

SUPPORT COORDINATION FACT SHEET

This factsheet has been prepared for other agencies and government department staff to explain the role of support coordination in supporting National Disability Insurance Scheme (NDIS) participants.

There are some underlying principles in accordance with case management health sciences, but the role is not identified as a case management function, in the typical sense.

Support Coordinators (SC) work in a variety of different settings and have a variety of clinical and technical backgrounds and experience, usually but not limited to education, psychology, social work, social science or nursing.

The three levels of Support Coordination:

- Support Connection (low level)
- Support Coordination (mid-range level)
- Specialist Support Coordination (intensive level)

Support coordination is a time limited service within the participants plan with key functions of; supporting the NDIS plan, service implementation, service monitoring, avoiding crisis points, service breakdown, managing participant's expectations and building capacity and resilience. Support Coordination operates within a 'billable hours' context and can only charge for services provided (line items) under the NDIS Business Guidelines and Pricing Guides. It is the responsibility of the SC to ensure the available funding is used in meeting participant goals and the requirements of the NDIA.

SCs can be employed by NDIS registered organisations as permanent employees, sub-contractors and temporary appointments. Participants select their SC and not all NDIS participants have support coordination in their NDIS plan.

SCs work in different ways, based on the organisations' policy and procedures, their experience and clinical practice methods. SCs need to adjust and be flexible when working with individual participants. It is recommended that you and the SC discuss how you will work together and establish clear roles and responsibilities.

Things you can expect from a Support Coordinator

- Work collaboratively with your service
- Explain the participant's NDIS Plan and limitations
- Provide information NDIA requirements and regulations

- Provision of participant information relevant to intervention (with participant consent)
- Participation in your service planning meetings i.e. discharge meetings, clinical reviews
- Establishment of services for participant when needs change i.e. referrals pre-discharge/post discharge and seamless service delivery/interventions
- Seek advocacy or support services

Things Support Coordinators do not provide

- Direct crisis support
- 24/7 services or on call services
- Direct supports i.e. personal care
- Transport
- Medical or Health appointment supports not related directly to NDIS plan goals

To get the best results and cooperation, please ensure your client is in receipt of an NDIS plan with support coordination funding provides you with their contact details. Discuss the opportunities of working together and how this will be achieved.

Support Coordination Interagency Group, Hunter