Support coordinator measures put in place during the COVID- 19 pandemic will be extended until the end of March.

28 February 2021

Support coordination line items claimable under a participant's Core budget will continue until 31 March 2021. Beyond this date, support coordination will continue to be available to all participants who have a reasonable and necessary need for it and can be claimed from their Capacity Building budget.

While the flexibility to fund support coordination services from core budget was due to end today - 28 February 2021 - we acknowledge that a further period of transition will assist those participants still utilising this temporary measure to better manage their supports, as COVID normal services resume. Participants who were not utilising this support during COVID-19 should not commence utilising this support during this transition period.

In March 2020, the NDIA introduced a number of temporary measures to ensure participants have access to essential supports during the coronavirus (COVID-19) pandemic. This included an option for participants to flexibly use their funding to access Support Coordination during the pandemic.

This measure aimed to help participants identify additional supports if their services had been disrupted by COVID-19 and was initially put in place until 28 February 2021.

The NDIA has reviewed this temporary measure and received feedback from the sector to determine what changes are needed to safely deliver supports and services in a COVID normal situation.

Those participants who temporarily accessed support coordination during the temporary period, and who still require this support due to disruption of services as a result of COVID-19 beyond March 31, should contact their Local Area Coordinator, ECEI partner or planner to seek a plan review or call 1800 800 110 for assistance.

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