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# What a support coordinator is

A support coordinator helps you use your plan effectively.

They can help you:

- understand and use the supports in your plan
- choose the right providers for your needs
- connect with community and mainstream supports and services
- build your confidence and skills to manage your supports.

Support coordinators can be registered or unregistered providers.

# What a support coordinator is for

Support coordinators help you with different things depending on your goals, needs, situation and funding.

## Help understanding and using supports in your plan

Support coordinators can help you understand your plan, including:

- your support budgets and what you can use your funding for
- choosing how your funding is managed
- what you can claim and when
- when you need service agreements.

They'll talk to you about how you want your supports to work together to meet your needs.

## Connecting you with supports and services

Support coordinators will help you find services and supports to help you work towards your goals.

They'll talk to you about:

- how you want your supports delivered
- finding the right providers for you
- choosing the right supports and services to line up with your plan
- accessing community and mainstream supports and services
- when you need to use registered providers or if you can use unregistered providers.

## Building your confidence to manage your plan

Your support coordinator can show you how to:

- set up service agreements
- understand what providers can charge
- check if your current supports are working for you
- plan for when things go wrong
- change providers or find new providers if you're not getting the supports you need
- use the participant portals and my NDIS app.

They'll give you the right information so you can make your own decisions about your plan and NDIS supports.

> **Tip: Support coordinators are different to plan managers.**
>
> A plan manager helps keep track of your funding. A support coordinator helps with your supports.
>
> You can use plan managers and support coordinators to help you work towards your goals.

# What working with a support coordinator is like

You can ask for funding for a support coordinator in your plan if you'd like to work with one.

You can get in touch with your my NDIS contact or visit us in person at your local office.

There are 3 levels of support coordination we can fund.

## Level 1: support connection

This level helps you:

- understand your plan
- build on your ability to connect with community and mainstream supports

- increase your confidence to manage your plan.

## Level 2: support coordination

This level helps you build confidence and skills to direct your life, including:

- maintaining relationships
- living more independently
- being part of the community.

## Level 3: specialist support coordination

This is a higher level of support coordination if you have a more complex situation.

A specialist support coordinator makes sure you have consistent services during any challenges in your support environment.

# Related information

## How to find a support coordinator

## Guide to NDIS support budgets

## Guide to your management options

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