



Engaging participants who are disengaging from supports can be a challenging task for support coordinators. However, there are several strategies that you can use to re-engage them, such as:

Understanding the reason for disengagement: Start by understanding why the participant is disengaging from supports. This could be due to various factors such as lack of trust, change in circumstances, lack of progress, or dissatisfaction with services. Ask open-ended questions to gather their feedback and insights. **Step:** Gather feedback and insights from the participant to understand why they are disengaging from supports.

Example: Use open-ended questions such as "Can you tell me more about what's been going on?" or "What have been some of the challenges you've faced with your supports?" to understand the participant's perspective.

Active listening: Listening to the participant's concerns, experiences, and feedback is crucial to building rapport and trust. Practice active listening skills such as paraphrasing, summarising, and clarifying to show that you understand their perspective. **Step:** Practice active listening skills such as paraphrasing, summarizing, and clarifying to show that you understand the participant's perspective.

Example: Paraphrase the participant's feedback by saying "If I understand you correctly, you've been feeling frustrated with the lack of progress you've made with your current supports. Is that correct?"

Co-creating goals and plans: Involve the participant in co-creating their goals and plans to increase their ownership and investment in the process. This can help to re-engage them in the support coordination process. **Step:** Involve the participant in co-creating their goals and plans to increase their ownership and investment in the process.

Example: Use a person-centered approach to develop goals and plans that are tailored to the participant's needs and preferences. Ask the participant questions such as "What do you want to achieve?" or "What's important to you?" to guide the goal-setting process.

Flexibility and adaptability: Be flexible and adaptable to the participant's needs and preferences. This could involve changes to the frequency, mode, or location of support, or the involvement of additional supports such as family members or carers. **Step:** Be flexible and adaptable to the participant's needs and preferences.

Example: Offer supports in a mode, location, or frequency that works best for the participant. For example, if the participant prefers online supports, offer virtual sessions instead of face-to-face meetings.

Strengthening relationships with providers: Develop strong relationships with providers and build a network of trusted professionals who can provide tailored supports and services to the participant. This can help to address any concerns or issues that the participant may have with existing supports. **Step:** Develop strong relationships with providers and build a network of trusted professionals who can provide tailored supports and services to the participant.

Example: Connect with providers who offer supports that align with the participant's needs and preferences. For example, if the participant is interested in art therapy, connect them with a provider who specializes in this area.



Support Worker Central

Regular check-ins: Regularly check in with the participant to review progress, identify any issues or concerns, and make any necessary adjustments to the plan. This can help to maintain momentum and re-engage them in the support coordination process. **Step:** Regularly check in with the participant to review progress, identify any issues or concerns, and make any necessary adjustments to the plan.

Example: Schedule regular check-ins with the participant to review their progress and make any necessary adjustments to the plan. Ask questions such as "How have things been going since we last spoke?" or "Is there anything we need to change or adjust in your plan?"

Celebrating successes: Celebrate successes and achievements with the participant, no matter how small. This can help to build their confidence and motivation to continue with the support coordination process. **Step:** Celebrate successes and achievements with the participant, no matter how small.

Example: Acknowledge and celebrate any progress or achievements that the participant has made. For example, if the participant has attended all of their scheduled supports, acknowledge their commitment and hard work.

Use multiple communication channels: It's important to use multiple communication channels to reach disengaged participants, as they may prefer different modes of communication. This could include phone calls, text messages, emails, and even social media.

Offer flexible meeting times and locations: It's important to offer flexible meeting times and locations that are convenient for the participant. This could include evening or weekend meetings or meeting in a location that is convenient for the participant, such as their home or a local coffee shop.

Provide clear information: Provide clear information about the role of support coordinators, the NDIS, and available supports and services. This can help to build trust and understanding with the participant.

Build rapport and trust: Building rapport and trust is key to engaging with disengaged participants. Use active listening skills, empathy, and a non-judgmental approach to build a positive and supportive relationship with the participant.

Involve other supports: Involve other supports such as family members, carers, or community services to help engage the participant. This can help to provide additional support and address any concerns or barriers that the participant may have.

Follow up and maintain contact: Follow up with the participant regularly and maintain contact to ensure that they are engaged and supported. This could include regular check-ins, sending relevant information, and offering ongoing support.

Be persistent and patient: Engaging disengaged participants can take time and persistence. Be patient and persistent, and keep trying different strategies until you are able to connect with the participant.

Address barriers: Identify and address any barriers that may be preventing the participant from engaging with supports. This could include issues such as transportation, language barriers, or cultural considerations.



Support Worker Central

Use motivational interviewing: Use motivational interviewing techniques to help the participant identify their own goals and motivations for engaging with supports. This can help to build intrinsic motivation and increase engagement.

Provide education and information: Provide education and information about the benefits of engaging with supports, including improved quality of life, increased independence, and greater social connections.

Collaborate with other supports: Collaborate with other supports, such as the participant's allied health professionals or case managers, to coordinate care and ensure that the participant is receiving the right supports at the right time.

Be creative and resourceful: Be creative and resourceful in finding ways to engage with the participant. This could include offering alternative supports, such as peer support groups or online resources, or using technology to facilitate communication and engagement.

Acknowledge and validate the participant's concerns: Disengagement may be due to a variety of reasons such as frustration, disappointment or lack of trust. Acknowledge and validate the participant's concerns and feelings to show that you understand and care about their experience.

Be respectful and culturally responsive: Ensure that your communication and approach is culturally responsive and respectful, taking into account the participant's cultural background, values and beliefs. This will help to build trust and rapport with the participant.

Use plain language and visuals: Use plain language and visual aids such as diagrams, flow charts or videos to explain complex information about the NDIS and supports. This will help the participant to better understand the process and make informed decisions.

Involve the participant in decision-making: Involve the participant in the decision-making process and ensure that they have a say in their own supports and goals. This will help to build a sense of ownership and empowerment, increasing their motivation to engage with supports.

Provide peer support: Consider connecting the participant with peer support groups or mentors who can share their own experiences and provide encouragement and support. Peer support can be a powerful motivator for engagement.

By implementing these strategies, support coordinators can re-engage participants who are disengaging from supports and help them achieve their goals and aspirations.

Until next time all the best with engaging with those had to reach participants

Laurie Perkins

Registered Counsellor ACA #12552 Dip
Counselling Art Therapist 'HH Dip (A.Th.) M:Edu.
B:Sc (public health) A.DIP Community Sector
Management. Post grad AOD, DIP Management,
CBT, Mindfulness, AOD, MH



0430 127 618|



laurie@newlifeperspectives.net
New Life Perspectives Pty Ltd Caboolture 4510



www.nlpsupport.com.au