



For NDIS Support Coordinators
& Allied Health Professionals

Collaborative Support Approach for Young People in Residential Aged Care

Working together to help young people leave residential aged care

Key features:

- NDIS can provide supports to assist a YPIRAC leave RAC and live well in the community
- Ensure a young person in residential aged care (YPIRAC) has supports in their NDIS plans to facilitate leaving
- Residential Aged Care Facilities (RAC) and support coordinators (SC) and others work together

There are 5 key activities:

- [Activity 1. Confirm the person's NDIS eligibility](#)
- [Activity 2. Determine the person's needs and preferences and prepare for NDIS planning meeting](#)
- [Activity 3. Explore home and living options](#)
- [Activity 4. Prepare for the person to leave RAC](#)
- [Activity 5. Monitor the person's housing and support needs ongoing](#)

Residential Aged Care Facilities (RAC) and support coordinators (SC) and others can work together with the person and their family to explore housing in the community, and assist the person on their journey to leaving RAC and living well in the community.



To start thinking about living in the community, take a look at [these resources](#), developed by younger people who have left RAC and are living in the community.

Activity 1. Confirm the person's NDIS eligibility

Who can assist the person?

RAC provider

Systems Coordinator

Family

- Collaborate with person and their close others to confirm their NDIS status
- Ensure the person has psychological and emotional support
- Ensure the person has support for decision-making and is involved in decisions that affect them. See [Guide to NDIS decision-making](#)

Q. Is the person an NDIS participant?

Yes

- ▶▶ If yes jump to [Activity 2. Determine the person's needs and preferences](#)

No

- ▼ If no, assist the person to request access to NDIS

Q. Does the person meet the NDIS access requirements?

- Under 65 years of age
- Lives in Australia, is an Australian Citizen, or has a permanent or special category visa
- Has a permanent disability with substantially reduced functional capacity?

Yes

- ▼ If yes assist with **NDIS Access request**

No

If no:

- Discuss options with [System Coordinators](#)
- Refer to [Supports for people not eligible](#)

NDIS Access request

Who can assist the person?

- RAC provider
- Systems Coordinator
- Allied Health Professional
- Family

- [Assist the person to complete access request for or call NDIS for verbal access request](#)
- [Provide supporting evidence of disability](#)
- For Psychosocial disability – refer to [NDIS and mental health](#) information. Use [Evidence of psychosocial disability form](#)
- [Getting the language right](#) – to write effective supporting documentation for people with disabilities and complex support needs seeking access to the NDIS you need to get the words right.
- [See examples](#) of evidence required
- [Supporting evidence report template](#)
- [Urgent Access Request – Cover letter](#)
- Refer to [NDIS participant guarantee](#) for timeframes for ‘Getting started with the NDIS’

Q. Is the person eligible for the NDIS?

Yes	No
<p>▶▶ If yes, jump to Activity 2. Determining the person’s needs and preferences and prepare for NDIS planning meeting</p>	<p>If no:</p> <ul style="list-style-type: none">• Consider the evidence provided and the language used• Support participant in making an information access request to find out the reason for the decision• Provide information on appealing NDIS decisions• Refer to an advocate• Discuss options with System Coordinators• Consider Supports for people not eligible

Activity 2. Determine the person's needs and preferences and prepare for NDIS planning meeting

Who can assist?

RAC provider

Systems Coordinator

Support Coordinator

Family

- Start a conversation with the person about their goals, hopes and dreams
- Ensure the person knows about home and living options in the community
- Share examples of [people leaving RAC and living well in the community](#) and examples from [peers](#)
- Consider eligibility requirements for SDA – [SDA video series](#)
- Prepare for planning meeting with NDIS
- If a person is not ready to consider living in the community, that is okay. And remember they can change their mind. Support the person to explore and engage in the community. This might include funding for community participation, transport, and short-term accommodation to experience life away from RAC.

Q. Does the person have a support coordinator?

Yes

▶▶ If yes, jump to [Planning for NDIS Meeting](#)

No

If no:

- Engage support coordinator with experience and skills working with people in RAC
- How to find a suitable support coordinator:
 - [Guide to Choosing a Support coordinator](#)
 - [UpSkill provider directory](#)
 - [NDIS provider finder](#)
 - [Discuss with systems coordinators](#)

Q. Does the person need a new plan or more funding to explore home and living in the community?

Yes	No
<p>▼ If yes,</p> <ul style="list-style-type: none">• Are they due for a scheduled plan review?<ul style="list-style-type: none">◦ Assist in preparing for plan review• Has there been a change in circumstances (including the person having a new goal to explore living in the community)?<ul style="list-style-type: none">◦ Assist the person complete an S48 change in circumstances form• The plan does not have enough funding support for the person to explore living in the community<ul style="list-style-type: none">◦ Assist the person to contact a disability advocate and complete the S100 review of and NDIS decision form	<p>▶▶ If no, their plan has adequate funding for exploring home and living. Jump to Activity 3. Exploring home and living options</p>

Planning with NDIS

A [planning meeting with the NDIS](#) is a face-to-face or phone meeting where a person and NDIS planner discuss goals and the supports required to meet these goals. The NDIS Planner will then build a plan with funding reasonable and necessary supports for the person to achieve their goals.

A plan for a person in RAC should have adequate funding for:

- Meeting the person's goals
- Exploring home and living in the community
- Support coordination
- Allied Health support for assessment, capacity building and assistive technology
- Short-term accommodation to build skills and try out new living arrangements
- RAC fees
- Additional support required in RAC (look at [NDIS supports for younger people in aged care](#))
- Community participation support
- Transport

Getting ready for NDIS Planning meeting

Who can assist the person?

RAC

- Provide information on current supports in RAC - Nursing Care plan
- Collate RAC invoices to ensure [means-tested fees are included in NDIS plan](#)
- For more information read [Aged care fees for NDIS participants](#)

SC

- Understand the supports RAC provides and what the NDIS can provide
 - [NDIS: How do we make decisions about other supports for younger people in residential aged care?](#)
 - [Support RAC provides: Dept of Health: Care and services in aged care home](#)
- Support the person to write a clear goal to leave RAC and/or explore home and living in the community
- Support the person to consider their [housing preferences](#), where they want to live, who with and type of housing that will suit them best
- Develop pre-plan based on participant's goals and their long-term housing/support preferences
 - [Guide to NDIS pre-planning](#)
- [Get the language right](#)
- Highlight [YPIRAC strategy](#) and government targets for young people to live in the community
- Engage with Planner from NDIS Aged Care Advisory Team: aged.care.advisory.team@ndis.gov.au

Following the NDIS Plan review

Q. Does the person have an adequate funding in their NDIS plan to explore home and living options?

Yes	No
<p>▶▶ If yes, jump to Activity 3. Exploring home and living options</p>	<p>If no,</p> <ul style="list-style-type: none">• Consider the evidence provided and the language used• Support participant in making an information access request to find out the reason for the decision• Provide information on appealing NDIS decisions• Refer the person to an advocate

Activity 3. Exploring home and living options

Who can assist the person?

RAC provider

Support Coordinator

Allied Health Professional

Family

RAC

- Continue discussion and support on home and living in the community

SC

- Ask person (with close others) to complete [My Housing preferences](#)
- Engage suitable skilled allied health professional (AHP) for SDA or home modification assessments. Check for skilled AHP on [UpSkill directory](#)
- Explore the person's situation. Is [mainstream housing](#) (eg private ownership/ rental and social housing) a possibility with [home modifications](#) and [assistive technology](#)?
- Consider eligibility requirements for SDA
 - [NDIS Housing Pathway](#)
 - [SDA video series](#)
 - [SDA payments guide](#)
 - [SDA Process](#)
 - [Housing Hub](#)
 - create [Housing Seeker profile](#) on Housing Hub
 - Seek information on SDA from Housing Hub
- Use [Short-term Accommodation \(STA\)](#) to trial living in the community
- Trial assistive technology that could support independence at home
- Support the person to connect and engage in community, join community groups of interest etc

Q. Is the person likely to be [eligible for SDA](#)*?

AHP

*AHP assessment required

- Does the person have an extreme functional impairment or very high support need?
- Is the person not able to live in mainstream housing or is it unsuitable for their support needs?

