What does Day 1 look like: Support coordinators and psychosocial recovery coaches

This Quick Reference Guide (QRG) has been created to help support coordinators and recovery coaches with the transition to the new computer system.

The new computer system has been tested in Tasmania since November 2022. We started gradually introducing our new computer system and processes across Australia on 30 October 2023.

The QRG will show you what Day 1 looks like supporting a participant with a plan in the new computer system. It will help you understand what is changing for you as a support coordinator and psychosocial recovery coach.

What do I need to check before reading this QRG?

Before reading this QRG, you will need to check that you have completed the following:

- I have read the [support coordinator and recovery coach information pack](#).
- I have completed the [support coordinator and recovery coach checklist.](#)
- I have completed the learning tasks in the [provider learning environment.](#)
- I have read the [Frequently asked questions - for providers](#).
- I have read the QRG for plan managers and registered providers on the NDIS [website.](#)

What can I expect on Day 1?

We are working hard to improve outcomes for our participants by delivering a better NDIS. With the introduction of a new computer system, a change of this size will take time and not all changes will happen straight away.

Throughout the design and build of the new computer system, we have made it a priority to minimise impacts to providers. We have focused on making improvements that reduce administration for providers, create opportunities for business growth and provide time for meaningful connections with participants.

We have tested the new system and processes in Tasmanian since November 2022, and we are now implementing these changes nationally. Processes and systems will be refined to make sure we continue to meet the expectations of participants, providers, NDIS partners, NDIA staff and the wider disability community.

Registered support coordinators and recovery coaches will continue to use the current [myplace provider portal](#) for participants who have not transitioned to the new computer system.

All support coordinators and recovery coaches, regardless of if they are an NDIS registered provider, must use the new my NDIS provider portal to support participants who have transitioned to the new computer system.

A participant's plan will transition to the new computer system at their next scheduled or unscheduled plan review.

Day 1 for a support coordinator or recovery coach will be the first day that a participant establishes a relationship with them to deliver supports to them in the new computer system.

Support coordinators and recovery coaches will use the new my NDIS provider portal to:

- View and action any pending request for service (RFS). If you have accepted the request for service, the participant will appear under the 'My participants' list.
- View the plan and budget information for participants who have transitioned to the new computer system.
- Review the required reporting frequency, submit implementation, and progress reports using the new reporting templates.
- Review the required reporting frequency, submit implementation, and progress reports using the new [reporting templates.](#)

Support coordinators and recovery coaches will use the existing myplace provider portal to:

- Submit all claims for payment, as they currently do. Noting there is no single claims process for participants who have transitioned to the new computer system. These claims will need to be processed using the bulk payment request process.
- View the relevant information for participants who have not yet transitioned to the new computer system.

Support coordinators and recovery coaches will only be able to use the new my NDIS provider portal when participants they support have plans set up in the new computer system and when the participant has provided consent. This may mean that some support coordinators and recovery coaches will only start using the new my NDIS provider portal from late October 2023.

What is staying the same?

The role of a support coordinator or recovery coach has not changed. Support coordinators or recovery coaches will continue to help participants connect to the NDIS and other supports and services. This includes:

- Brokering supports and services in line with a participant's approved funding and goals outlined in their NDIS plan.
- Monitoring plan budgets and plan utilisation.
- Building a participant's capacity, confidence, and skills to understand and use their NDIS plan.

What are the changes for support coordinators and psychosocial recovery coaches?

Registered support coordinators and recovery coaches will be able to use their existing Provider Digital Access (PRODA) account to access the new my NDIS provider portal.

Unregistered support coordinators and recovery coaches will need to create a PRODA account to gain access to the new my NDIS provider portal. For further information, please refer to the unregistered support coordinators checklist.

The new computer system will give support coordinators and recovery coaches better visibility of information relating to a participant and their plan and simplify the request for service and reporting processes. Processing of all claims for payment will continue through the existing myplace provider portal.

We know system changes can have a big impact on providers and their businesses. The major changes are outlined below to help you understand what these changes mean for you.

What do I need to do on Day 1?

Support coordinators and recovery coaches will see no change in how they use the existing myplace provider portal. All information relating to participants who have not transitioned to the new computer system will continue to be viewed in the existing myplace provider portal.

