

Skilled to Thrive: Service Alignment Resource for Advocacy & Information Providers May 2017

Some of the diverse services that Advocacy & Information (A&I) providers currently deliver under the umbrella terms ‘advocacy’ and ‘information’ may, when viewed as distinct areas of work, be services that an A&I could offer under the NDIS. NDIS Services are described under **3 Support Purposes: Core, Capital and Capacity building** in NDIS Individual Plans. Each Support Purpose has a number of **Support Categories** within it. These have varying rules for how the participant can spend the money. (See Appendix A)

Your skills as an advocacy and/or information provider will tend naturally to capacity building, however, depending on what your organisation specialises in, or evolves to through your client consultations and strategic direction, you may see synergy in other Support Purposes such as Core (Assistance with Daily Living (Support Category 1.01), or Assistance with Social and Community Participation (Support Category 1.04)).

This resource provides some correlation on where activities your organisation may be delivering now might sit within the NDIS landscape—primarily with regard to Capacity Building in NDIS Individual Plans. Our suggestions are not definitive and you should consult the [NDIS Provider Toolkit Guide to Suitability](#) and the most recent [NDIA Price Guide](#) in making decisions for your business. (The Price Guide will have the most up to date information on specific line support categories.)

Organisations should register with the NDIS for services they wish to provide (refer to the NDIS Provider Toolkit [Registration Groups \(Module 2 Registering as a Provider\)](#)) and claim payments using a “best fit” approach: against a support line item that most closely aligns to the service they have delivered.

How to read this document: Outlined are two Registration Groups that your organisation may have existing skills and expertise to deliver services within. Activity skill sets are marked in a column under ‘If some of your activities include...’ When you have located your activities, follow the column down to the NDIS Support outlined which may align with your activities.

Note: Although we provide suggestions of how your organizational activities currently may fit into the NDIS landscape, we do not indicate through this guide that you should necessarily continue doing only that which you have done previously. Identifying and responding to the needs of your clients in the unfolding NDIS landscape may include developing innovative responses to support ‘gaps’ in the market.

Sources: NDIS Guide to Suitability & NDIA Price Guide

Current Activities and NDIS Alignment

1. Registration Group: Assistance in Coordinating or Managing Life Stages, Transitions and Supports (Life Stage, Transition)

Support Categories: Coordination of Supports (3.07); Improved Living Arrangements (3.08); Increased Social & Community Participation (3.09)

This is classified as a **CAPACITY BUILDING** support.

This includes short and long-term supports that focus on strengthening the participant's ability to coordinate their supports, and to assist them to live at home and participate in their community.

Supports include:

- Support Connection
- Coordination of Supports

Please note that Specialist Support Coordination is listed under a separate Registration Group: Support Co-ordination (0132). We have included it here as it is grouped with Support Connection and Coordination of Supports in the Price Guide.

(see P3 & 4 for more)

Other Supports in Life Stage, Transition include:

- Assistance with accommodation and tenancy obligations
- Life transition planning including mentoring, peer support, and individual skill development
- Assistance with decision making, daily planning, budgeting

(see P5 for more)

If some of your activities currently include....

- Social work
- Support people attend NDIS info sessions
- Arrange referrals to other services
- Link with mental health services in support of client
- Support
- Help to make complaints, write letters of concern, contact services for assistance.
- Referrals to mainstream organisations
- Link to training and mentoring opportunities
- Issue management
- Disability info and referral service
- Assisting with implementing person centred plans
- Work with partner organisations
- Supporting through making a complaint, handling crisis
- Liaising with DSPs on behalf of PWD
- Support in disadvantage and unfair treatment
- Capacity building
- Support informed decision making



- Social work
- Consumer protection support
- Legal process negotiations with Guardian agencies
- Support e.g. in disputes with government agencies eg. Centrelink and Housing
- Assistance when someone has been treated unfairly and requires a person to speak with them/on their behalf
- Liaise with mental health services in support of client
- Help to make complaints, write letters of concern, contact services for assistance.
- Referrals to mainstream & partner orgs
- Link to training and mentoring opportunities
- Behaviour management workshops
- Education
- Issue management
- Assisting with implementing person centered plans
- Case management
- Supporting through making a complaint, handling crisis
- Liaising with DSPs on behalf of PWD
- Info and referrals
- Support in disadvantage and unfair treatment
- Support at guardianship tribunal hearings, court support and discrimination issues
- Capacity building
- Support informed decision making



- Social work
- Liaise with mental health services in support of client
- Support
- Assisting with implementing person centred plans
- Capacity building
- Support informed decision making

.....your NDIS Aligned Service could be:

Coordination of Supports (Support Category 3.07)

Support connection
07_001_0106_8_3

Assistance to strengthen participant’s abilities to coordinate supports & participate in the community. This includes resolving points of crisis, developing capacity & resilience in a participant's network & coordinating supports from a range of sources.

