

Practice Bulletin

Complex Support Team

Purpose

This practice bulletin provides important information for Endeavour Foundation staff regarding how to make a referral to the Complex Support Team.

What is the Complex Support Team?

The Complex Support Team is a multidisciplinary team providing advice and best practice support for Endeavour Foundation staff and customers. Our team comprises:

- Behaviour Support Advisors,
- Social Workers, and
- Disability Practice Specialists.

The focus of our work is to build the capacity of frontline staff and ensure that customers requiring complex service responses, have their human rights upheld and their safety ensured.

What support we can offer

Our team can provide assistance with the following:

- Undertake behavioural, psychosocial and risk assessments of customers with complex support needs
- Develop strategies and resources to assist in managing customer behaviours of concern.
- Deliver information and emotional support to customers and supported employees experiencing challenges in their life.
- Provide a lead role in formal applications relevant to guardianship and decision-making capacity of customers.
- Support person-centred planning in response to the disability needs of customers
- Provide onsite strategies, practice intervention and resources to assist in management of customer needs.
- Coordinate all reporting to the NDIS Quality and Safeguards Commission and Department of Communities, Disability Services and Seniors (DCDSS) regarding restrictive practice.

Making a referral to the Complex Support Team

If you would like assistance from the Complex Support Team regarding a customer, please complete this updated version of the Referral Form ([Complex Support Referral \(QF 8700.03\)](#)) and email to ComplexSupport@endeavour.com.au with any additional information and supporting documentation.

Please be sure to obtain approval from your Operations Manager prior to submitting the referral and provide as much information as possible as it ensures the best quality of support.

On receipt of the Referral Form, a member of the Complex Support Team will make contact with you to advise of expected timeframes and next steps.

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Further assistance

If you have any questions, please contact:

Complex Support Lead

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M: 0437 230 364

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