

Support Coordination

Level 2: Support Coordination



Support Coordination is assistance to strengthen your ability to connect and coordinate informal, mainstream and funded supports in a complex service delivery environment. This includes resolving points of crisis, developing capacity and resilience in your network and coordinating supports from a range of sources.

Your support coordinator can help you to:

- Get your plan started and link to services
- Identify support options (funded, mainstream and informal)
- Investigate options
- Understanding how your funding can be used
- Manage how you use the funding in your plan
- Reach decisions about services
- Set up service agreements with providers
- Start your services and make sure things are going well
- Address barriers to engaging with services or using your plan
- Resolve service delivery issues
- Actively manage and adjust your supports due to your changing needs
- Manage multiple/complex supports from a range of services which intersect with mainstream services
- Crisis resolution and developing resilience
- Monitor money spent and report outcomes for you/NDIA
- Prepare for your review