scenarios where the low cost item may pose a significant risk.	<ul style="list-style-type: none"> <li>Noted</li> </ul>	Closed
<b>220908 – 4</b> <i>Slide 6 and 7</i>	Support Categories	For feedback	Will 'Low coast AT' remain within Consumables given the additional 'Assistive Technology Repairs and Rental' category?	<ul style="list-style-type: none"> <li>Yes, flexibility is proposed to be maintained for low cost AT.</li> </ul>	Closed
<b>220908 – 3</b> <i>Slide 6 &amp; 7</i>	Support Categories	For noting	Increase in the number of categories available may allow a plan to be managed more easily.	<ul style="list-style-type: none"> <li>Noted</li> </ul>	Closed
<b>220908 – 2</b> <i>Slide 6 and 7</i>	Support Categories	For noting	'Home and Living' sounds more suitable than 'Shared Living Supports' and also aligns with redesign work information.	<ul style="list-style-type: none"> <li>Noted</li> </ul>	Closed
<b>220908 – 1</b> <i>Slice 6 and 7</i>	Support Categories	For noting	The inclusion of Independent Living in a new Category with the name 'Shared Living Supports' is confusing.	<ul style="list-style-type: none"> <li>Noted.</li> <li>The name is being considered for revision to 'Home and Living'</li> </ul>	Closed



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Ref	Type	Action	Details	Update	Status
<b>220817-4</b> <i>Slide 13</i>	Budgets	Instalments	How do instalments work and do they limit Provider funding?	<ul style="list-style-type: none"> <li>Instalments provide a loose indicative expenditure guide, however, Providers are able to claim up to the approved amount for a Support Category.</li> <li>Update (17.08.22): Details provided in Supplementary slide 1.</li> </ul>	Closed
<b>220817-3</b> <i>Slide 7</i>	Changing Providers	For action	Further information on the impacts of changing a Support Coordinator/Psychosocial Recover Coach, with a particular focus on how that impacts claims	<ul style="list-style-type: none"> <li>Agreed topic for future session.</li> <li>Update (17.08.22): Details provided in 17.08.22 session</li> <li>Update (08.09.22): Further details provided in 8.09.22 session.</li> </ul>	Closed
<b>220817-2</b>	Reporting	For action	Further information on reporting requirements and framework	<ul style="list-style-type: none"> <li>Agreed topic for future session.</li> <li>Update: Details provided.</li> </ul>	Closed
<b>220817-1</b> <i>Slide 11</i>	Budget Structure	For action	Further deep dive into Budget Structure via Product Catalogue	<ul style="list-style-type: none"> <li>Agreed topic for future session.</li> <li>Update (08.09.22): Details provided in 8.09.22 session.</li> </ul>	Closed.
<b>220720-3</b>	Topic suggestion	For action	Further information on the impacts of removal of Service Booking for Support Coordination funds, as well as implications for funds for other supports	<ul style="list-style-type: none"> <li>Agreed topic for future session.</li> <li>Update (17.8.22): Details provided on claiming and budget visibility implications from the removal of Service Bookings discussed.</li> </ul>	Closed
<b>220720-2</b>	General Feedback	For noting	Current lack of consistency between tools for SC/LAC/Planners leads to inconsistent information and approach with participants	<ul style="list-style-type: none"> <li>PACE will have a large amount of in-built on-system knowledge management resources/tool. On-system knowledge resources/tools will be consistent across users.</li> <li>Consistency of content between on-system and off-system resources will be considered further.</li> </ul>	Closed
<b>220720-1</b>	General Feedback	For noting	Previously Agency used a deidentified request for capacity approach to multiple providers to determine suitability/acceptance of participant and then next step was RFS. Approach supported matching of needs/skills/capacity between participant and provider	<ul style="list-style-type: none"> <li>Noted.</li> <li>Will be factored into considerations for future design work on RFS solution.</li> </ul>	Closed