

Attachment A: CSN & CYP referral and process

In response to FOI 25/26-2769 (NSW member of the public)

CSN Referral Process

The referral of a NDIS participant to the Complex Support Needs (CSN) branch and its specialised planning pathways are an internal only process typically completed by a state-based service delivery delegate.

In the context of the NDIS, complex support needs are defined as a situation where a person has extraordinary support needs based on the presence of situational and personal factors that demand a greater need for coordination of multiple services.

When submitting a referral to the CSN pathway for a NDIS participant the delegate must identify the following situational and personal factors and note them in the CSN Referral for Assessment Form (**see Attachment B CSN Referral for Assessment Form**).

- Accommodation:
 - Risk to homelessness
 - Children living outside of the family home or in immanent need for outside accommodation.
- Disability
 - Multiple and complex disability diagnosis
 - Multiple family members with a disability
- Engagement with government services
 - Voluntary or involuntary involvement in other government service systems. In particular health, child protection, guardianship orders, mental health and justice that impact the participants ability to engage with the NDIS.
- Vulnerability and risk
 - increased risk of significant harm from abuse or neglect
 - impact of trauma or abuse
 - limited or no expressive communication.
- Support and care
 - Limited or no informal supports (for example, advocate, guardian, nominee) and informal support (for example, family member, carer, friend support) to assist with decision making or engaging in planning.
 - Transitional supports for returning to the community (for example leaving rehabilitation or hospital, incarceration)

- Stressed care arrangements. An immediate unmet need for targeted support or a crisis situation due to a sudden unexpected change in the person's circumstances.
- Provider Market
 - The ability for the provider market capacity to support people
 - Limited or no services available in the participants area
 - Thin or exhausted markets in regional and remote areas.

The referral form is submitted for assessment through the PACE business system. PACE is the customer relationship management tool used by the NDIA to manage the interactions and planning with participants.

CYP criteria response and guidelines.

The Children and Young People Team provide specialised support to NDIS participants within Complex Support Needs pathway. The team works collaboratively to provide a 'wrap-around' service for the child or young person, and their family. We focus on an early intervention and prevention approach that supports children and young people to access the disability supports they need during key life stages and transition points.

The CYP approach helps to build the capacity of each child or young person to, for example, maintain and improve their connection to their family, keep them within or support their return to the family home, or develop their independence to live in the community as they transition to adulthood.

The Children and Young People Team works closely with other Complex Support Needs Branch teams, State and Territory Government colleagues and providers to ensure a holistic and goal focussed service that meets the needs of the children and families they support.

- Children and young people who might benefit from support by this team may have personal and situational considerations such as:
 - Severe and complex neurodevelopmental disability, physical impairment and/or significant functional impacts of disability across all domains
- Complex and challenging behaviours that place themselves, others, or property at risk of harm and/or damage
- Disability-related health care needs requiring high levels of one-on-one care including delegated nursing tasks
- A range of complex mainstream interface considerations or gaps that can be supported alongside our state and territory partners; including for example Education, Child Protection, Health and Mental Health and Housing needs

- Family characteristics such as requiring support to sustain parental care and responsibility due to the complex nature of their child's disability circumstances.