

# Exceptionally Complex Support Needs Program (ECSNP)

We recently sat down with Kate Jacka, Regional Manager ECSN & NDIS Support Coordination, based at Mercy Community's Townsville office.

Kate described the Exceptionally Complex Support Needs Program to us.

"The Exceptionally Complex Support Needs Program is a grant funded by the NDIA for a two year period. The aim of the program is to support the disability and mainstream sector, especially Support Coordinators and Specialist Support Coordinators, to build capacity and knowledge around working with people who have the exceptionally complex support needs" said Kate.

"As part of the program we have developed a range of resources and facilitated a series of webinars that respond to specific need across communities and regional areas. We invite support coordinators, specialist support coordinators, and other NDIS providers as well as Mainstream support services from Queensland and most recently, the Northern Territory to participate along with a panel of experts."

"One of the topics we have covered is Cultural Considerations in the NDIS space while supporting Aboriginal and Torres Strait Islander participants."

"As part of the webinars we provided information around First Nations participant numbers and presented a series of questions to our panel of experts on how to best support cultural needs and practise in a culturally safe manner."

"The webinars are facilitated to encourage open conversation between everyone involved, so that everyone leaves feeling empowered on the complex topic so they can apply this knowledge in their workspace."

We finished the chat by asking how participant numbers were going for the webinars.

"We are very happy with each webinar's attendance as we are averaging over 100 people each time."

If you would like to find out more about this great program, you can contact Kate Jacka by email on [Kate.Jacka@mercycs.org.au](mailto:Kate.Jacka@mercycs.org.au) or call 07 3708 1277.

