



## KEY QUALITIES TO LOOK FOR IN A SUPPORT CO-ORDINATOR

Here are some of the qualities to look for when choosing a Support Coordinator:

- **They put you first**

Look for someone who partners with you, respects your choices and is flexible enough to meet your needs – even when things change. “Ultimately, it’s the client’s plan,” says Home Caring Support Coordinator Nicki. “I guide and support them, as they are the decision makers of their lives.”

- **They are outcome-focused**

Your Support Coordinator should be motivated to help you achieve your goals, which involves a lot of thinking and planning.

- **They know your area well**

It helps if your Support Coordinator knows your area well, so they can connect you to local services, which means they are in a great position to help you engage with the community and find the help you need.

- **They share information and help you understand your plan**

Choose someone who knows the NDIS well, so they can teach you how it works and help you understand your plan. They should be open about sharing information with you, so you are genuinely able to make decisions about where your funding goes.

- **They are great communicators**

Alongside explaining your plan to you, a Support Coordinator must be able to write reports to the NDIS on your behalf and communicate what is working and what isn’t. Good reading, writing and communication skills are important!

### What should I ask a Support Coordinator before signing on with them?

To make sure you are partnering with someone who you are happy with, here are some of the questions you may want to ask the Support Coordinator before engaging their services.

- How have you successfully worked with people like me (i.e. with my diagnosis or condition) in the past?
- How will you help me develop and achieve my goals?
- How do I get in touch with you if I have any questions?



# **Info-Empower**

When The Right Information Matters

- What are your prices? What is included in your services?
- How will you help me choose between service providers?
- What kinds of supports have you connected people to in the past?
- Is there a notice period for ending a service agreement?