



Psychosocial recovery coach

A new support item called the psychosocial recovery coach (recovery coach) will be available for participants of the National Disability Insurance Scheme (NDIS). This new support item has been developed in response to feedback on integrating recovery-oriented practice within the NDIS.

When will it be available?

- The support item will be included in the 2020-2021 NDIS Price Guide, effective 1 July 2020.
- The support item will be available to be included in NDIS plans after 1 July 2020.
- As this is a new support item that has not been available in the market, it may take some time for the support to become widely available.

What will recovery coaches do?

- Recovery coaches will provide support to people with psychosocial disability to live a full and contributing life. People will be assisted to take more control of their lives and to better manage complex challenges of day to day living.
- Through strong and respectful relationships and skilled coaching, people will be supported to build capacity, including strengths and resilience. Recovery coaches will work collaboratively with people, their families, carers and supports to design, plan, implement and adjust a recovery plan.
- They will collaborate with the broader service system and will assist with the coordination of NDIS and other supports.

How will the recovery coaches work?

- The work of recovery coaches, underpinned by recovery-oriented practice, will be informed by:
 - Australian Health Ministers' Advisory Council's National framework for recovery-oriented mental health services.
 - The National Disability Insurance Scheme Act 2013
 - NDIS Quality and Safeguards Commission requirements, including the NDIS Code of Conduct
 - A new NDIS National Framework for Recovery-oriented Psychosocial Disability Services, which will be released in 2021. This new framework will be developed in consultation with people with psychosocial disability, their families, carers, service providers and State and Territory Governments.
- Recovery coach competencies are based on the domains and capabilities of recovery-oriented service delivery set out in the Australian Health Ministers' Advisory Council's National framework for recovery-oriented mental health services. It is proposed that recovery coaches should 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 two years of experience in mental health-related work.
- Recovery coaches are different from support co-ordinators in that they bring specialist knowledge and skills in psychosocial recovery, mental health and service navigation within the mental health system. Given support co-ordination is an element of the recovery coach role, the NDIA will generally not be funding both in a participant's plan.
- Psychosocial recovery coaching supports will be delivered by providers in Registration Group 106 (Assistance in coordinating or managing life stages, transition and supports).

What will recovery coaches offer to participants?

- A participant with funding for a recovery coach in their plan will have the option of selecting a recovery coach with either lived experience or with learned knowledge of psychosocial disability and mental health. The practice of Lived Experience recovery coaches will be informed by the Lived Experience Discipline.
- Roles and responsibilities of recovery coaches include:
 - Developing a recovery-enabling relationship
 - Supporting participants' engagement with the NDIS
 - Coaching to increase recovery skills and personal capacity, including motivation, strengths, resilience and decision-making
 - Supporting participants with their recovery planning
 - Collaborating with the broader system of supports.



How is this role being developed and implemented?

- A stakeholder reference group with consumer, carer, industry, and state and territory representatives is providing advice on the implementation of this support.
- The NDIA will monitor the implementation of this new support item, consider feedback and revise guidance in response to such feedback as needed.
- More detailed information and resources for people with psychosocial disability and their families and carers will be available from mid-June onwards.
- A series of information webinars will be facilitated in June / July 2020.