

What is a Support Coordinator?

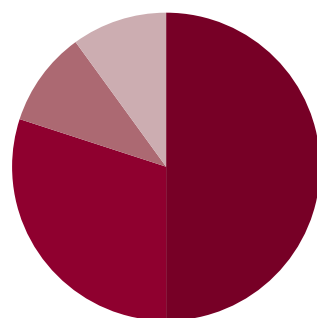


A Support Coordination budget is allocated by the NDIS to assist you with implementing your plan. The allocated budget varies between plans, depending on your individual circumstances. Please refer to your plan for further information.

If you have Support Coordination in your plan, you can choose the provider you would like to use. You will need to let the NDIA know who this is. A worker (called a Support Coordinator) will be allocated by your chosen service provider to help organise/contact potential providers in line with your NDIS goals/plan. You or your Support Coordination provider (at your request) will then enter a service booking for the full amount of your allocated budget in the MyPlace website.

How does Access Recreation Support Co-ordination use my Support Co-ordination hours?

How your Support Co-ordination Hours are used (*approx*)



- Plan Implementation
- Changing Providers/ resolving issues
- 6 month review
- 12 month review

Implementing Your Plan

We schedule an initial meeting to discuss your NDIS plan and goals; and complete paperwork/forms to get a complete picture of the types of services you require. We teach you to use the MyPlace Participant Portal (if needed), and work with you to identify mainstream services, community services, allied health providers and NDIS providers. We will contact potential services; negotiate prices and meet with you so that you can decide what services you would like to use. This usually occurs within 4 weeks of your initial meeting

Changing providers/Resolving issues

From time to time, participants may want to change support providers, or they may achieve some goals and need a different focus on others. To support you throughout your plan, we keep hours aside so we can assist you with this process

Completing a 6-month review

Some of your hours are used to complete your 6 month review and assist to change/find new service providers. We also assist you to identify any assessments/reports that you will need in preparation for your 12-month NDIA review.

Preparing for your 12-monthly NDIA review

Some hours are used to assist you to prepare for your NDIA review meeting, to ensure you are feeling confident to meet with your NDIA planner.

Access Recreation Support Coordination

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Support Coordination Frequently Asked Questions



1. Will my Support Coordinator book and organise services for me?

Support Coordination is a Capacity Building support, and part of our role is to ensure that you learn the skills to be able to do this yourself. We can complete research, make enquiries on your behalf, negotiate service agreements and ensure your supports are organised inline with your NDIS budgets. When it comes to engaging service providers, we can support you to speak to services to negotiate days/times that suit you.

2. I am not happy with my current NDIS plan - Can my Support Coordinator put in an application for Review for me?

The NDIA have stated that all requests to review decisions/plans need to come from participants. We can help you gather information, and will assist you to contact NDIA. Our main focus needs to be implementing your current plan so that there are services supporting you initially while the review takes place. Please be aware that any time spent gathering information for a review will be charged to your plan, which means there may be less money to support you to implement your plan.

3. Can my Support Coordinator take me places/provide individual support whilst services are being organised?

The NDIA do not allow Support Coordinators to provide individual support to participants, or support them to attend appointments. If you need services organised quickly please let your Support Coordinator know so that we can work in a timeframe that is appropriate for your individual circumstances.

4. If I choose Access Recreation to provide my Support Coordination Services, does that mean I can't purchase other services from you?

Access Recreation offers a range of different services, including Support Coordination services, individual support, supported accommodation and group programs. To ensure there is no conflict of interest, when our Support Coordinators look for quotes for services on your behalf we will always source quotes from other services, in addition to our own. It is then your decision if you would like to choose our service or go with another provider. Your decision will not affect your Support Coordination services at all, as they operate independently from each other, so you don't need to be worried about any repercussions.

5. What activities do Support Co-ordinators perform that are billable to my NDIS plan?

Billable hours represent work hours that are chargeable to the NDIS participant's plan when the Support Co-ordinator is performing tasks directly related to the implementation of the participant's plan. Tasks will include meeting with the participant and their nominee/family, contact with service providers, review of service agreements, monitoring budgets etc. Generally one Support Co-ordinator will meet with the participant, however, if it has been determined that there may be a risk to the Support Co-ordinator's health and safety, two Support Co-ordinators will meet with the participant and be billed accordingly.

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