



Info-Empower

When The Right Information Matters

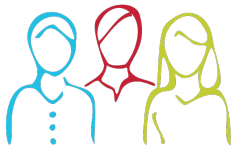
HOW TO CHOOSE A SUPPORT COORDINATOR



Support coordinators play an important part in your NDIS journey, so it's important to choose someone who understands your needs.

A support coordinator helps you coordinate your support services and help you to make the most out of your NDIS funding. A participant usually starts working with a support coordinator once their plan is approved. It's completely up to you to decide which support coordinator you want to use. Your support coordinator will work closely with your plan manager (if you have one) to help you make the most of your plan.

Support coordinators are a private business, separate from the NDIA, and are funded out of your plan. If you want to use a support coordinator, make sure you discuss this with your planner or LAC at your planning meeting so they can include support coordination funding in your plan.



There are many things that are incorporated within the role of a Support Coordinator, these things include:

- explain how your NDIS plan works and help you understand what funds are available to you
- support you in making your own decisions about your service providers
- arrange any assessments you need to qualify for funding
- help you find the services you need
- negotiate with your providers on what services they will offer and how much it will cost from your funding
- develop service agreements and bookings
- put you in touch with local places where you can meet people and be active in your community
- write reports to the NDIS about your progress, letting them know what you need and if your funding isn't right
- work with you to plan your goals and how you can achieve them
- help you work out a budget for each type of support you receive
- coordinate your services providers so they help you meet your goals

You don't need to use a Support Coordinator under the NDIS, but there are benefits to engaging someone you trust.

A good Support Coordinator can help you optimise your NDIS funding and make sure you get the most value out of your plan. They can also help you make decisions over the services you receive, so you get the support you want.

“When I work as a Support Coordinator, it's about capacity building,” says Home Caring Support Coordinator Nicki Martin. “I look at the person's goals and how they want to achieve them, then link them to the appropriate service. It's a lot of behind the scenes work, like making referrals on the person's behalf.”

You have a choice over who coordinates your support. Having the right person in place can have an impact on your quality of life, so it's so it's worth taking the time to choose a Support Coordinator who you trust and get along with.