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What is support coordination?

There are three levels of support coordination that can be included in your plan:

- **Support connection:** This support is to build your ability to connect with informal, community and funded supports enabling you to get the most out of your plan and achieve your goals.
- **Support coordination – coordination of supports:** This support will assist you to build the skills you need to understand, implement and use your plan. A support coordinator will work with you to ensure a mix of supports are used to increase your capacity to maintain relationships, manage service delivery tasks, live more independently and be included in your community.
- **Specialist support coordination:** This is a higher level of support coordination. It is for people whose situations are more complex and who need specialist support. A specialist support coordinator will assist you to manage challenges in your support environment and ensuring consistent delivery of service.

Depending on your individual goals, plan objectives and aspirations you may receive funding for these supports in your plan.

How can a support coordinator help me?

A support coordinator will support you to understand and implement the funded supports in your plan and link you to community, mainstream and other government services. A support coordinator will focus on supporting you to build skills and direct your life as well as connect you to providers.

Your support coordinator will assist you to negotiate with providers about what they will offer you and how much it will cost out of your plan. Support coordinators will ensure service agreements and service bookings are completed. They will help build your ability to exercise choice and control, to coordinate supports and access your local community.

They can also assist you in planning ahead to prepare for your plan review.

Support coordinators will assist you to 'optimise' your plan ensuring that you are getting the most out of your funded supports.

What's the difference between support coordination and specialist support coordination?

A support coordinator and a specialist support coordinator are very similar however there are some key differences.

A specialist support coordinator will be funded where there are additional high or complex needs in your situation and will be a qualified and experienced practitioner such as an Occupational Therapist, Psychologist or Social Worker.

Specialist support coordinators will support you to manage challenges in your support environment which may include health, education, or justice services. Specialist support coordination aims to reduce barriers to implementing or using your NDIS plan.

Is there a difference between self-managing and support coordination?

Yes. Self-management is a plan management type and support coordination is a reasonable and necessary funded support.

Self-managing your NDIS plan means the NDIS will pay you directly for the supports you claim under your plan's budgets. Being self-managed also allows you to choose from a broader range of providers. We have developed a self-management guide for people who are self-managing, or interested in self-managing their NDIS funding. This guide helps people understand the benefits of self-management, roles and responsibilities and how to self-manage effectively.

If I self-manage or plan manage my plan, will I still be able to receive funding for support coordination?

Yes. The decision for a plan to be self-managed, plan managed or agency managed has no effect on funding support coordination. Funding support coordination is decided by what is considered reasonable and necessary.

When creating your plan you can discuss with your planner, LAC, or ECEI partner what your plan management options are and the differences between them.

Can I change to a different provider if I'm not happy with the support I am receiving?

Yes. You remain in control of your plan and have choice and control over who your providers are. If you wish to change providers you should discuss it with your provider and review your service agreement. Depending on your service agreement, you may have agreed to give some

notice before you change.

I am developing a service agreement with a support coordinator, what questions should I ask please before signing anything?

Just like starting with any new provider, you can ask them questions that will help you make a decision on whether you will use them as a provider or not. Below are a few examples of questions you may want to ask the provider:

- How will they will help you to achieve your goals?
- What is their experience delivering supports?
- What are their prices? What is included? How will they charge you?
- Do they wish to discuss a notice period for ending an agreement?

Remember, you have choice and control in the supports you receive. This means you have the choice over **who** provides your supports and **how** they are provided.

How can I become a support coordination provider?

Further information on the registration requirements and steps to become a registered Support Coordination provider are available in the 'How to register' section.

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