

ESSENTIALS

SUPPORT COORDINATION 101



COMMUNITY 3SIX5

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FORWARD

By understanding how the NDIS works and what services are available, individuals and families can access the support they need to achieve their goals and live their best lives. Your NDIS essentials PDF book serves as an important resource in this regard, providing valuable information and insights that can help readers navigate the complexities of the NDIS and make informed decisions about their care and support needs.



TYPES OF SUPPORT COORDINATION

There are three main types of Support Coordination under NDIS:

1. Support Connection: This is the most basic level of support coordination, and it aims to help you connect with various service providers and community resources that can support you in achieving your goals.

2. Coordination of Supports: This type of support coordination involves more active involvement from your coordinator, who will work closely with you to identify your needs and goals, and then coordinate the delivery of services and supports to help you achieve those goals.

3. Specialist Support Coordination: This is the highest level of support coordination, and it is reserved for individuals with complex needs or significant barriers to accessing services and supports. Specialist support coordinators have advanced skills and knowledge, and they work closely with you and other service providers to develop a detailed plan of supports that meet your specific needs and goals. They also help to monitor and adjust these plans over time, as needed.

SUPPORT COORDINATORS ROLE

The role of a support coordinator is to help individuals with disability to achieve their goals and live a more fulfilling life. Support coordinators work closely with their clients to determine their needs and goals, and then they help to coordinate the delivery of services and supports that will enable them to achieve those goals.

Support coordinators can help their clients to access a wide range of services and supports, including healthcare, education, housing, employment, and social services. They also provide guidance and advice on navigating the NDIS system, accessing funding, and managing service providers.

In addition to coordinating services and supports, support coordinators also play an important role in advocating for their clients' rights and interests. They work to ensure

that their clients receive the services and supports that they are entitled to under the NDIS, and they help to resolve any disputes or issues that arise along the way.

Overall, the role of a support coordinator is to be a trusted advisor and advocate, helping individuals to navigate the complex world of disability services and supports, and empowering them to achieve their goals and live a more fulfilling life.

SUPPORT COORDINATORS IN THE NDIS SCHEME

A support coordinator is an important part of the NDIS landscape, as they play a crucial role in helping people with disabilities to navigate the complex system of supports and services that are available.

Support coordinators work closely with their clients to determine their needs and goals, and they help to coordinate the delivery of services and supports that will enable them to achieve those goals. They also provide guidance and advice on navigating the NDIS system, accessing funding, and managing service providers.

In addition to coordinating services and supports, support coordinators also play an important role in advocating for their clients' rights and interests. They work to ensure that their clients receive the services and supports that they are entitled to under the NDIS, and they help to resolve any disputes or issues that arise along the way.

Overall, support coordinators are an essential part of the NDIS landscape, as they provide valuable support and assistance to individuals with disabilities, helping them to navigate the system and access the services and supports they need to live a more fulfilling life.

DOES EVERYONE RECEIVE SUPPORT COORDINATION IN THEIR PLAN

Support coordination is a service that is available to NDIS participants who have been deemed eligible for the support. This service is typically included in a participant's NDIS plan if they require assistance in coordinating and managing their supports and services.

Support coordination may be included in a participant's plan if they have complex needs that require multiple supports and services, if they are transitioning to the NDIS from another system, or if they require assistance with resolving issues or disputes regarding their supports and services.

However, it is important to note that not all participants will receive support coordination in their plan, as this service is determined on a case-by-case basis. The decision to include support coordination in a participant's plan is based on their individual needs and circumstances, as well as their goals and objectives for accessing NDIS supports and services.

SUPPORT COORDINATION V ADVOCACY & CASE MANAGEMENT

Support coordination, case management, and advocacy are all important services that play different roles in assisting NDIS participants.

Support coordination involves helping participants to access services and supports, manage their plan, navigate the NDIS system, and achieve their goals. Support coordinators work closely with participants to develop a plan, identify their needs and aspirations, and connect them to the right services and supports.

Case management is a more intensive service that involves ongoing support and coordination for participants who require additional assistance. Case managers work with participants to develop a comprehensive plan, monitor progress, coordinate services, and ensure that the participant's goals and needs are being met.

Advocacy, on the other hand, involves supporting participants to navigate the system, assert their rights, and advocate for their needs and interests. Advocates may provide information, advice, and support to help participants resolve issues or disputes with service providers or the NDIS.

