



Exceptionally Complex Support Needs Program



The Exceptionally Complex Support Needs Program (ECSN Program) is a national initiative that aims to strengthen the responses of support coordinators, disability service providers and mainstream services for National Disability Insurance Scheme (NDIS) Participants with exceptionally complex support needs.

The ECSN Program is funded by the **National Disability Insurance Agency (NDIA)**.

Who is cohealth?

cohealth is the ECSN Program provider for Victoria and will deliver initial crisis response and sector development activities across the state.

cohealth is one of Australia's largest community health organisations delivering a range of health and support services across Victoria.

Our mission is to strengthen community and make a difference to the lives and wellbeing of people, particularly of those who experience stigma and the risk of marginalisation.

cohealth is a registered disability service provider that delivers services, specifically to persons with a disability, including some services that are part of a person's support plan such as NDIS Support Coordination, Specialist Support Coordination (including MACNI) and allied health services.

What services are available through the ECSN Program?

Subject Matter Expertise:



Support coordinators, disability service providers and mainstream services can contact the ECSN Program for Subject Matter Expertise (SME), secondary consult and advice in relation to supporting NDIS participants with complex support needs, particularly those who are at risk of experiencing crisis. To make a referral for SME, email ecsnp@cohealth.org.au.

Capacity Building and Sector Development:



The ECSN Program will deliver Communities of Practice and capacity building workshops to share knowledge, develop a collective understanding of best practice crisis response and ways to improve service delivery to ensure better outcomes for participants with complex support needs.

After Hours Crisis Referral Line



The ECSN Program operates an After Hours Crisis Referral line to assist mainstream services (hospitals, police, ambulance, acute mental health services and justice officers) in supporting participants with complex needs during points of crisis.

How can I get involved?

- Participate in ECSN Program facilitated Communities of Practice, trainings and workshops across the state to share knowledge, learn about sector best practice and problem solve cross-sectoral challenges to ensure better outcomes for participants with complex support needs.
- Collaborate with the ECSN Program to provide funded supports for NDIS participants during points of crisis, including after hours one-to-one support, support coordination and crisis accommodation.
- Access support through the ECSN Program Team by making a referral for SME or via the After Crisis Referral line (Approved Referrers only).

What is the After Hours Crisis Referral Line?

The ECSN program includes an After Hours Crisis Referral line for emergencies. This service is only available for Approved Referrers. Approved Referrers include key emergency services such as hospitals, police and ambulance, as nominated by each State/Territory government.

The After Hours Crisis Referral line operates only after hours - specifically 5pm to 9am Monday to Friday and all weekend and public holidays. During business hours, the normal practice of working closely with the NDIA by contacting 1800 800 110 or via contact with local NDIS representatives will continue.

How can I contact the ECSN program for more information?

You can contact the ECSN Program via email at: ecsnp@cohealth.org.au

The ECSN Program Website is updated regularly with resources and details related to upcoming trainings and Communities of Practice. More information can be found at:

www.cohealth.org.au/ndis/exceptionally-complex-support-needs-program/