When completing work relating to NDIS participants, there are common scenarios a support coordinator or recovery coach will encounter from Day 1:

1. Work completed in the **new** my NDIS provider portal for participants who **have** transitioned to the new computer system.
2. Work completed in the **existing** myplace provider portal for participants who **have** transitioned to the new computer system.
3. Work that will **continue** in the existing myplace provider portal for participants who **have not** transitioned to the new computer system.

The following table lists typical scenarios that support coordinators and recovery coaches will encounter from Day 1. This list provides guidance on some of the changes and how to navigate them.

This QRG should be read in line with the support coordinator and psychosocial recovery coach information pack, frequently asked questions and portal step-by-step guides, available on the NDIS website.

#	Common scenarios	Description and next steps	System to be used
1	I received a request for service to provide support coordination or recovery coaching for a participant who **has** transitioned to the new computer system.	The recorded support coordinator or recovery coach will receive a notification in the my NDIS provider portal to advise of a pending request for service. Support coordinators and recovery coaches will use the new my NDIS provider portal to accept or decline a request for service for participants who have their plan and budget in the new computer system.	**New my NDIS provider portal**
2	I want to view the budget and plan of a participant who **has** transitioned to the new computer system.	Support coordinators and recovery coaches can view elements of a participant's plan information and budget through the new my NDIS provider portal, once they are recorded and the participant has consented.	**New my NDIS provider portal**
3	I want to submit a report relating to a participant who **has** transitioned to the new computer system.	Support coordinators and recovery coaches will use the new my NDIS provider portal to submit support coordination reports, using the new reporting templates.	**New my NDIS provider portal**
4	I am an unregistered support coordinator or recovery coach who supports a participant who **has** transitioned to the new computer system.	Unregistered support coordinators and recovery coaches currently receive NDIS related work via email. From Day 1, unregistered support coordinators and recovery coaches will need to access the my NDIS provider portal to review and accept or decline a request for service and submit reports. For further information around accessing the my NDIS provider portal,	**New my NDIS provider portal**

#	Common scenarios	Description and next steps	System to be used
		please refer to the <u>unregistered support coordinator checklist</u>.	
5	I received a request for service to provide support coordination or recovery coaching for a participant who **has not** transitioned to the new computer system.	There will be no changes for participants who have not transitioned to the new computer system. Support coordinators and recovery coaches will continue to use the existing myplace provider portal to support participants who have not transitioned to the new computer system, as you currently do. This includes accepting or declining a request for service, viewing a participant's budget and plan information, claiming for payment and submitting reports.	**Existing myplace provider portal**
6	I want to create a claim for payment for a participant who **has** transitioned to the new computer system.	Support coordinators and recovery coaches will continue to use the existing myplace provider portal to claim for payments, including for participants who have transitioned to the new computer system. The claim for payments functionality will continue in the existing myplace provider portal using the bulk payment request process. Single claims will not be available for participants with a plan in the new computer system. Unregistered support coordinators and recovery coaches will continue to claim either through a plan manager or via a self-managed participant.	**Existing myplace provider portal**
7	I want to view a participant plan for a participant who	All work will be completed in the existing myplace provider portal for participants	**Existing myplace provider portal**

#	Common scenarios	Description and next steps	System to be used
	has not transitioned to the new computer system.	who have not transitioned to the new computer system.	
8	I want to end a relationship with a participant who **has** transitioned to the new computer system.	Contact the National Contact Centre by calling 1800 800 110 and request for your role to be ended.	-

Which system should I use?

Support coordinators and recovery coaches will continue to use the existing myplace provider portal and the new my NDIS provider portal.

System	What will support coordinators and recovery coaches do and be able to see in this system?
New my NDIS provider portal	• Support participants who **have** transitioned to the new computer system. • View the relevant information of a participant who has transitioned to the new computer system, including their plan, goals, budget and nominee details when consent has been provided.
Existing myplace provider portal	• Support participants who **have not** transitioned to the new computer system. • Continue to submit claims and payments for all participants.

More information and support

We are committed to minimising the business impact of system changes on providers.

For more information and support, please:

- Call the National Contact Centre on 1800 800 110.
- Fill out the NDIS contact and feedback form.
- Email provider.support@ndis.gov.au.