



Support Coordination Price Arrangements

August 2021 – June 2022

As well as direct service provision, the below support items can be used to claim for:

- Non-Face-to-Face Support Provision
- Provider Travel
- Short Notice Cancellations
- NDIA Requested Reports

Non face to face activities are billable if activities are part of delivering specific support item. This can include completing applications, reports, liaising with internal and external services and program and resource development.

Ability Centre is a Temporary Transformation Payment registered provider.

Prices are subject to change as detailed in your service agreement.

Capacity Building Supports & Core Supports

Support Coordination *can be delivered and billed to your core support budget

Service/Product	NDIS Code	Description	UON	Price
Level 1: Support Connection	07_001_0106_8_3	Assistance for customers to implement their plan by strengthening the ability to connect with the broader systems of supports and understand the purpose of the funded supports and customer in the community. Support Connection will assist a customer to understand the aspects of the plan, assisting in ongoing management of supports, and answer questions as they arise.	Hour	\$63.21
Level 2: Coordination of Supports	07_002_0106_8_3	Further qualifications/experience required to strengthen a customer's ability to design and the build their supports with an emphasis on linking the broader systems of support across a complex service delivery environment. Coordination of Supports is to focus on supporting customers to direct their lives, not just their services. This may include resolving points of crisis and developing resilience in the customer's network.	Hour	\$100.14
Level 3: Specialist Support Coordination	07_004_0132_8_3	Generally delivered in a time limited, outcomes focused manner and by an appropriately qualified and experienced practitioner to meet the individual needs of the customer's circumstances. Necessitated by specific high complex needs or high-level risks in a customer's situation, to reduce complexity in the customer's support environment in the context of broader systems of support, whilst also assisting the customer to connect with NDIS supports, negotiate solutions with multiple stakeholders and build capacity and resilience.	Hour	\$190.54

Level 1: Support Connection

This support item assists a customer to implement their plan by strengthening their ability to connect with the broader systems of supports and to understand the purpose of the funded supports. Support Connection assists a customer to understand their NDIS plan, connect customers with broader systems of supports, and provide assistance to connect with providers. Support Connection will assist customers to achieve effective utilisation of their NDIS plan and answer questions as they arise. Support Connection also increases a customer's capacity to maintain (or in some cases change) support relationships, resolve service delivery issues, and participate independently in NDIA processes. Support Connection includes, but is not limited to:

- Understand the Plan;
- Connect with Supports and Services;
- Establish Supports;
- Coach, Refine, Reflect; and
- Report to the NDIA.

Level 2: Coordination of Supports

This support item strengthens a customer's ability to design and then build their supports with an emphasis on linking the broader systems of support across a complex service delivery environment. Coordination of Supports is to focus on supporting customers to direct their lives, not just their services, and is focussed on assisting customers to build and maintain a resilient network of formal and informal supports. This involves working together with the customer to understand the funding, identify what customers expect from services, and how customers want this designed. Coordination of Supports also includes coaching customers, and working with customers to develop capacity and resilience in their network.

Coordination of Supports includes, but is not limited to:

- Understand the Plan
- Connect with Supports and Services
- Design Support Approaches
- Establish Supports
- Coach, Refine, Reflect
- Targeted Support Coordination
- Crisis: Planning, Prevention, Mitigation and Action
- Build Capacity and Resilience
- Report to the NDIA

Level 3: Specialist Support Coordination

This support is delivered utilising an expert or specialist approach, necessitated by specific high complex needs or high level risks in a customer's situation. Specialist Support Coordination is delivered by an appropriately qualified and experienced practitioner to meet the individual needs of the customer's circumstances such as a Psychologist, Occupational Therapist, Social Worker, or Mental Health Nurse. Specialist Support Coordination is expected to address complex barriers impacting a customer's ability to implement their plan and access appropriate supports. Specialist Support Coordinators assist customers to reduce complexity in their support environment, and overcome barriers to connecting with broader systems of supports as well as funded supports.

Specialist Support Coordinators are expected to negotiate appropriate support solutions with multiple stakeholders and seek to achieve well-coordinated plan implementation. Specialist Support Coordinators will assist stakeholders with resolving points of crisis for customers, assist to ensure a consistent delivery of service and access to relevant supports during crisis situations.

Specialist Support Coordination is generally delivered through an intensive and time limited period necessitated by the customer's immediate and significant barriers to plan implementation. Depending on individual circumstances, a Specialist Support Coordinator may also design a complex service plan that focusses on how all the stakeholders in a customer's life will interact to resolve barriers and promote appropriate plan implementation. Once developed, a Specialist Support Coordinator will continue to monitor the plan, but it may be maintained by one of the customer's support workers or other care supports.

Specialist Support Coordination includes, but is not limited to:

- Understand the Plan
- Connect with Supports and Services
- Design Support Approaches
- Establish Supports
- Coach, Refine, Reflect
- Targeted Support Coordination
- Crisis: Planning, Prevention, Mitigation and Action
- Address Complex Barriers
- Design Complex Service Plan
- Build Capacity and Resilience
- Report to the NDIA