Price: \$56.61 / hour

**Because NSW has LACS, Support Connection will not continue to be funded in new plans.*

Support Coordination
07_002_0106_8_3

Assistance to strengthen participants abilities to coordinate and implement supports and participate more fully in the community. It can include initial assistance with linking participants with the right providers to meet their needs, assistance to source providers, coordinating a range of supports both funded and mainstream and building on informal supports, resolving points of crisis, parenting training and developing participant resilience in their own network and community.'

Professions

- Disability Support Worker
- Welfare worker
- Developmental Educator
- Social Worker
- Other care worker (Includes: Mental Health support Worker, Peer Worker, Community Mental Health Practitioner)

Price: \$92.27 / hour

Specialist Support Coordination
07_004_0132_8_3

The provision of Support Coordination within a specialist therapeutic framework necessitated by specific high level risks in the participant’s situation. This support is time limited and focuses on addressing barriers and reducing complexity in the support environment, while assisting the participant to connect with supports and build capacity and resilience. It may also involve development of an intervention plan which will be put in place by disability support workers. For Specialist Support Coordination to be included within a plan there must be clear benefits to the participant that result from this model of supports coordination. It is anticipated that this support will be very rarely required and only under exceptional circumstances.

Professions

- Psychologist
 - Occupational Therapist
 - Social Worker
 - Other allied health, developmental educator, social or health science professional.
- 'Professionals with extensive experience in support coordination for people with complex needs'

Price: \$175.57 / hour

1. Registration Group: Assistance in coordinating or managing life stages, transitions and supports (Life Stage, Transition) (continued)

This is classified as a CAPACITY BUILDING support.

This includes short and long-term supports that focus on strengthening the participant’s ability to coordinate their supports, and to assist them to live at home and participate in their community.

Other Supports in Life Stage, Transition include:

- Assistance with accommodation and tenancy obligations
- Life transition planning including mentoring, peer support, and individual skill development
- Assistance with decision making, daily planning, budgeting

(see below for activities that may align with these)

If some of your activities currently include....		
<ul style="list-style-type: none"> • Consumer protection support • Legal process negotiations with Guardian agencies • Rights and self advocacy training • Assisting with accessing housing • Support informed decision making 	<ul style="list-style-type: none"> • Helping PWD learn new skills • Rights and self advocacy training • Citizen advocacy training • Support informed decision making • Peer Support Group • Social Support Group – increase social inclusion 	<ul style="list-style-type: none"> • Learn new skills • Awareness Seminars • Support informed decision making
<p>...your NDIS Aligned Service could be:</p>		
<p>Assistance with accommodation and tenancy obligations 08_005_0106_2_3</p> <p>Support is provided to guide, prompt, or undertake activities to ensure the participant obtains/retains appropriate accommodation. May include assisting to apply for a rental tenancy or to undertake tenancy obligations in line with the participant’s tenancy agreement.</p> <p>Price: \$56.61 / hour</p>	<p>Life transition planning including mentoring, peer support and individual skill development 09_006_0106_6_3</p> <p>Establishing volunteer assistance within the participant’s home or community to develop skills. For instance, assistance in amending appointments, shopping, bill paying, taking part in social activities and maintaining contact with others.</p> <p>Price: \$56.61 / hour</p>	<p>Assistance with decision making, daily planning, budgeting 15_035_0106_1_3</p> <p>Provision of time limited support to assist a person to develop and maintain daily budget, including assisting in planning purchases.</p> <p>Price: \$42.79 / hour</p>

2. Registration Group: Development of daily living and life skills (Development – Life Skills)

Support Categories: Improved Daily Living (3.15), Improved Relationships (3.11), Increased Social & Community Participation (3.09), Coordination of Supports (3.07)

This is classified as a **CAPACITY BUILDING** support.

This focuses on training and development activities undertaken by the participant or their carer to increase their ability to live as autonomously as possible, including supports that will enhance the ability of the participant to travel and use public transport independently.

Supports include:

- Training in planning and plan management
- Skills development in a group
- Individual skills development and training
- Individual social skills development
- Individual skills development and training, includes public transport training & support
- Training for carers / parents

Professions

- Disability Support Worker (includes Mental Health or Peer Worker)
- Welfare worker

If some of your activities currently include....

