30 November 2021

Today the Agency published the 'Improving Support Coordination for NDIS Participants' paper.

The paper outlines the outcomes from reviewing the current support coordination model in the context of both the consultation process, and broader strategic design of the Scheme.

It clearly outlines the role of a support coordinator and the next steps we will take to improve support coordination for participants. Greater clarity on the role of support coordinators will drive more consistent, quality outcomes from support coordination services.

Consultation feedback broadly agreed on the 4 key roles of a support coordinator:

1. Help participants connect to NDIS and other supports.
2. Build a participant's capacity and capability to understand their plan, navigate the NDIS and make their own decisions
3. Broker supports and services in line with participant wishes and their plan budget
4. Monitor plan budgets and support effectiveness.

As with all NDIS providers and workers, the safety and wellbeing of participants should underpin everything that a support coordinator does.

A range of new and updated information on support coordination for participants and providers is also available.

We will continue to work closely with the sector to drive better support coordination outcomes for participants through a number of initiatives with the sector, the Australian Government and our Participant Service Improvement and Corporate Plans.

Related articles

Government improving home and living supports for NDIS participants including to SIL

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6 April 2022

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23 September 2020
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