

UNIT CODE	CHCDIS023
UNIT TITLE	Coordinate NDIS participant support
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to collaborate with participants and their supports to deliver support coordination services to National Disability Insurance Scheme (NDIS) participants.</p> <p>This unit applies to individuals who work with people with disability in a range of community services and health contexts. Work performed requires some discretion and judgement and may be carried out under direct or indirect supervision.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	CHCDIS022 Prepare for NDIS support coordination
COMPETENCY FIELD	Nil
UNIT SECTOR	Disability Support

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Assist participants to understand NDIS plans.	1.1 Interpret NDIS plan to identify type, level and parameters of funded supports. 1.2 Interpret and use NDIS price guide to calculate quantity of hours funded. 1.3 Communicate with participants and their supports to determine individual needs and preferences and manage expectations. 1.4 Explain NDIS system and funded supports to participants and their supports to clarify and confirm understanding.

2. Assist participants to implement NDIS plan.	<p>2.1 Build capacity of participant and their supports to understand, implement and use their plan.</p> <p>2.2 Collaborate with participants and their supports to research and discuss service options customised to the individual needs and preferences of the participant.</p> <p>2.3 Collaborate with participants and their supports to evaluate and select service options within the parameters of the NDIS plan.</p> <p>2.4 Negotiate agreements with service providers with and on behalf of participants and their supports.</p>
3. Complete NDIS administration.	<p>3.1 Check service agreements and bookings are completed as agreed.</p> <p>3.2 Record case notes according to organisational policies and procedures.</p> <p>3.3 Identify, record and track billable and non-billable coordination time.</p> <p>3.4 Write reports to meet organisational and funding body requirements.</p> <p>3.5 Deliver services within specified hours of funding for support coordination.</p>

FOUNDATION SKILLS	
<i>Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.</i>	
UNIT MAPPING INFORMATION	No equivalent unit.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for CHCDIS023 Coordinate NDIS participant support
PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> ■ coordinate support for three NDIS participants including: <ul style="list-style-type: none"> ○ one participant with a significant change of circumstances.

KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ NDIS system relevant to support coordination ■ funding models <ul style="list-style-type: none"> ○ types <ul style="list-style-type: none"> ● NDIS reasonable and necessary framework ● general health system funding including Medicare ○ access ○ eligibility ○ service types
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- funding mechanisms
- intersection of multi-agency supports
- NDIS Pricing Arrangements and Price Limits
- supports for families in crisis
- positive behaviour supports
- mental health of participants:
 - impact of psychosocial disability
 - engaging with disengaged participants
- advocacy:
 - types and methods
 - methods of supporting participant self-advocacy
 - advocacy referral options
- complaint mechanisms
- types of supports:
 - informal, including family and friends
 - mainstream, including health care providers
 - legal support
 - community including local council and community-based organisations and advocacy groups
 - funded supports including disability service providers
- stakeholder roles and responsibilities:
 - service providers
 - funding bodies
- organisational policies and procedures relevant to providing support coordination
- support coordination:
 - levels of support coordination
 - support coordination process
 - methods for accessing informal, community and funded supports
 - types of service providers and service options
- support practices:
 - person centred
 - human rights based
 - duty of care
 - dignity of risk
 - privacy and confidentiality
- communication, negotiation and problem-solving techniques relevant to providing support coordination including managing difficult conversations
- benefits and risks for the participant of registered and non-registered service providers:
 - level of care
 - availability
 - location of support
 - restrictions in organisations due to industrial arrangements
- processes for engaging with:
 - disability service providers
 - non disability service providers
 - government
 - participants and their supports
 - guardians, advocates and administrators
- job role expectations
- NDIS plans:
 - methods for identifying services to meet goals and needs
 - budgeting
 - financial management

	<ul style="list-style-type: none">■ reporting and recording:<ul style="list-style-type: none">○ NDIS report requirements○ billable and non-billable hours■ common terms used in NDIS support coordination.
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ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in the workplace or a simulated environment that reflects workplace conditions the disability support sector.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none">■ facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies■ NDIS plans. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide