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What support coordinator reporting is

The support coordinator reports are the:

- initial plan implementation report - completed 8 weeks after a participant's plan begins, or after the support coordinator accepts the request for service
- mid-term implementation report - completed on a regular basis
- plan reassessment and evaluation report - completed before the participant's next plan reassessment.

What support coordinator reporting is for

As a provider, it's important to measure and report on participant outcomes.

Reports help us understand how the participant's plan is going and how providers are going with supporting the participant to meet their goals.

When a support coordinator accepts a request for service, they agree to meet our reporting requirements.

What support coordinator reporting is like

Reporting requirements for a support coordinator

Reporting requirements are included in the request for service, including when reports should be provided to us.

The reports must be submitted across the life of a participant's plan and generally at a set time. You should work with your participant when completing reports to make sure they know what information is being included.

Submit your reports to us. You shouldn't ask your participant to provide the report to us.

Timing of reports

The timing of reports depends on the participant's circumstances and when their next check-in or plan reassessment is due.

Support coordinators and recovery coaches should regularly login into the provider portal to track due dates for reports.

Progress reports

You may be asked to supply a progress report showing the outcomes the participant has achieved through their supports.

Generally, progress reports should include:

- a summary of supports provided to the participant
- how the support has helped the participant work towards their goals
- whether the participant has been linked to any mainstream and community supports to help them achieve their goals
- barriers encountered and the strategies implemented to resolve these
- any risk identified to the participant or others
- any evidence or other information that may be relevant for us to consider when deciding on reasonable and necessary supports
- justification for any recommendations of additional supports, including details of the proposed outcomes and any risks or impacts on other supports, if relevant.

Reporting templates for support coordinators

Templates are available for support coordinator reports. The templates help to capture consistent information to prepare for participant check-ins and plan reassessments.

The templates ask for information about the:

- participant's support needs and situation
- supports the participant is receiving
- participant's progress in implementing their plan to meet their goals.

Download the reporting templates

Download recovery coach and support coordinator progress reports:

- Recovery coach progress report (DOCX 798KB)
- Support coordinator progress report (DOCX 796KB)

Download recovery coach and support coordinator implementation reports:

- Recovery coach implementation report (DOCX 794KB)
- Support coordinator implementation report (DOCX 799KB)

How to submit reports

Support coordinators and recovery coaches can submit their reports as attachments in the my NDIS provider portal.

Related information

Guide to working as a support coordinator

What is a check-in

What is a plan reassessment

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