



Support Coordination

Support Coordinators work with you to find appropriate supports, manage funds, and manage problems in your NDIS plan. They report your goal progress to the NDIA on your behalf. Support Coordination takes the stress out of working with multiple providers.

Your Support Coordinator will be independent and impartial. Some organisations offer Support Coordination as well as support workers. Where this happens, the Support Coordinator must offer you a range of options from different organisations, not just the organisation they work for.

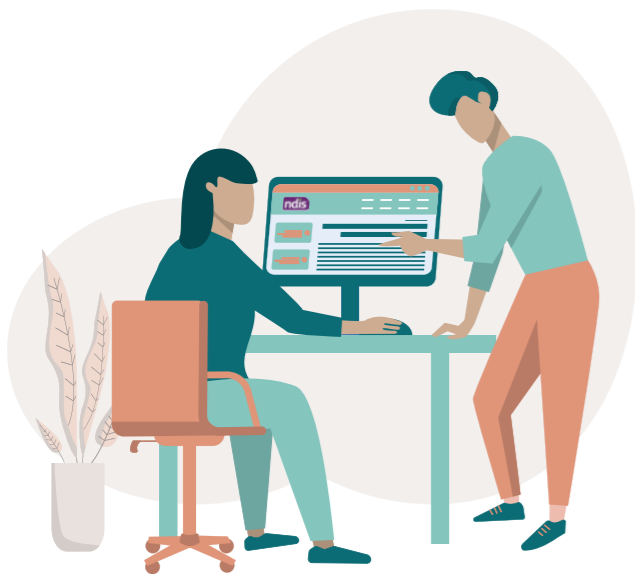
You want to trust that your Support Coordinator is working towards your goals, and will treat you with respect. When looking for a Support Coordinator, you could ask your friends, your NDIS planner, or current service providers if they can recommend any organisations.

What Support Coordinators can (and can't) do for you

- ✓ Recommend a range of disability supports for you to choose from
- ✓ Question claims made by other support providers
- ✓ Make sure your supports work with you to reach your goals
- ✗ Book support without talking to you first
- ✗ Book supports that are not included in your NDIS plan (i.e. dentist)
- ✗ Control your NDIS plan

Your rights and entitlements

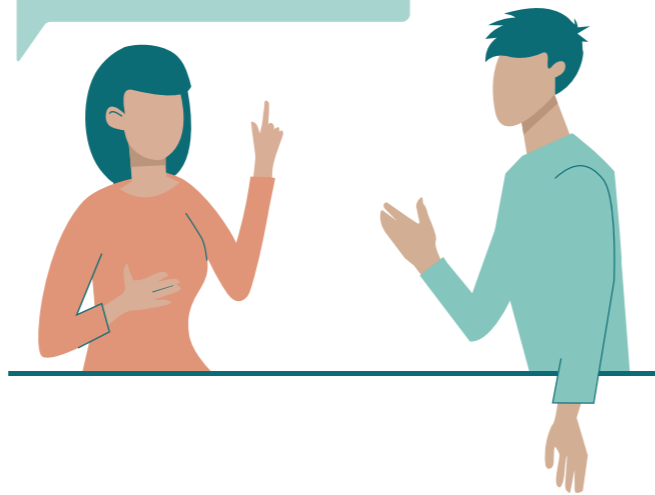
- > You have the right to be understood, and to understand your Support Coordinator. If you need or want an interpreter at any time, it is up to your Support Coordinator to organise this.
- > You can ask your Support Coordinator to have emails and other documents translated for you to read.
- > When choosing your Support Coordinator, ask if they have access to an accredited interpretation and translation service.
- > You are entitled to ask for a different Support Coordinator or speak to their manager if you think that they have done something wrong.



My NDIS plan is paying for someone to help me sell the t-shirts I make

Wow, how did you do that?

My Support Coordinator organised it all for me



How your Support Coordinator can help with NDIS planning and review meetings

When you have a Support Coordinator, they will keep track of your NDIS funding. Their job is to connect you to supports and make sure that your supports follow your goals and charge your plan correctly. Your Support Coordinator prepares a report for the NDIA at the end of your plan. This helps the NDIA understand how you are progressing towards your goals. Your Support Coordinator can come with you to your plan review meeting to help you explain how you have used your funding, and how the decisions were made. They can also help you decide what you want to change about your NDIS plan.

What does a good Support Coordinator do?

It is important to know what to look for in a Support Coordinator. Similar to anything else you purchase, not all Support Coordinators are the same.

A good Support Coordinator is someone that:

- > you can trust
- > listens to you
- > respects your choices and your rights
- > negotiates on your behalf
- > makes sure that your needs are met
- > understands the NDIS really well
- > has excellent reading, writing, and communication skills

A good Support Coordinator has a strong focus on helping you achieve your goals. They are open and honest about how they charge you, and what is included.

Some Support Coordinators are specialists in an area of disability or life-stage. For example, some are more experienced with younger children, and some are more experienced with Autism.

How to change your Support Coordinator

Sometimes people do not have a good working relationship with their Support Coordinator. This is ok, and this is normal. There are many reasons why people want to change Support Coordinator, such as miscommunication or not following your choices.

You can ask for a new Support Coordinator from the same organisation, or you can choose to change the organisation that supports you.

Your Support Coordinator can help you to change, but some people find it more comfortable to find a new Support Coordinator themselves or get their Local Area Coordinator (LAC) to help with the change.



START HERE

Steps for using a Support Coordinator

1

Receive Support Coordination funding in your plan

2

Contact your chosen Support Coordinator

3

Meet with your Support Coordinator

4

Share your NDIS plan, goals, preferences, and support needs

5

Choose your support providers

6

Make sure they are helping you with your NDIS goals

7

NDIS review meeting

How to ask for Support Coordination in your NDIS plan

Not everyone has funding for Support Coordination. Support Coordination is only included in people's NDIS plan if they are unable to connect to services on their own. This could be for many reasons including having ageing carers, speaking a language other than English, or having complex support needs with a lot of providers.

You need to tell the NDIS planner in your meeting why you need support to implement your plan. It is important to be very clear when explaining why you or a close relative (partner, parent, or child) is unable to help connect you to services.

Making a complaint

If you are not happy with your Support Coordinator you might like to make a complaint. The first step is to talk to the manager and discuss your concerns.

If you think that there has been a serious problem, or you are not happy with how the organisation has handled your complaint or concern, you can contact the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission directly. They exist to support you with your concerns and to help improve services for all people with disability.

You can contact them on:

☎ 1800 035 544 TTY: 133 677

✉ contactcentre@ndiscommission.gov.au

🌐 www.ndiscommission.gov.au

✍ NDIS Quality and Safeguards Commission
PO Box 210, Penrith, NSW, 2750



If you are not happy with how the NDIA has responded to a complaint you have made, you can contact the Commonwealth Ombudsman. While they may not investigate all reports, they have the ability to investigate how the NDIS is working and look into how they are responding to complaints, including your complaint. The Ombudsman will ask for your NDIA complaint number.



67 Sutherland Road Armadale VIC 3143, PO Box 8093 Armadale VIC 3143
T. 03 9509 4266 E. projects@inclusiondesignlab.org.au W. inclusiondesignlab.org.au



Inclusion Melbourne Inc.



InclusionMelb

