

What is the Exceptionally Complex Support Needs Program (ECSNP)?

The ECSNP will support NDIS providers including Support Coordinators, as well as mainstream & community services to grow capability in responding to & supporting participants with exceptionally complex supports needs.

The ECSNP has been designed to enable the NDIA to respond to participant crisis situations that cannot be supported by regular NDIA functions including the Critical Services Issues Response (CSIR) & Complex Support Needs Pathway (CSNP).

Program providers for the ECSNP will operate an After-Hours Crisis Referral Line for approved emergency services referrers, to refer NDIS participants who are 18 years and over and currently experiencing crisis.

Mercy Community is the Program Provider for the state of Queensland.

The ECSNP has been designed to deliver the following three functions:

1. Sector & Community Development & Delivery Activities
2. Subject Matter Expertise (SME) Activities
3. Crisis Referral Activities for participants 18 years & over



IMPORTANT INFORMATION

The After-Hours Crisis Referral 1800 number is not for the general public.

Only State Government Approved Referrers will be able to contact the After-Hours Crisis Referral 1800 Number.

The ECSNP will support providers of mainstream & community services in responding to & supporting participants with exceptionally complex support needs.

The ECSNP will work with service providers, community & mainstream support providers in identifying and creating best practice guides.

Phone Responders from the ECSNP will be able to access participants NDIS funds flexibly and where appropriate to purchase NDIS supports & services required during the crisis period.

Phone Responders will report directly to the NDIA the following business day and put their recommendations forward to the NDIA for funding for supports & services required moving forward.

Work with service providers to provide a more inclusive, knowledgeable and supported workforce.

Sector & Community Development & Delivery Activities

The ECSNP will:

- Build Stakeholder relationships in the community, removing barriers for participants with exceptionally complex needs.
- Work collaboratively with Service Providers in the sector whilst providing channels & platforms for them to express their views & challenges to help develop best practice strategies.
- Lead & actively contribute to the promotion of knowledge exchange, workshops, best practice guides, market research, identification of sector patterns & trends, and ongoing program monitoring & evaluation.

Subject Matter Expertise (SME) Activities

The ECSNP will:

- Work collaboratively with Service Providers to provide education, training, workshops and expert advice within the community & sector.
- Work with Service Providers to build the skills, capability, knowledge, confidence & responsiveness required of Support Coordinators.
- Increase Support Coordinator understanding of disability systems, such as Health, Mental Health, Education & Justice, etc. to support participants with exceptionally complex support needs.

After-Hours Crisis Referral Line

It is appropriate for APPROVED REFERRERS to contact the After-Hours Crisis Referral Line when the person is:

- An NDIS Participant
- Aged 18 years & over
- Their disability specific supports have suddenly become ineffective, inadequate or absent;
- And the participant is experiencing an immediate crisis that cannot be addressed during typical business hours

The line is only available for approved referrers including key emergency services such as, Hospitals, Police & Ambulance, as nominated by State Government and is not for wider or public circulation.

GET IN CONTACT WITH THE
EXCEPTIONALLY COMPLEX SUPPORT
NEEDS PROGRAM FOR MORE
INFORMATION

ECSNProgram@mercycommunity.org.au
(07) 5490 8051

ECSN Program Funded by the NDIA

