

# Exceptionally Complex Support Needs Program

Building and growing sector and support coordination capability

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

Our focus is on strengthening support coordination and mainstream responses through building and growing sector and organisational capability.

We want to ensure that our responses and the help we give to our participants who have exceptionally complex support needs are provided with professional, evidence-based supports that can stabilise their support requirements and promote independence.

The focus is on NDIS participants with complex needs who are experiencing crisis, or at risk of entering a crisis situation.



“Supporting you to help support people with complex needs...”



# 1

## Sector & community development & delivery activities

### We will...

- build stakeholder relationships in the community, removing barriers for participants with exceptionally complex needs
- work collaboratively with service providers in the sector providing channels and platforms for you to express your views and challenges to help develop best practice strategies
- lead and actively contributing to the promotion of knowledge exchange, workshops, best practice guides, market research, identification of sector patterns and trends and ongoing program monitoring and evaluation.



# 2

## Subject matter expertise activities

### We will work collaboratively with service providers can provide education, training, workshops and expert advice within the community and sector by...

- building the skills, capability, knowledge, confidence and responsiveness required of support coordinators
- increasing support coordinators' understanding of the disability systems, such as health, mental health, education and justice, etc. to better support your participants with exceptionally complex support needs.



# 3

## After-hours 1800 crisis referral line

### What you need to know...

- only Queensland government approved referrers will be able to contact the after hours crisis referral 1800 number.
- the after hours crisis referral 1800 number is not for the general public.
- as part of our response we will be able to access participants NDIS funds flexibly and where appropriate purchase NDIS supports and services required during the crisis period.
- we will report directly to the NDIA the following business day putting forward our recommendations to the NDIA for supports and services funding that the participant will require moving forward.

## About Mercy Community

Mercy Community has been supporting people with a disability for almost 130 years. We are a registered National Disability Insurance Scheme (NDIS) provider, delivering a range of NDIS services across Queensland, northern NSW and the Northern Territory.

This includes support coordination, assistance with daily living, independent living options, supported employment and enhancing our sector's growth and capacity through the exceptionally complex support needs program.



Mercy Community is the Exceptionally Complex Support Needs program provider for Queensland, funded by the NDIA

## Get in touch with the team today!

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