Yes

▶▶ If yes, assist the person to apply for SDA

No

If no, consider mainstream housing options

Gather information for SDA

- [SDA Eligibility Flowchart](#)
- [Steps to SDA](#) – Housing Hub

AHP

- AHP experienced in housing completes [allied health housing assessments](#)
 - [Remember to get the language right](#)
 - [Valid 10 steps to excellent NDIS therapy reports](#)

RAC

- Provide detailed information on the support the person needs, the type of support, degree of support and frequency

SC

- Compile all documentation in housing plan or housing statement
- [How to write a housing plan and housing statement](#) – address the [SDA Rules](#) Section 12-18

Q. Has the person found suitable SDA that meets their needs and preferences?

Yes	No
<p>▶▶ If yes, provide information on SDA offer to NDIA</p>	<p>If no, continue to explore available SDA Housing on Housing Hub, - ensure they have a profile (helps with the housing search). Also search on NDIS SDA Finder</p>

Q. Is medium-term accommodation or interim housing is required?

Yes	No
<p>▶▶ If yes, provide information on the need for interim MTA to NDIA</p>	<p>No action required</p>

Apply for SDA

Submit [Home and Living Support Request form](#) along with supporting documents for SDA – My housing preferences. Housing plan, Participant Statement, Allied Health SDA assessment and other supporting evidence. Include requests for daily living support, SIL or ILO as required

- Check out our tips for [Completing a Home and Living Supports Request Form in relation to a person requiring Specialist Disability Accommodation \(SDA\)](#)
- Refer to [NDIS participant guarantee](#) for timeframes for NDIS decisions

Q. Has the NDIA approved the person as eligible for SDA? Is the SDA determination in line with their needs and preferences?

Yes	No
<p>▶▶ If Yes, Jump Activity 4. Prepare for the person to leave RAC</p>	<p>If no:</p> <ul style="list-style-type: none">• Consider the evidence provided and the language used• Support participant in making an information access request to find out the reason for the decision• Provide information on appealing NDIS decisions• Refer the person to an advocate

Activity 4. Prepare for the person to leave RAC

Who can assist the person?

RAC provider

Support Coordinator

Allied Health Professional

Family

SC

- Ensure participant has psychological/ emotional support
- Build resilience and confidence. Acknowledging things do not always go to plan but together you can work on solutions
- Support person with participant to engage NDIS providers for transition to new home

AHP

- Consider AT required for new home. Make note of AT supplied by RAC that will need to be purchased. *AT such as commode, manual wheelchairs, hoist, and slings are provided by the RAC. The person will not be able to take these with them when they leave RAC*
- Complete [AT assessments](#) and requests to NDIS
- Ensure AT equipment is in place for transition to new home – consider hire and trial of AT

RAC

SC

- Confirm the person's disability-related health needs, particularly for leaving RAC
- [NDIS health-related supports fact sheet](#). *Many health supports provided by the RAC will need to be provided by NDIS service providers*
- Develop health care plans with the person's health care providers
- Coordinate transition and handover between RAC and NDIS providers as needed, including training for daily support workers
 - Support the person to make a [training video for new support workers](#)

SC

- Support the person to engage providers, recruit and train support team
- Ensure person has support to explore new neighbourhood and community before moving
 - Support the person to connect and engage in community, join community groups of interest etc in their new neighbourhood
- Support the person to connect with new GP, pharmacy (for regular meds or webster packs) if required
- Ensure the person has support to purchase furniture and household items (e.g. linen, crockery cutlery etc.)
- Support the person to book removal van

Activity 5. Monitor the person's housing and support needs ongoing

Who can assist the person?

Support Coordinator

Allied Health Professional

Family

SC

- Maintain/review delivery of NDIS supports to maintain person's safety and independence in the community
 - Engage AHP for risk assessments and capacity building
- Coordinate communication between the person and NDIS providers
- Support the person to request [S48 change in circumstances plan review](#) for changes in participant's housing and/or support needs
- Encourage the person to continue to develop connections and friendships with neighbours and in the community