



# Support Coordination



Support Coordination is a service that looks to assist NDIS participants in understanding, implementing, and organising their Plans. Support Coordination can help you find the right Service Providers for you or your loved ones needs. It is putting the puzzle together.

A Support Coordinator helps you use your NDIS plan in the most effective way. They work together with you to find and coordinate service providers that will help you reach your goals and build skills to live more independently and stay connected in the community.

The best thing about Support Coordination is that you get to choose. Choosing the right person to help you with Support Coordination can have an impact on your quality of life and it can be changed at any time.

## What does it look like?

### **STEP 1. Implementing your Plan.**

The first step is to understand who you are, what is important to you, and what you need from your Support Providers. We will assist you to understand how your NDIS Plan works and what is available to you . Assist with budgeting for each type of support required. From reviewing your current supports and organising Service Agreements, to engaging new services, arranging assessments, and helping you get maximum benefit and goal attainment from your NDIS Plan; a Support Coordinator is your go to for all things NDIS Plans.

### **STEP 2. Monitoring and Reporting.**

The role of your Support Coordinator is to make sure you are happy with the services you receive. We will assist you with making changes to services if needed. Support Coordinators are also responsible in writing up and reporting to the NDIS on how your Plan is working and if the right supports are in place to achieve your goals.

### **STEP 3. Reviewing Your Plan.**

Support Coordinators will help you assess your goals and prepare for your plan review. If your needs change at any time during the year and you require different supports, we will assist you to put together the appropriate review documentation for submission to the NDIS for consideration.

Before the end of the Plan, we will meet and decide if your goals are still relevant to your needs. We will contact your Support Providers to gather any reports or supporting documentation that will assist in the review process, to inform the NDIS of your support needs.

### **Am I eligible for Support Coordination?**

The NDIS funds reasonable and necessary supports for people living with disabilities. Everyone's needs, and subsequently their support plan, are different, so not everyone will be eligible for Support Coordination funding. If you feel you will need Support Coordination, it's a good idea to highlight the reasons you may need it so you can present this during your planning meeting.

Reasons you may be eligible for Support Coordination due to your disability include communication difficulties, language barriers, complex support needs, or if your social situation or support network is limited. People who are unable to make their own informed choices may also be eligible.

### **What level of Support Coordination will I receive?**

There are three ranges of Support Coordination, depending on how much support you need:


**LOW** - One to two hours a month or around 24 hours a year

**MEDIUM** - Three to six hours a month or around 36 to 72 hours a year

**HIGH** - Seven to nine hours a month

To assess the level of need of a participant, your planner will use the "reasonable and necessary" criteria of the NDIS, with the ranges listed above used as guidelines. These ranges will give your Support Coordinator an idea of how much support you need, but if you feel the level of support is lacking, you can request for reclassification.

## You are our focus

To  you are not just a number, or an account, you are a unique individual, and our priority is getting to know you, building a supportive, caring team around your needs, and helping you achieve what you set out to.

If you would like to know more about our Support Coordination service, please contact our Care team on **0499 884 559**.

