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When The Right Information Matters

UNDERSTANDING THE ROLE OF SUPPORT CO-ORDINATORS

Understanding the Role of Support Co-ordinator

It is important that support coordinators have well developed support coordination skills, and deliver those supports in accordance with the NDIS Code of Conduct, and if registered, relevant NDIS Practice Standards. It is also important that participants receive high quality support coordination to enable them to achieve their goals, and they are able to choose a support coordinator with the right experience and expertise for them.

Support coordinators do not generally have to hold any particular qualification to undertake their role and there are no specific measures or outcomes expected to demonstrate a quality service. The NDIA is interested to understand what kinds of qualifications, accreditation or measures might be useful to ensure high quality and effective outcomes.

Currently, the NDIA has limited information available to quantify the quality of support coordination services. Key measures of success for a participant may include how well they achieve their overall goals and their level of satisfaction with the Scheme. Success could also be demonstrated through higher utilisation of a participant's plan, greater access to the community and acting as informed consumers in choosing service providers.

Value for money is a consideration for participants when they choose how to use their plan. The hourly price limit for level 2 support coordination is higher than that for the newly introduced psychosocial recovery coach support. The NDIA is considering how to better align the price of support coordination with participant outcomes and the price of other Scheme supports. For example, support coordination pricing could be determined, at least in part, based on the progression and achievement of a participant's specific goals such as sourcing appropriate accommodation or employment opportunities.

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.



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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.