

The ECSN after hours crisis referral line

A guide for support coordinators and service providers

The Exceptionally Complex Support Needs (ECSN) program assists NDIS participants (aged 18 and over) with complex needs who are experiencing crisis, or at risk of entering a crisis situation. The focus is on strengthening support coordination and mainstream responses.

What is the ECSN After Hours Crisis Referral line?

An After Hours Crisis Referral line has been established to support NDIS participants with complex needs who are experiencing a crisis due to an unexpected absence of their critical supports.

Crisis referrals may occur where the participant's disability related supports suddenly become ineffective, inadequate or absent and where the participant or their existing support coordinator is unable to enact short term arrangements or in-house supports that exist in their NDIS plan.

Who can use the After Hours Crisis Referral line?

This service is for approved referrers only including emergency service organisations (police, ambulance, public and private hospitals), acute mental health services, federal police and state justice officers.

~1000 PEOPLE SUPPORTED ON THEIR NDIS JOURNEY



About Marathon Health
Marathon Health is a not-for-profit, registered charity delivering high quality health and wellbeing services to people wherever they choose to live.

Find out more about us at
marathonhealth.com.au

What happens during an after hours crisis referral?

The ECSN provider will confirm the person is an NDIS participant and review current information to determine the next steps. This may include contacting NDIS providers for additional support or accommodation assistance, or conducting a warm transfer to the appropriate mainstream or community services. Where possible we will work with the participant's existing supports.

If NDIS services are not available, or are not the appropriate response, the ECSN provider will coordinate with the approved referrer to support the participant during the crisis period. Following the crisis event the ECSN provider will notify the NDIA by the following business day regarding further action needed.

Participant outcomes may include assessment and review of needs, increased supports engagement of specialist supports and sustained coordinated response from existing and new supports.

Marathon Health and the ECSN

Marathon Health is the ECSN program provider for NSW and the ACT, and the interim provider for SA. Our ECSN staff are experienced in working with NDIS participants with complex support needs. We use best practice crisis intervention strategies to ensure after hours crisis responses are timely and effective.

During business hours, for more information about the ECSN program call **02 6022 6800** or email ecsn@marathonhealth.com.au