

## **Diverge Consulting NDIS Policy – updated March 2021**

### **Diverge Philosophy:**

Diverge Consulting was founded in 2009 with the principals of providing community based neuropsychological services to clients with an ABI that require some or all of: assessment, behavior support, adjustment & recovery support and psychoeducational training for family and staff following a significant injury. We offer a long term/ multi practitioner approach to compensable clients (TAC & Workcover).

We also work with complex cases (ABI, mental health, DoA, forensic) requiring Neuropsychological input through organisations such as Corrections Victoria, MACNI and DHHS.

### **Diverge & NDIS**

Diverge has been a registered NDIS provider since 2013 and was one of the earliest adopters of service provision for NDIS clients. However, with current changes to the NDIS registration process we have made the decision not to re-register to provide services in behavior support/improved relationships. Diverge has written to the NDIS Quality & Safeguards commission to advise them of our decision and raise our concerns about the onerous requirements for registration in behavior support/improved relationships despite Diverge being a highly experienced service provider with highly skilled staff in this area. Our most significant concern centres on the impact this decision will have on clients with an ABI seeking behavior support.

Diverge will continue to provide NDIS services as an unregistered provider by accepting appropriate referrals with funding in the 'therapeutic supports/ improved daily living' category for clients who are either Plan managed or self-managed.

**Behaviour Support Plans (BSP):** Diverge clinicians will continue to work with clients requiring cognitive, behavioral and emotional support and will provide written guidelines that reflect Diverge clinical practice and sound governance. Unfortunately, Diverge clinicians are no longer able to write or lodge NDIS template BSP's that require onerous reporting and legal obligation to develop,

monitor and enforce recommendations around behavior management practices and medication administration.

As an unregistered provider Diverge will meet all required NDIS Quality & Safeguards Commission obligations – compliance with the NDIS code of conduct, provision of a complaints system and a worker screening check for all practitioners.

As a small specialised organisation, Diverge takes the long-term view that complexity is something we will continue to work with, we do not discriminate against any clients and we are working to ensure that none of our clients are disadvantaged by these decisions.

## **OVERVIEW**

1. Diverge **will not** re-register for the ‘behavior support/improved relationships’ category under NDIS. Current registration will expire in April 2021.
2. **Current clients:** Any current clients who are receiving services under ‘behavior support/improved relationships’ will continue to receive services until their current plan expires or until April 2021, whichever comes first. If current clients wish to continue to receive services from Diverge after that time they will need to transition to the alternate funding stream, ‘therapeutic supports/improved daily living’, delivered by a psychologist and ensure they are either plan managed or self-managed if services are to continue.

Any current clients who have their funding in the ‘therapeutic supports/improved daily living’ but are agency managed will need to ensure their plans are transitioned to being either plan managed or self/family managed prior to April 2021.

3. **Behaviour Support Plans:** Diverge will continue to provide clients with BSP’s that meet Diverge clinical practice and sound governance guidelines. Diverge is not able to provide or lodge NDIS standard/proforma BSP’s (Improved Relationship requirements) that require onerous reporting and enforcing of NDIS behavior support rules.

- 4. New clients:** Diverge will unfortunately no longer consider new referrals under the 'behaviour support/ improved relationships' category. To provide services, Diverge will require new NDIS clients to be either plan managed or self-managed and to have funding in the 'therapeutic supports/improved daily living', delivered by a psychologist, category of their plan. These clients can request assessment, recommendations, written guidelines, therapy and training supports from Diverge under this type of plan.
  
- 5. Provision of plan:** When you make a referral to Diverge you will be required to provide a copy of your plan with the current details including NDIS number, plan dates, funding allocation (e.g. improved daily living) and the number of hours available to Diverge in that allocation.

**Please direct any queries or concerns you may have about these decisions to, Samantha Burns, Manager, Diverge Consulting.**

**Email: [info@diverge.org.au](mailto:info@diverge.org.au)**

**Phone: 9329 4330**