



## THE DIFFERENCE BETWEEN SUPPORT CO-ORDINATORS AND PSYCHOSOCIAL RECOVERY COACHES

NDIS have recently introduced a new role called 'Psychosocial Recovery Coach'. This role, although similar to a NDIS Support Coordinator, is unique and has specifically been created for NDIS Participants who have a psychosocial disabilities. A Support Coordinator's job is to find out what services you need, connect you with these services, ensure that these services are providing quality support, keep track of your funding and assist you in preparing for your next Plan Review. Your Recovery Coach will do this, and much more.

The additional aspect of the Recovery Coach role is that they will work together with you to ensure that everyone around you is doing their best to support you to reach your NDIS goals. They will help you identify any barriers that may have been getting in your way and use a strengths-based approach to support you to overcome them. They will work with you to create relapse prevention strategies to ensure that you do not go backwards in your recovery journey.

The Recovery Coach is more hands on in their approach to supporting you. The Recovery Coach role is all about creating accountability. You, your Recovery Coach, and all of your other service providers will be held accountable to ensure that you are provided with the best care possible. They also differ from a Support Coordinator, in that they will be available outside of traditional office hours (Monday to Friday, 9am to 5pm). You can organise for them to support you in the evenings or on the weekend, if that's what suits you best.

The role of a Psychosocial Recovery Coach is unique, and should not be undertaken by a Support Coordinator who does not have pre-existing qualifications in Mental Health and/or Peer Work. Those who do not have direct experience in supporting participants with a primary psychosocial disability will not be suitable for the Recovery Coach role.

In order to best understand if your Recovery Coach provider is offering you support in a way that's most beneficial to you and your recovery, you can ask them the following questions:

- What model of Recovery will they be using?
- What is their support plan?
- What is their experience with and understanding of mental illness?
- How do they plan to make a difference in your life?



# Info-Empower

When The Right Information Matters

The ideal provider will be able to provide you with the qualifications and experience of their Recovery Coaches, as well as answering any questions you may have about their model of Recovery and their support plan. As the NDIS is centred around participants having choice and control over their supports, this new line item offers participants with Psychosocial Disabilities, more options and further control during their journey to recovery.

You can use the following checklist when speaking to NDIS providers about their Recovery Coach services:

## Recovery Coach Checklist

- Qualifications in Mental Health and/or Mental Health Peer Work
- Specific experience in Mental Health and working with participants who have psychosocial disabilities
- Understanding of the complexities and episodic nature of mental illness
- Availability outside of traditional office hours (Monday to Friday, 9am to 5pm)
- Specific knowledge of Mental Health systems and services
- Ability to complete risk assessments, create risk management and relapse prevention plans.
- Knowledge and understanding of the Recovery Model and how it can be implemented