



Specialist Support Coordination Policy and Procedure (Simple English)

Purpose

This policy explains how Soaring Sparrows delivers Specialist Support Coordination. It helps participants with complex needs:

- Use their NDIS plans safely and confidently.
- Access services and supports easily.
- Make choices and stay in control of their supports.

This policy complements existing Soaring Sparrow's policies.

Scope

This policy applies to:

- Staff who provide Specialist Support Coordination.
 - Participants receiving this support.
 - Families, carers, and other professionals involved.
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Definitions

- **Specialist Support Coordination:** Extra help for participants with complex needs to use and manage supports.
- **Support Coordination:** Helping participants get the services they need.
- **Complex Needs:** Multiple or serious challenges that make support difficult.
- **Capacity Building:** Helping participants gain skills, knowledge, and confidence.
- **Conflict of Interest:** A situation where personal interests might affect decisions.
- **NDIS Plan Budget Oversight:** Helping participants manage funding so it lasts.
- **Cultural Responsiveness:** Respecting participants' culture, language, and beliefs.

- **Consent:** Permission from participants or their representative to collect, share, and use information.
 - **Continuity of Support:** Making sure supports continue even if a staff member is absent.
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Policy Statement

Soaring Sparrows is committed to:

- Providing participant-focused services that empower individuals.
 - Promoting independence, skills, and confidence.
 - Being fair, inclusive, and culturally respectful.
 - Managing funding and conflicts of interest clearly and safely.
 - Following NDIS rules and best practice.
 - Not providing therapy unless done by a qualified professional.
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Responsibilities

- **Director:** Oversees service quality, safety, and compliance.
 - **Office Manager:** Supports administration and record-keeping.
 - **Specialist Support Coordinators:**
 - Deliver participant-focused support.
 - Identify and reduce barriers to services.
 - Keep records updated.
 - Plan for emergencies and follow procedures.
 - Work with families and other professionals.
 - **Participants and Families:** Give consent, share information, and participate in planning.
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Procedures

Participant Engagement

- Check eligibility and get consent.

- Assess participant needs.
- Develop an individual support plan.
- Use the participant's preferred way to communicate.

Planning and Coordination

- Identify barriers and help remove them.
- Support participant choice and control.
- Connect participants to services.
- Monitor progress using goals.
- Support family and informal networks.

Conflict of Interest

- Inform participants about conflicts.
- Offer alternatives if needed.
- Keep a record of decisions.

Monitoring and Reporting

- Record all activities and outcomes.
- Monitor funding to prevent early exhaustion.
- Update participants and families regularly.
- Recommend early plan review if needed.

Crisis and Contingency Management

- Keep emergency and backup plans ready.
- Provide alternative support if staff are absent.
- Record all actions taken.

Exit or Transition

- Ensure smooth handover to new providers.
- Update and share participant records as needed.

Continuous Improvement

- Regularly review how support is working.
- Collect feedback from participants, families, and professionals.

- Improve services based on feedback and evidence.
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References

This policy is based on the following guidance and standards:

- NDIS Practice Standards – Module 4: Specialist Support Coordination
 - NDIS Operational Guidelines
 - Soaring Sparrows Human Resources Policy
 - Conflict of Interest Policy
 - Continuity of Support Policy
 - Storage of Information Policy
 - Feedback and Complaints Policy
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Review

This policy will be reviewed annually, or sooner if legislative or regulatory requirements change, or following an incident affecting service delivery.