



# How Support Coordination Works

A Plain-English Guide for NDIS Participants & Families — Queensland

Support Coordination is a funded NDIS support designed to help participants understand, implement, and get the most out of their NDIS plan. If you have Support Coordination funding in your plan (listed under Capacity Building), this guide explains what it means, what your coordinator does, and what to expect from your working relationship.

## 1. What Support Coordination Does

### Understanding Your Plan

- Explains what each funding category (Core, Capital, Capacity Building) can and cannot be used for.
- Identifies which supports are funded and helps you understand your total budget.
- Clarifies NDIS rules, service agreements, and participant rights in plain language.

### Connecting You with Services

- Researches and recommends providers that match your goals, location, and cultural needs.
- Assists with setting up and reviewing Service Agreements with each provider.
- Helps you build a network of informal, community, and formal supports.

### Building Your Capacity Over Time

- Works toward helping you (or your family) manage supports more independently over time.
- Provides coaching and guidance on how to navigate the NDIS system with confidence.
- Develops crisis or contingency plans to reduce disruptions if a provider becomes unavailable.

**Tip:** Support Coordination is different from Plan Management. Your plan manager handles the financial side — paying invoices and managing budgets. Your support coordinator handles the practical side — finding, connecting, and coordinating the right services.

## 2. The Two Levels of Support Coordination

<b>Support Coordination (Standard)</b>	Funded under Capacity Building. Helps participants implement their plan, resolve service gaps, and build skills to self-direct support over time. Most common level.
<b>Specialist Support Coordination</b>	A higher intensity level for participants with complex needs, multiple providers, or significant risk factors. Delivered by a qualified specialist. Funded under Capacity Building.

Both levels are time-limited within a plan — your coordinator will track how hours are being used and advise you if the budget needs to be reviewed at your next plan review.

## 3. How Goals Are Tracked

Your NDIS goals are the foundation of everything your support coordinator does. Goals are not just bureaucratic language — they are the agreed outcomes that guide how your funding is used and what progress looks like.

- Your coordinator will work with you to **translate your stated goals** into practical weekly and monthly actions.
- Progress is tracked in **plain, clear language** — not clinical jargon.
- Your coordinator will regularly check in to ask: *Is this working? Is anything changing? Do your supports still fit?*
- When your needs change, your coordinator will adjust your supports promptly and document the changes.
- All progress notes are kept confidential and available to you on request.

## 4. What Meetings Look Like

Check-ins with your support coordinator are designed to be efficient and low-stress:

<b>Format</b>	Phone, video call, or in-person — your choice based on what works best for you.
<b>Frequency</b>	Typically fortnightly or monthly depending on your plan complexity and needs.
<b>Duration</b>	Usually 30–60 minutes. More intensive during plan setup or transitions.
<b>Agenda</b>	What's working, what's not, upcoming needs, any provider concerns, budget tracking.
<b>Documentation</b>	Your coordinator provides written notes and updates after significant meetings.



## 5. Preparing for Your Plan Review

Your support coordinator plays a critical role in helping you prepare for your NDIS plan review — the scheduled reassessment of your funding and goals. A well-prepared review increases the likelihood of an outcome that accurately reflects your needs.

- Your coordinator will help you **document functional changes** — improvements, regressions, or new needs.
- Together you will review whether your current supports have met your goals, and which goals remain in progress.
- Your coordinator can attend the review meeting with you or prepare a **written support evidence report** for the NDIS.
- Requests for increased funding must be supported by evidence — therapy reports, coordinator notes, and carer input all count.

**Tip:** Start preparing for your plan review at least 6–8 weeks before the scheduled date. The earlier you begin gathering evidence and documenting your needs, the stronger your case for the right level of funding.

### Have questions about your Support Coordination?

Call Havenridge Care on **0447 854 645** or visit [havenridgecare.com.au](http://havenridgecare.com.au). We are here to make the NDIS work for you — not the other way around.