

Services information - Support Co-ordination

Support coordination seeks to 'optimise' your plan, based on the amount of funding in your plan for Support Co-ordination and your preferences, to ensure that you are getting the most out of your funded supports.

To use funded support coordination funding needs to be included in the participants Capacity Building funding as either Level 2 or Level 3 Support Coordination. It's important that you ask for this when having your first planning or plan review meeting.

As a support coordinator we often also assist participants who want to have this included in their plan to include it in their goals (support to be able to find suitable services and supports) and to speak about this need in their meeting with an NDIS Local Area Coordinator or planner.

We provide two levels of support coordination, depending on what is included in your plan.

Support Coordination services can also be provided using core funding from participant's plans:

1. **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.
2. **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.

Support coordination services may include the following:

- Helping you to identify your goals, and to plan and prepare for your NDIS application meeting and plan review
- Supporting you to understand and implement the funded supports in your plan
- Assisting with identifying and linking you to the community, mainstream and government services who can provide the support you need
- Focusing on supporting you to build skills and direct your life as well as connect you to providers
- Negotiating with providers about what they will offer you and how much it will cost out of your plan



- Assisting with overcoming barriers and concerns with your services and supports
- Ensuring service agreements and service bookings are completed where necessary and help build your ability to exercise choice and control, to coordinate supports and to live the life you want and deserve!

Support Co-ordination services will be provided in person or over the phone and online. Wherever possible we will have an initial conversation with you and will then meet with you to discuss your needs, with further planning and support requirements to be agreed.