



Family &
Community
Services

Transitioning Individuals with Complex Support Needs

PANDDA CONFERENCE 2014

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Drivers of changes to current models of service delivery

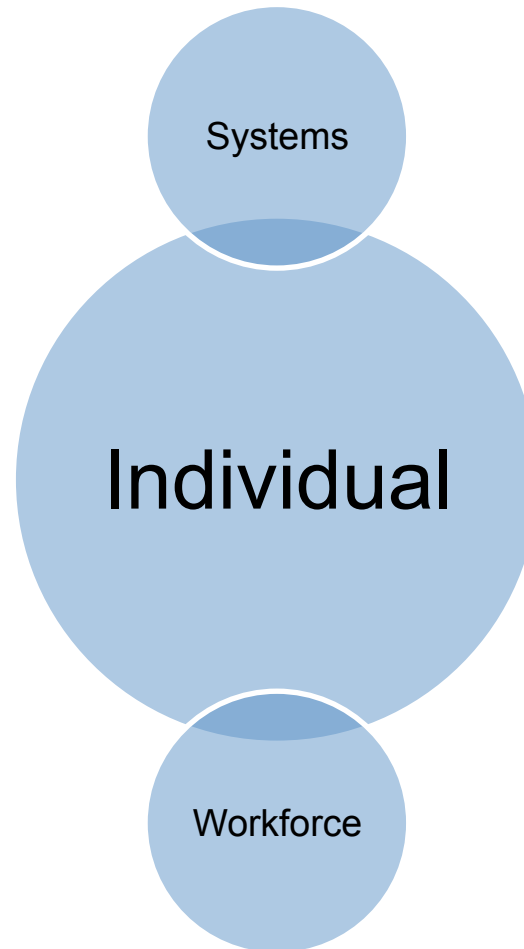
- Closure of Large Residential Centres
- National Disability Insurance Scheme
- Person Centred Planning
- ADHC not longer a disability service provider

Definition of Complex Support Needs

Support needs are considered to be complex

- when one or multiple factors are present
- the formal service system is not able to adequately respond to or meet an individual's support needs.
- the service system is not structured, organised, resourced to respond to needs.
- multiple factors that are interrelated or interconnected
- depth of need – profound, severe, serious or intense needs

Lessons learned from existing specialist models



Best practice framework



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Hills Private Hospital Rehabilitation & Mental Health Services    Organisation: Healthscope A private provider of hospital inpatient and outpatient medical rehabilitation & mental health services. Contact: 02 9639 3333 Location: BAULKHAM HILLS	Hospital. Mental health.	Care And Supervision. Health Care Or Treatment.

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3. Supporting individuals with complex needs under the NDIS

Key features of the NDIS approach – *individual-level*

The next section outlines the key features and functions of the NDIS approach at the 'individual level'. Diagram 1 below sets out a best practice NDIS client pathway and summarises specific considerations for supporting individuals with complex support needs. It is important to recognise that entry is likely to be on a standard pathway but at any point an individuals' needs may necessitate them requiring additional support. Early identification is needed as well a system that is flexible and responsive.

Diagram 1: NDIS client pathway and key considerations for individuals with complex support needs

