

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2017-2018 Budget Estimates Hearings

Outcome: National Disability Insurance Agency

Question No: NDIA SQ17-000118

Topic: Complex Case Managers

Hansard Page: Written

Senator Kakoschke-Moore, asked:

Are there complex case managers?
Can a complex case manager be requested?
If so, how is this accomplished?

Answer:

The National Disability Insurance Scheme (NDIS) does provide funding for case management type support in a participant's plan where required. This is known as 'support coordination'.

The primary role of a Support Coordinator is to:

- Support implementation of all supports in the NDIS plan, including informal, mainstream and community, as well as funded supports;
- Strengthen and enhance the participant's abilities to coordinate supports and participate in the community;
- Ensure mainstream services are aware of the persons needs (that is, housing, education, justice, health); and facilitate and integrate discussion;
- Build the capacity of the participant to achieve greater independence to self-direct services and supports in the longer term;
- Provide the National Disability Insurance Agency (NDIA) with reports on outcomes and success indicators within the agreed reporting frequency;
- Provide specialist assistance for participants with high support or complex needs to find a SDA (Specialist Disability Accommodation) dwelling; and
- Build the skills and resilience of the participant to participate in social and economic life.

There are three different levels of support coordination that the NDIS can fund, these include: Support Connection, Support Coordination and Specialist Support Coordination.

Funding an appropriate level of support coordination in a participant's plan has a direct link to their capacity to implement their plan. The primary aim of funded support coordination is to increase the capacity of the individual to move to greater independence to self-direct services and supports in the longer term.

The level of assistance a participant requires to setup and implement their plan is explored at the planning conversation and again as part of plan approval, as well as at each subsequent plan review.

Key indicators where specialist support coordination (equivalent to complex case management) may be required include:

- Presence of cognitive impairment (that is, acquired brain injury or intellectual disability);
- Unable to communicate without assistance;
- Degenerative condition with rapid deterioration;
- Involved in multiple interfaces including child protection and justice;
- No informal supports;
- Behaviours of concern or restrictive practice;
- Those who are receiving 1:1 or 2:1 supports at home and/or in the community;
- Aboriginal and Torres Strait Islander or culturally and linguistically diverse or remotely isolated; and
- Participants that meet the requirements for SDA and will require support to identify a suitable dwelling.

During the planning process, the planner will also ask the participant and/or their representative whether they require support to set up and manage providers and supports.