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What is support coordination?

Support coordination helps participants:

- [connect to NDIS and other supports](#)
- [broker supports and services in line with a participant's wishes and their plan budget](#)
- [monitor plan budgets and support effectiveness](#)
- [build capacity and capability to understand their plan, navigate the NDIS and make their own decisions.](#)

Support coordinators will help participants with different things depending on:

- what the participant's goals, needs and circumstances are
- what is funded in the participant's plan.

There are 3 levels of support coordination that can be included in a participant's plan:

Level 1: Support Connection

Support to help a participant understand their plan, connect with NDIS providers and community, mainstream and other supports to get the most out of their NDIS plan.

It should also increase participant's confidence and skills to manage their plan independently.

Level 2: Coordination of supports

Support to put in place a mix of supports to increase a participant's capacity to maintain relationships, manage tasks, live more independently and be included in their community.

It builds the participant's confidence and skills to direct their lives, not just their services.

Level 3: Specialist support coordination

A higher level of support for participants whose situations are more complex and who need specialist support.

A specialist support coordinator will assist participants to manage challenges in their support environment and ensure a consistent delivery of service.

A participant’s plan may describe what level of support coordination is funded or how support coordination should be delivered. A participant may only purchase support coordination in the way described.

If the level of support coordination funding is not described in the plan, participants can choose what level of support coordination is most appropriate for their needs and how it’s delivered.

Providing support coordination services

Support coordinators can be registered or unregistered providers. Registration requirements will vary depending on the level of support coordination.

All support coordinators – registered and non-registered – are required to follow the [NDIS Code of Conduct](#) .

Registered support coordinators must also meet the quality standards set out in the [NDIS Practice Standards](#) .

For specialist support coordinators, this also includes helping participants to address complex barriers which affect their access to appropriate supports.

Support coordination activities by level

Support coordinators are generally expected (but not limited) to do the following activities for each level of support coordination.

| Support Coordination Activities | Level 1: Support Connection | Level 2: Coordination of Supports | Level 3: Specialist Support Coordination |
|-------------------------------------|-----------------------------|-----------------------------------|------------------------------------------|
| Understand the plan | Yes | Yes | Yes |

| Support Coordination Activities | Level 1: Support Connection | Level 2: Coordination of Supports | Level 3: Specialist Support Coordination |
|------------------------------------------------------------|-----------------------------|-----------------------------------|------------------------------------------|
| <u>Connect with supports and services</u> | Yes | Yes | Yes |
| <u>Design support approaches</u> | No | Yes | Yes |
| <u>Establish supports</u> | Yes | Yes | Yes |
| <u>Coach, refine and reflect</u> | Yes | Yes | Yes |
| <u>Report to the NDIA</u> | Yes | Yes | Yes |
| <u>Build capacity and resilience</u> | No | Yes | Yes |
| <u>Crisis: planning, prevention, mitigation and action</u> | No | Yes | Yes |
| <u>Address complex barriers</u> | No | No | Yes |
| <u>Design a service plan for complex support needs</u> | No | No | Yes |

Connecting with participants

A participant can choose their support coordinator.

Participants can connect with support coordinators by using a request for service. The request for service includes information about the participant's goals, needs and circumstances.

The NDIA can help participants to find available support coordination providers.

Providers can receive requests for service through:

- the myplace provider portal
- email from the NDIA
- the participant directly.

Before accepting a request for service, support coordinators should consider whether they can best support the participant to pursue their goals.

Once they accept the request for service, support coordinators should meet with the participant to create a [service agreement](#).

Changing support coordinators

Participants can choose to change support coordination providers at any time, as long as they follow the notice periods in their service agreement.

As part of the handover process, the current support coordinator should prepare a report which:

- outlines how a participant is going with:
 - pursuing their goals
 - using their plan
 - building skills and independence
 - strengthening their community and economic participation through connection with broader systems of support
- share any relevant reports from service providers with the participant's permission
- identify any barriers, risks or issues, including any strategies to address them
- provides clear evidence on future support needs, including recommendations.

The report must include an agreed and confirmed date when the current support coordinator's services will end. This will ensure services continued to be delivered and a smooth handover occurs.

The support coordinator should then [end the service booking](#) so that the participant can create their service agreement and booking with the new support coordinator.

Where a participant is plan-managing their support coordination services, the support coordinator should also notify the participant's plan manager.

Promoting and protecting a participant's safety

Support coordinators play an important part in safeguarding a participant's wellbeing.

Support coordinators will often be the first to become aware of any concerns about the quality and safety of a participant's supports and services.

All NDIS providers and workers – both registered and unregistered – have an obligation to promote the safety of participants under the NDIS Code of Conduct.

In particular, the NDIS Code of Conduct requires all NDIS providers and workers (including support coordinators) to promptly:

- take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency.

Support coordinators should provide an early warning where they become aware the participant's safety or wellbeing is at risk.

Support coordinators should proactively support the participant to raise any concerns or issues around their safety or the quality of their supports and services. Support coordinators can also raise concerns or make a complaint themselves.

All registered NDIS providers (including support coordinators) should understand and comply with their obligations to raise concerns. If there is an immediate risk or threat to the participant, support coordinators should immediately contact emergency services.

This page current as of
30 November 2021