- Learn new skills
- Training on client rights
- Planning assistance via phone
- Assisting clients at planning meetings
- Support informed decision making

- Learn new skills
- Training on client rights
- Capacity building program of workshops for targeted cohorts
- Management program and skills teaching
- Self advocacy training
- Support informed decision making
- Peer Support Group
- Social Support Group – increase social inclusion

- Learn new skills
- Peer sport
- Self advocacy training
- Support informed decision making
- Outings
- Social Support Group – increase social inclusion

 ...your NDIS Aligned Service could be:  		
Training in Planning and Plan Management 07_003_0117_8_3 Training in planning and plan management for participants unable to do this independently but who could do all or part of the task with training. Price: \$55.07 / hour	Skills development in a group 09_007_0117_6_3 Training for the participant in a group of 2 or more to increase their independence in daily personal activities. Price: \$27.54 / hour	Individual skills development & training 09_009_0117_6_3 Individual life skills development and training including public transport training and support, developing skills for community, social and recreational participation. Price: \$55.07 / hour
If some of your activities currently include...		
<ul style="list-style-type: none"> • Learn new skills • Peer sport • Rights and self advocacy training • Support informed decision making • Outings • Social Support Group – increase social inclusion 	<ul style="list-style-type: none"> • Learn new skills • Rights and self advocacy training • Support informed decision making • Outings 	<ul style="list-style-type: none"> • Personal care services • Learn new skills • Awareness Seminars • Behaviour management workshops • Education • Carer support services for multicultural carers • Rights and self advocacy training • Support informed decision making • Supporting families
 ...your NDIS Aligned Service could be:  		
Individual social skills development 15_024_0117_7_3 Social skills development with an individual, for participation in community and social activities. Price: \$55.07 / hour	Individual skills development and training, includes public transport training & support 15_037_0117_1_3 Individual training provided in the home for general life skills to increase independence. Price: \$42.79 / hour	Training for carers/parents 15_038_0117_1_3 Training for carers in matters related to caring for a person with disability Price: \$55.07 / hour

3. Registration Group: Management of Funding for Supports

Support Category: Improved Life Choices (Support Category 3.14)

Plan Management (0127)

This is classified as a **CAPACITY BUILDING** support.

Plan management is the financial management of the plan and includes making payments to providers, expense claims processing, developing monthly statements for participants and claiming payment from the NDIA. Financial intermediary funding applies to registered plan management providers who deliver plan management supports. A financial intermediary, Plan Managers also liaise with providers and participants to implement and manage the plan.

Supports include:

- Financial and service intermediary activities

Professions

- Accountant / bookkeeper

If some of your activities currently include....

- Planning assistance via phone
- Support informed decision making

...your NDIS Aligned Service could be:



Financial and service intermediary activities

14_031_26_8_3

14_033_26_8_3

14_034_26_8_3

Plan management is the financial management of the plan and includes making payments to providers, expense claims processing, developing monthly statements for participants and claiming payment from the NDIA. Plan Managers also liaise with providers and participants to implement and manage the plan.

Price

Financial and service intermediary activities: \$53.10 / hour

Financial intermediary – set up costs: \$214.12 / each

Financial intermediary monthly processing: \$96.25 / month

Current Activities and ILC Alignment

Many other activities that your organisations do which are not listed above (e.g. peer training and support programs, rural/remote outreach activities etc), may be suitable for consideration under the competitive ILC grant application process, depending on the focus areas and outcomes of the ILC CICD process for NSW. Please consult the [Program Guidelines](#) FAQs for more information and the relevant funding round for NSW Jurisdiction or National Grant round as that information becomes available.

APPENDIX A (Source: NDIA 2016/17 Price Guide, taken from DSC Presentation Future Funding Environment in the NDIS Context.)

CORE

1. Assistance with Daily Living
2. Travel and Transport – Mobility Allowance
3. Consumables
4. Assistance with Social and Community Participation

Can be spent across support categories but cannot reallocate core support funding to other support purposes (i.e. capital or capacity building supports).

CAPITAL

5. Assistive Technology
6. Home Modifications

Restricted to specific items

CAPACITY BUILDING

7. Coordination of Supports
8. Improved Living Arrangements
9. Increased Social and Community Participation
10. Finding and Keeping a Job
11. Improved Relationships
12. Improved Health and Wellbeing
13. Improved Learning
14. Improved Life Choices
15. Improved Daily Living

Allocated at support category level