

Psychosocial recovery coach

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Psychosocial recovery coach

- Recovery-orientated practice is an important element of mental health practice but was not included in the initial design of the NDIS.
- First of several strategies to increase the focus on recovery in NDIS as recommended by Mental Health Australia and many stakeholder.
- From 1 July 2020, a new support called 'psychosocial recovery coach' is available for NDIS participants and is included in the new NDIS Price Guide and Support Catalogue 2020–21 effective 1 July 2020.

Psychosocial recovery coach

- The introduction of the recovery coach will also give participants the opportunity to choose a coach with lived experience of psychosocial disability if they wish.
- The NDIA is currently seeking input from a Stakeholder Reference Group it has established on the level of recovery coaching in operational guidance for planners and LACs.
- The NDIA will monitor the implementation of this new support item, consider feedback and revise guidance if needed.
- As this is a new support item it will take time for it to be widely available.

Psychosocial recovery coach

- Recovery coaching will be available to all participants with a primary psychosocial disability. Generally, practice guidance currently limits support co-ordination to those participants in super-intensive and intensive streams. Recovery coaching will be available to many more people than support co-ordination currently is.
- It is important to note that in introducing the recovery coach item, the NDIS is not taking anything away from participants. It is a *new* support item only for participants with primary psychosocial disability.
- Participants can choose to continue with a support coordinator (Level 2: Coordination Of Supports) or choose recovery coaching.

What will recovery coaches do?

- Subject to the preferences of the person, the responsibilities of the recovery coach will include:
 - build a recovery-enabling relationship based on hope
 - helping the person to understand their human rights and supporting them to build up their capacity for self advocacy
 - support the person in developing goals for their life through recovery planning
 - coaching to build on strengths, knowledge, skills, resilience, and decision-making
 - provide information and advice
 - help the participant to understand and effectively use NDIS and other services and resources
 - collaborate with broader services systems to assist in ensure supports are responsive to the participants requirements and helping them achieve their recovery goals
 - supporting engagement with the NDIS
 - assisting people to connect positively with family and friends
 - linking participants with mental health, health and other services particularly when they are unwell
 - documentation and reporting

What will recovery coaches do?

- A NDIS planner or a Local Area Coordinator will support participants to choose a recovery coach best suited to their unique needs and preferences.
- The initial phase of support will focus on relationship building and supporting a participant's recovery-planning. A key task is to reach a shared understanding of a participant's goals, priorities, strengths and resources, and possible barriers that might be experienced.
- Equipped with this shared understanding and consistent with the expressed preferences, recovery coaches will support participants to gain maximum benefit from their NDIS plan by linking with NDIS providers and other relevant supports including clinical mental health services.

What knowledge and skills will recovery coaches be expected to have?

- Demonstrated knowledge and understanding of psychosocial disability and recovery, including trauma-informed practice, supported decision making and family inclusive practice.
- Ability to facilitate access and coordination of community resources, services and other government service systems.
- Capacity to collaborate with NDIA staff, mental health and other services in planning and coordinating supports around the participant and their plan.
- Demonstrated ability to engage with persons to build a trusting coaching relationship that motivates and builds participants' capacity to set goals, manage problems, stay focused in achieving goals, reflect and learn, review and adapt their recovery goals as required feedback.
- Understands the episodic nature of mental illness and collaborates with relevant services to plan and maintain engagement through periods of increased support needs.

What knowledge and skills will recovery coaches be expected to have?

- It is recommended that psychosocial recovery coaches have tertiary qualifications in peer work or mental health (minimum of Certificate IV in Mental Health Peer Work or Certificate IV in Mental Health) or equivalent training; and/or a minimum of two years of experience in mental health-related work.
- The development and national accreditation and roll-out of the Certificate IV in Mental Health Peer Work has further recognised and enabled the contribution of the lived experience workforce.

Frequently Asked Questions

1. What is the difference between support coordination (Level 2: Coordination of Supports) and recovery coaching?

- A key difference is that recovery coaches have specialised knowledge and expertise of:
 - mental illness and psychosocial disability
 - personal recovery
 - mental health services and services systems
 - the challenges involved with navigating those systems.
- Support coordination is a different support item with different funding criteria.
- Given support co-ordination (Level 2: Coordination Of Supports) is an element of the recovery coach role, the NDIA will generally not be funding both in a participant's plan.

Frequently Asked Questions


2. How did the NDIA determine the new price limits for recovery coaches?

- The recovery coach is a new and distinct support item specially designed for people with psychosocial disability.
- This is reflected in the pricing that is based on advice from the sector about the appropriate award classification for the recovery coach (SCHADS Award 4.4) and changes to utilisation rates, classification and utilisation rates supervisor.
- Pricing is dependent on time of the day and day of the week.
- Can claim Activity Based Transport - Capacity Building Supports.

Frequently Asked Questions

3. Can you choose a Recovery coach with lived experience or recovery coach with learnt experience?

- Participants will have the option of choosing a recovery coach who has lived experience of mental illness and recovery or a coach who brings knowledge and skills through educational qualifications and their on the job experience
- The recovery coach with lived experience is evidence-based and underpinned by the principle that people who have experienced mental illness, who have used mental health service and who have experienced personal recovery, are well placed to assist others with their recovery
- Participants can choose the stream of recovery coaches that they consider would best meet their coaching preferences. Participants can switch between these two streams at any time

- The NDIA will monitor the implementation of this new support item, consider feedback and revise guidance if needed
 - As this is a new support item it will take time for it to be widely available
 - More detailed information and resources for people with psychosocial disability, their families and carers is available on the NDIA website (<https://www.ndis.gov.au/understanding/how-ndis-works/mental-health-and-ndis#psychosocial-recovery-coach>)
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Questions?