In summary, while support coordination and case management focus on coordinating services and supports, advocacy is more about advocating for the rights and interests of the participant. All three services are important and can be delivered by the same provider or by different providers depending on the needs of the participant.

KEY TERMS

As a support coordinator, there are a range of terms and concepts that you will need to be familiar with to effectively assist NDIS participants with coordinating and managing their supports and services.

Some key support coordinator terms include:

- 1. Capacity-building:** This refers to activities and strategies that aim to build a participant's ability to live independently, achieve their goals and participate in their community.
- 2. Service agreements:** These are written agreements between the participant and their service providers that outline the scope and nature of the services being provided, as well as details such as costs, payment arrangements, and responsibilities.
- 3. Plan management:** This refers to the process of managing the funds allocated to a participant by the NDIS, including paying invoices, monitoring spending, and providing financial reports.
- 4. Supports coordination:** This is the service provided by support coordinators, which involves assisting participants to navigate the NDIS system, access services and supports, and manage their plan.
- 5. Goal setting:** This involves working with the participant to identify their goals, aspirations and needs, and developing a plan to help them achieve those goals.
- 6. Review and reporting:** Support coordinators are responsible for regularly reviewing and reporting on the progress of the participant's plan, including assessing the effectiveness of services and supports, and adjusting the plan as needed.
- 7. Advocacy:** Support coordinators may also provide advocacy support to participants, helping them to navigate the system and resolve any issues or disputes with service providers or the NDIS.

Overall, being familiar with these and other key support coordinator terms is essential for delivering effective and meaningful support to NDIS participants.

REGISTERING A BUSINESS

Setting up a NDIS business can be a complex process, but it is important to follow the necessary steps to ensure that your business is legally compliant and able to provide quality services to clients. Here are some steps to consider when setting up an NDIS business:

- 1. Do your research:** Before diving into setting up an NDIS business, it is important to do your research to understand the requirements and regulations involved. This includes the NDIS Quality and Safeguards Commission (NDIS Commission), which is responsible for regulating NDIS providers and ensuring that they meet certain standards.
- 2. Choose your business structure:** Decide on the structure of your business, whether it be a sole trader, partnership, company or trust. This will depend on your individual circumstances and goals.
- 3. Develop a business plan:** Create a comprehensive business plan that outlines your goals, target market, services, pricing, marketing strategies, and financial projections. This will help you to stay focused and outline the steps required to achieve success.
- 4. Register with the NDIS Commission:** Register your business with the NDIS Commission to become a registered provider. This involves completing an application form, providing evidence of compliance with the NDIS Practice Standards, and undergoing an audit.
- 5. Obtain insurance:** Ensure that you have appropriate insurance coverage for your business, including public liability and professional indemnity insurance.
- 6. Recruit staff:** If necessary, recruit staff that have the required qualifications and experience to provide NDIS services. Ensure that they have undergone the necessary checks, such as police checks and working with children checks.

7. Implement quality and safety systems: Implement quality and safety systems to meet the NDIS Practice Standards, which include policies and procedures for things like risk management, incident reporting, and complaints management.

8. Market your business: Develop a marketing plan to promote your business and attract new clients. This may involve creating a website, social media pages, and advertising through various channels.

By following these steps and seeking professional advice where necessary, you can set up a NDIS business that is compliant with regulations and provides quality services to clients.

ACKNOWLEDGEMENT

First and foremost, I would like to express my sincere gratitude to the participants who generously shared their time and insights with me throughout the course of this project. Your experiences and perspectives have been invaluable in shaping this book and I am humbled by your willingness to contribute to the betterment of the support coordination field.

I am deeply appreciative of my colleagues who provided feedback, brainstorming sessions, and editorial assistance throughout the writing process. Your support and encouragement was essential in keeping me motivated and focused on the goal of creating a resource that would benefit the entire support coordination community.

Finally, I would like to recognize the mentorship and guidance provided by far too many to list. Their wisdom, experience, and generosity have been instrumental in shaping my professional development and this book is a testament to their ongoing impact on my career.

Thank you all for your contributions to this project and to the support coordination field. I hope this book will serve as a valuable resource and catalyst for continued growth and collaboration.

For more information and supports please call Community 3SIX5 on 0433817373 or contact us through our website at www.community3six5.com.au

We currently service the Gold Coast and SE Queensland regions.