

# Fact Sheet: your guide to Support Coordination



Integra offers support coordination to NDIS participants. We help you understand your plan, activate it, and find service providers and products best able to meet your individual needs.

## What is Support Coordination?

Support coordination is designed to help participants make the most of their NDIS funds. It begins once a plan has been approved. Participants work with a support coordinator to determine how to spend their funds to get the most value and which providers are best to connect with. There are a couple of levels of support coordination that may be funded in your plan:

### Support Coordination - Coordination of supports:

This medium level of support will assist you to build the skills you need to understand, implement, and use your plan.

**Specialist support coordination:** This is a higher level of support coordination. It is time limited and for people whose situations are more complex and who need specialist support. This is rarely funded, only in exceptional circumstances.

## What does a Support Coordinator do?

The role of a Support Coordinator is to work with you to ensure a mix of supports are used to increase your capacity to maintain relationships, manage your service delivery tasks, live more independently and be included in the community.

A support coordinator will:

- help you to understand and implement the funded supports in your plan
- link you to providers, as well as community and government services you could use
- assist you to negotiate with providers about the supports and services they will offer, how much it will cost, and resolve points of conflict
- negotiate and develop service agreements between you and your providers

- assist you to maximise your plan by ensuring that you are getting the most out of your funded supports in line with your needs and preferences
- assist you to build your ability to exercise choice and control
- build your capacity to act independently so you are empowered to coordinate your own supports and participate in your community
- be there for you in times of crisis
- assist you in planning and preparing for your plan review.

A support coordinator is not an advocate or representative and does not provide case management services.

## How do I get Support Coordination?

Support coordination is a reasonable and necessary funded support. Not everyone will get support coordination included in their plan, so you'll need to let your planner or Local Area Coordinator (LAC) know the reasons why you need it.

## Why choose Integra?

Integra is an NDIS registered, independent service provider – which means we are here to provide you with expert, unbiased support that works to achieve your goals.

When you choose Integra, you'll benefit from a friendly and supportive team of people with extensive experience in Australian disability services.

Our team are based in various locations across Australia and can visit you at home or at a place convenient to you.



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