

POLICY NUMBER: NDIS SER DEL 1

INTENT

To define the role of a funded Coordinator of Supports under the NDIS framework.

DEFINITION

Coordination of Supports: *assistance to strengthen Participant's abilities to connect to and coordinate informal, mainstream and funded supports in a complex service delivery environment. This includes resolving points of crisis, developing capacity and resilience in a Participant's network and coordinating supports from a range of services.*

Support Coordinator: *the person facilitating the Coordination of Supports.*

POLICY STATEMENTS

- It is the NDIA preference that the Coordinator of Supports is not the same service that delivers any other funded supports in a Participant's plan; however, this condition may be waived in certain circumstances.
- Real Living Options Association Inc. provides Coordination of Supports, as well as other supports to Participants.
- Participants are informed of other services available to provide necessary supports, together with the supports offered by Real Living Options Association Inc. to allow our Participants and families to exercise their choice and control in the supports received. Any potential conflict of interest must be managed by Real Living Options Association Inc. and will be monitored by the NDIA.
- The primary role of a funded Coordinator of Supports is to:
 - Support the implementation of all supports in the plan, including informal, mainstream and community, as well as funded supports.
 - Coordinate assessments, reports and service proposals.
 - Capture any required data for the NDIA.
 - Identify strategies and solutions for managing risks such as aging carer, sustaining informal supports, sustainability of housing.
 - Identify and seek relevant assessments and associated services for participants with risk behaviours and behaviours of concern.

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- Support the Participant and/or Representative/Nominee through identifying and selecting providers, monitoring plan outcomes and plan expenditure.
- Strengthen and enhance the Participant's abilities to self-direct their own supports and participate in the community.
- Ensure as far as practicable mainstream services meet their obligations (i.e. housing, education, justice, health).
- Provide the NDIA with reports on outcomes and success indicators within the agreed reporting frequency.
- Funded Coordination of Supports is not:
 - Paid advocacy.
 - Rostering and administration of individual supports.
 - Plan Management.

PROCEDURES

To assist Participants in achieving their goals, the Support Coordinator will:

- Assess several providers, including mainstream, community, and informal options available and provide information to the Participant.
- Arrange assessments (if required) to determine the nature and type of funding necessary (e.g. the type of complex home modifications required).
- Monitor the budget for each support type and advise the Participant and/or their Representative/Nominee of any over or under spend of funds.
- The Support Coordinator will submit regular progress reports to the NDIA in the format required.

DELEGATIONS

General Manager

- Oversee the role of Coordination of Supports and ensure as far as practicable, timely reporting to the NDIA.

Delegated Coordinator of Supports / Support Coordinator

- Establish the requirements for each individual request for Support Coordination.
- Meet with the Participant and/or Representative Nominee and establish an Individual Plan in line with their support requirements under their NDIS funded supports.

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- Liaise and communicate with the Participant and/or Representative Nominee as defined in their Individual Plan for Support Coordination.
- Assist the Participant and/or Representative Nominee to understand their plan and budget for funded supports.
- Liaise and communicate with other Service Providers in line with the Participants Individual Plan for Support.
- Assist a Participant and/or Representative Nominee to prepare for a Plan Review.
- Maintain case notes of Support Coordination delivered.
- Prepare a report for billing hours spent on each Participant's Coordination of Supports.

Finance Officer

- Make a Service Booking for Support Coordination on the NDIA Portal.
- Invoice for any Coordination of Supports delivered and ensure correct payment.

RELATED DOCUMENTATION

Support Coordination Request for Service.

REFERENCES

NDIA Terms of Business.

Support Coordination Information to Providers March 2017.

AMENDMENTS/REVIEWS

Amended 30/04/2020.

Amended 02/03/2023.

Amended 21/05/2026.

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