

Support Coordination

Level 3: Specialist Support Coordination



Specialist Support Coordination is support coordination within a specialist framework necessitated by specific high level risks in your situation. The support is time limited and focuses on addressing barriers and reducing complexity in the support environment, while assisting you to connect with supports and build capacity and resilience.

Your support coordinator can help you to:

- Address barriers to engaging with services or using your plan
- Get your plan started and link to services
- Identify support options (funded, mainstream and informal)
- Investigate options
- Understand 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
- 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
- Resolve crisis and build resilience
- Monitor money spent and report outcomes for you/NDIA
- Prepare for your review