

Psychosocial Recovery Coach information

A Psychosocial Recovery Coach (recovery coach) supports you with your recovery. Recovery means being able to live a purposeful and meaningful life.

Recovery coaches are a type of support available to participants with psychosocial disability. Their aim is to support participants with psychosocial disability in their recovery journey.

Recovery coaches provide support to increase:

- independence
- social participation
- economic participation.

They support people with psychosocial disability to take more control of their lives and to better manage the complex challenges of daily living.

A recovery coach does the following:

- Spends time with you and those important to you, to get to know you and understand your needs.
- Helps you learn about different services and supports, and how these can help you.
- Supports you to learn about the evidence-based supports which will be best for you in your recovery journey.
- Supports you to understand your rights and build your capacity to self-advocate.
- Helps you get support from mental health services and other health services.
- Supports you to better understand and use your NDIS plan.
- Supports you to live a full and meaningful life as chosen by you.

You can choose a recovery coach with lived experience. This means they have their own lived experience of mental health challenges and recovery, and are able to use this experience to inform their work.

You can also choose a recovery coach with learned experience. This means they have skills, training, and experience in working with people with mental health conditions in recovery-oriented ways.

Eligibility for a recovery coach

Generally, we can fund a recovery coach in plans for people with psychosocial support needs. You do not have to have a recovery coach if you do not want one.

Recovery coach price limits

Recovery coaches are a price-limited support and listed in these documents published on the [NDIS website](#):

- [NDIS Pricing Arrangements and Price Limits](#)
- [NDIS Support Catalogue](#)

Price limits are the maximum prices that registered providers can charge NDIS participants for specific supports.

Participants and providers can also negotiate lower prices. The rules outlined in the NDIS Pricing Arrangements and Price Limits must be followed when supports are delivered to:

- NDIA-managed participants
- plan-managed participants.

Your NDIS planner or local area coordinator can also give you more information about recovery coaches.

Recovery coach hours

The number of hours a recovery coach works with you are based on your needs. Your NDIS planner or local area coordinator will work with you to decide on the number of hours you need.

Using a support coordinator or recovery coach

You can search online to find a recovery coach provider near you. You can also speak to your local area coordinator, NDIS planner, or support coordinator to help you find a recovery coach.

For the majority of people, we will only fund a recovery coach or a support coordinator, not both, as it may be a better use of your NDIS plan.

In limited circumstances, we may consider funding both support coordinator and recovery coach in your plan if:

- there is a specific need we have identified
- there is clarity about how the two roles will work together, and
- there is no duplication of tasks.

Qualifications of recovery coaches

Recovery coaches should have a minimum of a Certificate 4 in Mental Health Peer work or Mental Health, or similar training, and/or at least 2 years paid experience in supporting people with mental health challenges.

Recovery coaches may also have other qualifications. It's always good to ask about the qualifications and experience of your recovery coach.

Finding a recovery coach

Your NDIS planner or local area coordinator can help you find a recovery coach. It is a good idea to talk to 2 or more recovery coaches before you choose who you want to work with.

Six important questions to consider when choosing a recovery coach

1. Are they someone you can get along with, and are they easy to talk to?
2. Are they good at listening to you?
3. If you are choosing a lived experience recovery coach, do they have lived experience of mental health challenges and recovery, and are they trained and skilled in how to use their lived experience to work well with you?

4. What are their level of qualifications, experience, and ongoing training in mental health, psychosocial disability and recovery?
5. Are they registered with the [NDIS Quality and Safeguards Commission](#)?
6. Are they available to support you when and where you need them?

The NDIS and Recovery

We are committed to improving the experience of participants with psychosocial disability in the Scheme. In December 2021, the NDIA released the [Psychosocial Disability Recovery-Oriented Framework \(Recovery Framework\)](#).

The aim of the Recovery Framework is to improve the responsiveness to, and experience of, NDIS participants with psychosocial disability. It will deliver meaningful change and better outcomes for participants living with psychosocial disability.

You can visit the [reimagine today website](#) for information about mental health, recovery and applying to the NDIS. This resource also features community hubs with resources for:

- families and carers
- First Nations communities
- CALD communities
- LGBTIQ+ communities
- remote communities.

You can download a [mental health toolkit](#) from the Independent Mental Health Advocacy website. It offers information for people thinking of applying for, or accepted onto, the NDIS. It was co-designed with people with psychosocial disability.

More information is available on the [NDIS website](#).

National Disability Insurance Agency

[ndis.gov.au](https://www.ndis.gov.au)

Telephone 1800 800 110

Webchat [ndis.gov.au](https://www.ndis.gov.au)

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