



SUPPORT COORDINATORS

Who are they and how can they support me?

MAY 2018

This fact sheet is for people aged under 65 years, who are current NDIS participants.

This means that you have either:

- Submitted an application to the NDIS, which has been approved, or
- Moved to the NDIS from the previous state or Commonwealth funded disability system

To find out about eligibility and how to access the NDIS, go to:

ndis.gov.au/people-disability/access-requirements.html

What is a support coordinator?

A support coordinator is someone paid by the NDIS to help you understand and implement your plan.

What can a support coordinator help me with?

A support coordinator can help you to:

- Identify the supports that are available to you in your plan
- Set up your access to the NDIS participant portal
- Source service providers that meet your needs
- Obtain quotes for services, consumables or equipment
- Develop service agreements with the service providers

- Explore your options for housing, such as access to specialised disability accommodation or complex home modifications
- Resolve conflicts with service providers if there's a problem
- Understand and manage your plan budget
- Monitor plan outcomes and progress towards your goals
- Prepare for a plan review

How do I know if I need a support coordinator?

Not everyone in the NDIS needs a support coordinator. You might decide that you'd like to have a support coordinator if one or more of these statements apply to you:

- I don't enjoy spending time looking for service providers that meet my needs
- I think I might like to have some help with managing my supports before I try to do it myself
- Getting quotes for disability services or pieces of equipment is too time consuming for me
- I am not confident choosing a person or an organisation to provide a service that I have not used before
- Managing several different service providers gets complicated and overwhelming for me
- Sometimes I can lose track of all my appointments
- I like having someone to ask about whether I have enough money in my budget for something I need
- I don't know how to put together a service agreement
- I would love to explore my options for somewhere to live, but wouldn't know where to start
- I have trouble speaking up if I am not happy with a service or a product that I have received

If you want a support coordinator, you will need to mention it when you first meet with your NDIS planner. You might like to use the statements listed above to show the planner that you'd benefit from working with a support coordinator.

Can I choose my own support coordinator?

Yes, you can choose any person or organisation that is a registered NDIS support coordinator.

You can find a list of support coordinators here:

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

How do I choose a support coordinator?

Before you meet with your NDIS planner, think about who you might want to work with.

Here are a few tips for how to choose someone:

- Think about people and organisations that you have had contact with before.
- Who did you have good experiences with? Who had good specialist knowledge about disability supports in your community?
- Ask around – go to workshops and information sessions, or look at online forums to find someone you would like to work with. Ask other NDIS participants if they can recommend a support coordinator. Keep in mind that the best support coordinator for others might not be the best one for you – but a recommendation might give you a good place to start. Ask what makes this person great. How do they manage conflict? How well do they find new and creative solutions to any road blocks that might come up?
- Contact a support coordinator in your area and ask for a quick chat. Be honest – tell them you are looking for a support coordinator that you feel comfortable to work with, and you'd like to get to know them first. You might like to see in the early stages, if the support coordinator seems to listen to you and understand your needs.

What if I want a support coordinator but haven't chosen one yet?

If you don't tell your NDIS planner who you would like as your support coordinator for your NDIS plan, the NDIS will choose someone for you. Don't worry – you can change your support coordinator at a later time if you decide that the person allocated to you doesn't meet your needs. The most important thing is to make sure your planner knows at your first meeting that having a support coordinator would be valuable to you and help you achieve your goals.

For more information about support coordinators, go to: [🌐 ndis.gov.au/medias/documents/hd2/h8c/8803280977950/Fact-sheet-Support-coordination.pdf](https://www.ndis.gov.au/medias/documents/hd2/h8c/8803280977950/Fact-sheet-Support-coordination.pdf)

For information on how a support coordinator can help you find somewhere to live, go to:

[🌐 summerfoundation.org.au/looking-for-somewhere-to-live](https://www.summerfoundation.org.au/looking-for-somewhere-to-live)



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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.

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