



Making support coordination work better

What we want to change

November 2021

Easy Read report



ndis

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

How to use this report



The National Disability Insurance Agency (NDIA) wrote this report. When you see the word 'we', it means the NDIA.



This report is written in an easy to read way. We use pictures to explain some ideas.

Bold

We have written some words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 33.



This Easy Read report is a summary of another report.



You can find the other report on our website at www.ndis.gov.au



You can ask for help to read this report. A friend, family member or support person may be able to help you.

What's in this report?

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What is this report about?



Support coordination helps you manage the supports and services in your plan.



You can get these services from a **support coordinator**.

A support coordinator is someone who helps **participants** plan and use their supports.



Participants are people with disability who take part in the NDIS.

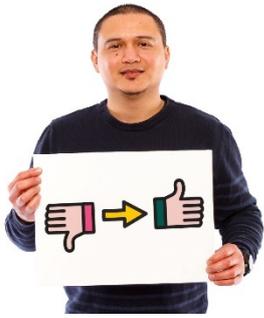
Support coordination helps participants:



- make the most from their plan



- work towards their goals.



We want support coordination to work better for participants.



But first, we wanted to find out what the community thought.

In this report we talk about:



- who we talked to



- what people told us



- what we want to change.

Who did we talk to?



In 2020 we asked people what they thought about support coordination.

We heard from:



- participants



- their families and carers.

We heard from:



- support coordinators



- **service providers.**

Service providers support people with disability.

A service provider can be an:



- organisation
- individual.

We also heard from:

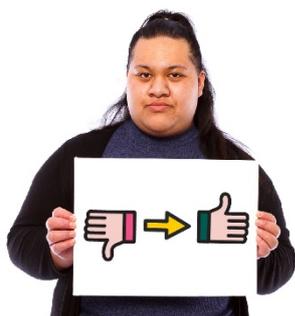


- disability organisations



- government departments.

What did people tell us?



People told us support coordination needs to work better.



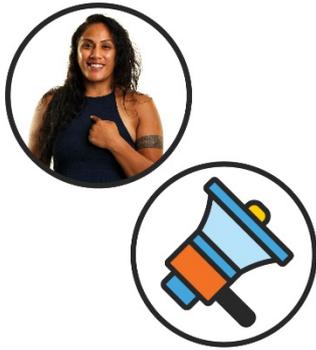
They had different ideas about what can work better.



People told us they need more information about what support coordinators do.



Support coordinators said they sometimes want to help participants speak up.



But they don't know when:

- they should do this
- an **advocate** should do this.



An advocate is someone who can:

- help you have your say
- give you information and advice.



People said support coordinators should help participants make their own decisions about their supports.



But many support coordinators said this can be hard.



Some participants said their support coordinator doesn't have the right skills to help them make their own decisions.

Many participants said their support coordinator doesn't know much about:



- them or their disability
- supports and services.



Support coordinators said they could offer better services if they knew more about the participants they support.

Participants told us what parts of support coordination:



- already work well
- need to be better.



Most people said support coordinators need more training to learn new skills.



But people had different ideas about what this training should be about.



Most people also said we need to do more to manage **conflicts of interest**.



A conflict of interest is when someone could affect a decision so the result is better for them.



This might happen when a support coordinator also provides other supports.

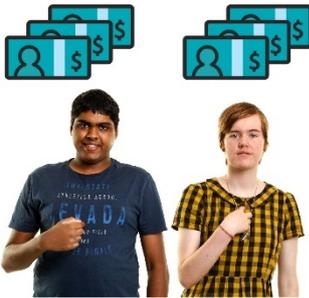


People said we need to make the 3 levels of support coordination simpler.



They said it could help to have support coordinators who focus on different types of:

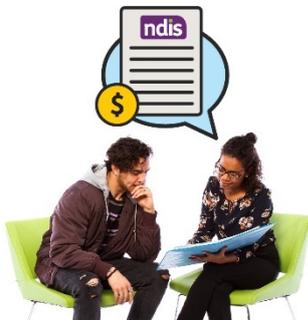
- goals
- needs.



People said **funding** for support coordination needs to be the same for people with the same needs.

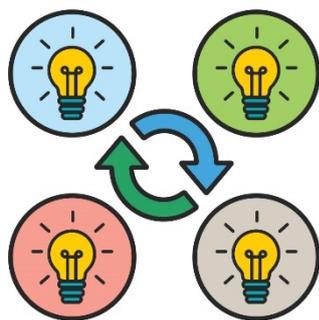


Funding is the money from your plan that pays for supports and services.



They also said we need to be clear about when participants get funding for support coordination.

What do we want to change?



People gave us good ideas about what to change.



We also **reviewed** how support coordination works.

When you review something, you check to see what:



- works well
- needs to be better.



We want to be clear about what support coordinators do.



It will help to make their services:

- a better fit for participants
- good quality.



We will keep working with the community.

The role of support coordinators



We want to be clear so everyone knows what support coordinators do.



We have information on our website about how support coordination should work.

www.ndis.gov.au/participants/using-your-plan/who-can-help-start-your-plan/support-coordination

We also explain what support coordinators do on the following pages.

Helping participants find and use services



Support coordinators should help participants find and use services.



This includes:

- NDIS services
- other services in the community.



Support coordinators should know what services are in the participant's local community.



They should also help participants find service providers who meet their needs.

But support coordinators must think about when:



- they should help a participant to speak up
- an advocate should help.



This might include helping a participant find an advocate.

Helping participants learn new skills



Support coordinators should help participants learn new skills.

This includes learning more about:



- their plan



- how the NDIS works



- how to make their own decisions.



We will share more information to help participants learn more about these parts of the NDIS.



The people who support participants can use this information to help them make their own decisions.



This includes support coordinators.

Helping participants choose their own supports



Support coordinators should help participants choose their own supports.

This includes helping participants:



- try a mix of supports



- work out what is best for them



- work out when they want to get those supports



- with **service agreements**.



A service agreement is a written plan between you and your service provider.

It explains:



- what supports you will use
- how your service provider will give you those supports
- how much the supports cost.

Helping participants manage their funding



Support coordinators should help participants make the most of their funding.

This includes helping participants make sure:



- they have enough funding



- they're using the right supports for them.

Support coordinators should talk to participants about:



- what they need



- their goals



- what changes in their lives.

Keeping participants safe



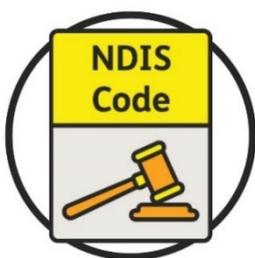
Everyone who provides services as part of the NDIS must keep participants safe.



This includes service providers, such as support coordinators.



It also includes support workers.



They must follow the NDIS **Code of Conduct**.

We call it the NDIS Code.



A Code of Conduct is a list of rules about how people should behave.

The NDIS Code says they must tell the right person if they think a service is not:



- safe
- working well.

Participants must be kept safe from:



- violence – when someone hurts you physically



- abuse – when someone treats you badly



- neglect – when someone is not helping you the way they are supposed to help you



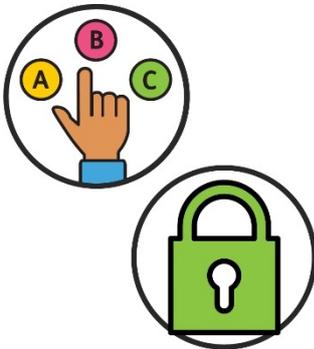
- exploitation – when someone takes advantage of you.

This includes:



- trying to stop it before it happens
- telling the right person if it does happen.

They must respect each participant's:



- choices
- privacy.

They must provide services that:



- are safe
- work well.

They must:



- be honest



- do the right thing.



You can find the NDIS Code on the NDIS Quality and Safeguards Commission website.

www.ndiscommission.gov.au/providers/ndis-code-conduct

What can support coordinators do?



Support coordinators know a lot about the supports and services participants use.



They might find out about problems that affect a participant before anyone else.



This means support coordinators are important for keeping participants safe.



Support coordinators should support participants to speak up about any problems.



They can also tell someone about the problem if they need to.

What will we do next?



We want to help make support coordination better.

This includes:



- how it helps participants



- what participants get from support coordination.



We want support coordinators to offer good services.



We want to help support coordinators offer good services.



We want to give support coordinators more information to help them know what they should do.



We want to help support coordinators learn new skills.



We want to help stop conflicts of interest that make participants feel unsafe.

We can do this if we understand how:



- conflicts of interest affect participants



- we can protect participants.



We want to review how much support coordination costs participants.



We want to work together so participants get services that:

- meet their needs
- are good quality.

More information

For more information about this report,
please contact us.



www.ndis.gov.au



1800 800 110



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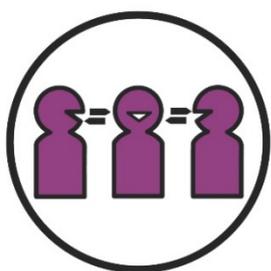
Support to talk to us



You can talk to us online using our webchat feature.

nccchat.ndis.gov.au/i3root

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

131 450

If you have a speech or hearing impairment, you can call:



TTY

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

www.relayservice.gov.au

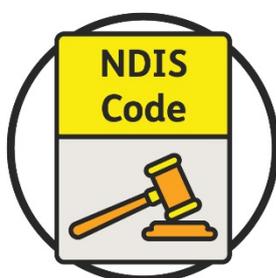
Word list



Advocate

An advocate is someone who can:

- help you have your say
- give you information and advice.



Code of Conduct

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Conflict of interest

A conflict of interest is when someone could affect a decision so the result is better for them.



Funding

Funding is the money from your plan that pays for supports and services.



Participants

Participants are people with disability who take part in the NDIS.

Review

When you review something, you check to see what:



- works well
- needs to be better.

Service agreement

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It explains:



- what supports you will use
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- how much the supports cost.

Service provider



Service providers support people with disability.

A service provider can be an:

- organisation
- individual.



Support coordination

Support coordination helps you manage the supports and services in your plan.



Support coordinator

A support coordinator is someone who helps participants plan and use their supports.



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