



Info-Empower

When The Right Information Matters

LEVELS OF SUPPORT COORDINATION

Levels of Support Co-ordination

The NDIA has three levels of support coordination services that may be funded in a participant's plan depending on the level of skill and intensity required to support a participant to meet their goals. In some circumstances, participants may require a combination of support coordination levels in order to meet their needs.

Level 1: Support connection: Assists participants to understand their NDIS plan, connect with providers and mainstream services, and supports participants to monitor effective utilisation of their plan. Approximately 2 per cent of participants claiming for support coordination have received it at this level.

Level 2: Coordination of supports: Assists participants to understand their plan, particularly where there is greater complexity in the support environment and/or in current circumstances and assists in reducing barriers to engaging and maintaining support relationships. Approximately 98 per cent of participants claiming for support coordination have received it at this level.

Level 3: Specialist Support Coordination: Assists a participant where expert or specialist approaches are required to navigate specific complex support needs. Approximately 4 per cent of participants claiming for support coordination have received it at this level.

Note due to some participants receiving more than one level of support coordination, the percentage total equates to more than 100 per cent.