

Psychosocial Recovery Coaching

Psychosocial recovery coaching is funded by the NDIS to work with people with psychosocial disabilities. It includes the principles of recovery-oriented practice to assist people to build their strengths and self-efficacy. Participants will be able to achieve their goals and prepare for and resolve a crisis if it arises. The practice involves one-on-one coaching and tailored recovery plans for participants to increase their capacity to control their lives.

What does a psychosocial recovery coach do?



Support you to be socially and economically independent by building on the skills required to navigate everyday life



Work with your carers, family, friends to design and implement a tailored recovery plan for you



Has lived experience in addition to in-depth knowledge of psychosocial disabilities and mental health



Spend time with you, people important to you to get to know you and understand your needs



Help you to find out about different services and supports and how these can help you

How can you start your psychosocial recovery coaching?

- NDIS participants who live with a psychosocial disability can access to psychosocial recovery coaching through capacity building supports
- Collaborate with plan managers and local area coordinators to choose psychosocial recovery coach
- Talk to more recovery coaches to decide which recovery coach is suitable for you
- Choose a coach who has lived experience of mental health and recovery so that they can use their experience to inform their work

Support Coordination

Support Coordination is a capacity building support which helps you to

- Understand and use your NDIS plan to pursue your goals
- Connect you with local services, NDIS providers, mainstream and other government services
- Build your confidence and skills to use and coordinate your support

What does a support coordinator do?



Understand and manage your NDIS funding



Plan and coordinate your supports



Develop service agreements with your service provider



Monitor progress and outcomes toward your goals



Get quotes for services and equipment



Connect you with the local places where you connect with other people socially and be active in the community



Build your confidence and skills to implement your NDIS plan yourself



Capacity building for independence

What should you expect from your support coordinator?

At Community First Step, we are striving to provide support coordination to clients according to their goals and needs. As a participant, it is important to know the rule and expectations when utilizing our support coordination services.

Support Coordinator is expected to

- have a strong professional relationship with the client
- provide an objective outlook to connect clients with services that are best for them
- have an extensive knowledge of the local disability and community sectors
- encourage participants to be active in managing with their NDIS plan
- collaborate with other organisations and participants supports

CFS Support Coordinator and Psychosocial Recovery Coach



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Martine Burnette has been working with CFS since 2015 and was originally in the role of receptionist. She now leads a team of hub support workers and is often the first person our clients meet when engaging with our service. Martine is also a caseworker for families and individuals experiencing hardship and is passionate about their development through capacity building. Martine has a diploma in counselling and communication, and in August 2022, Martine became a Support Coordinator and Psychosocial Recover Coach supporting clients at our disability services. She has more than five years of lived experience working with clients who have mental health issues and are passionate about helping them to achieve their goals.