



RECONNECTING WITH THE COMMUNITY

Key NDIS roles and how they can support you

MAY 2018

The National Disability Insurance Scheme (NDIS) is the new system for the Australian Government to deliver support and funding for people with disability, families and carers.

Whether you're new to the NDIS or you've already had some involvement with the scheme, you may have come across a few different people in NDIS support roles. It may seem confusing at first, but each role has a different responsibility for making sure that you have the assistance you need to connect with the NDIS and make the most of the support and funding that the NDIS can offer you.

Local area coordinators

Local area coordinators can support you as you move from stage to stage on your pathway with the NDIS. Local area coordinators may provide you with general information about the NDIS and assist you to understand information you need related to access, supports and how best to make the NDIS work for you. Local area coordination is provided free of charge – you do not need to pay for this.

Even if you are not eligible for the NDIS, your local area coordinator may be able to help you link with support and services in the community.

Your local area coordinator will depend on where you live. To find your local area coordinator, go to: <https://www.ndis.gov.au/about-us/our-sites> and click on your state to find the name of the local area coordinator organisation in your region.

NDIS planners

NDIS planners can assist you to identify some short-term and long-term goals, and put together a detailed plan for the types of support and community involvement needed to enable you to achieve your goals. They might be involved in setting up your first plan, as well as reviewing your plan after a period of time to see how well it meets your needs.

All NDIS planners are employed by the National Disability Insurance Agency.

After it is confirmed that you are eligible for the NDIS, you will be allocated to a planner who will contact you to organise a time for your first planning session. If you are concerned that you have not heard from a planner, phone 1800 800 110 or complete the NDIS online contact form by going to:

[🌐 ndis.gov.au/form/contact-form.html](https://www.ndis.gov.au/form/contact-form.html)

Support coordinators

Once your plan is finalised, you can get assistance from a support coordinator. They can discuss your NDIS plan and assist you to consider how your funds could be spent and how to connect with the right people and organisations to provide the supports listed in your plan. Support coordinators can be especially helpful if you have high and complex support needs. They may assist you to manage NDIS funding and to work with other systems like justice and health.

After you have met with a planner, and have been notified that your NDIS plan has been approved with funding included for support coordination, you will meet with your support coordinator. You can choose your own support coordinator, and you can find a list of support coordinators in your state by going to:

[🌐 ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers](https://www.ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers)

Or, if you like, the NDIA will choose one for you. You will then be contacted by a support coordinator to set up a time to talk about what help you need to put your plan into action. If you are concerned that you have not heard from a support coordinator, phone 1800 800 110 or complete the NDIS online contact form by going to:

[🌐 ndis.gov.au/form/contact-form.html](https://www.ndis.gov.au/form/contact-form.html)

Support coordinators are not employed by the government, they are provided by a range of organisations. Some support coordinators are employed by disability service providers and some are independent people working by themselves.

How might people in these roles be able to help you at each stage of your NDIS journey?

1. Helping you to understand the NDIS

Local area coordinators - this could include one-on-one conversations with a local area coordinator about NDIS features and eligibility, or community information sessions about the NDIS held in your local area.

2. Linking you with the NDIS

If you are already receiving disability support funding:

Local area coordinators may be able to help you provide the information that you need in order to move over to the NDIS.

If you are not currently receiving disability support funding:

Local area coordinators - if you are unsure whether you are eligible or how to apply for the NDIS, your local area coordinator might be able to provide you with this information.

Planners - after it is confirmed that you are eligible for the NDIS, you will be allocated a planner who will help you consider your goals and develop a plan that meets your needs. Your planner will contact you to arrange a time and a place to meet.

3. Planning your support needs

Local area coordinators - once you have gained access to the NDIS, one of your local area coordinators may talk to you about your goals and the types of support and community involvement you might like to have in place before you meet with a planner. Local area coordinators are most likely to be able to help at this stage if your support needs are fairly straightforward.

Planner - your first contact with a planner is likely to be after you have applied for access to the NDIS and you know that you are eligible to proceed with developing your own support plan. The information gathered will help to develop a plan that meets your needs based on your identified goals. You can have as many meetings with your planner as you feel you need, and you can choose to have family members, carers or any other support people attend these meetings.

4. Starting your plan

Local area coordinators - once your plan has been approved, local area coordinators may help you find and start receiving the support that is detailed in your plan. This could include helping you choose the best way to manage your plan, or helping you set up your MyGov and NDIA portal account and showing you how to set up a service booking. Local area coordinators are especially helpful if your support needs are reasonably simple and uncomplicated. If you are working closely with a local area coordinator at this stage, you are unlikely to be also working closely with a funded support coordinator.

Support coordinators - after you have met with a planner and had your NDIS plan approved, you may work with a support coordinator to determine how your funds could be spent and how to connect with the right people and organisations to provide the supports listed in your plan. You might receive specific funding in your plan to work with a support coordinator to navigate the NDIS funding and choose your support providers. It is unlikely that you will be working with a support coordinator if you are accessing similar support from your local area coordinator.

5. Changing your plan

Local area coordinators - your local area coordinator may be able to help you if you need to make changes to your plan before your review date.

Support coordinators - if you have support coordination funding in your plan, your support coordinator can help you request changes to your plan if your circumstances change.

6. Reviewing your plan

After a period of time, typically around 12 months, you'll need to begin thinking about how well your plan has helped you to achieve your goals and whether there are any changes that might be useful to put into place.

Local area coordinators - before you start your plan review, local area coordinators might help you explore your options to get involved in your local community through activities such as sport clubs, libraries, charities or other special interest groups. Local area coordinators might help you think about your short and long-term goals and how well you think these activities might help you achieve these goals. In some cases, the local area coordinator might also conduct the plan review.

Support coordinators - may assist you to prepare for your planning meeting by discussing with you how well you think your plan has worked since it was put into place. Support coordinators may help you examine your support options for the future and whether any changes to your current plan would be useful.

Planner - as they did with setting up your first NDIS plan, a planner will contact you to set up a time to meet and conduct your plan review. In the plan review, the planner will go through each part of your current NDIS plan with your goals in mind, and discuss revised goals and support needs for the next period.



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We value your feedback about this resource – please contact the Summer Foundation at info@summerfoundation.org.au, or 1300 626 560.

Connect with us: