

Leap in! ebook series



How to choose  
the right Support  
Coordinator?

Understanding  
the different roles  
in the NDIS.

**Navigating the NDIS with**

**Support Coordination.**

**Leap in!**



## Navigating the NDIS with

# Support Coordination.

## Contents.

<b>Introduction.</b>	<b>3</b>
<b>1. What is Support Coordination?</b>	<b>4</b>
What is the role of a Support Coordinator?	5
How does a Support Coordinator help you make the most of your supports.	5
<b>2. How is Support Coordination funded?</b>	<b>8</b>
<b>3. How to choose the right Support Coordinator?</b>	<b>10</b>
<b>4. Understanding the different roles in the NDIS.</b>	<b>11</b>
Common myths about Support Coordination.	12
Ready to find out more?	12
<b>5. About Leap in!</b>	<b>13</b>

Copyright © 2025 Leap in! Australia. All rights reserved.

First edition: March 2025.

This information is provided by Leap in! and is for general information purposes only.

All information, reference material and links are correct at the time of publication. All reasonable endeavours are made to ensure it remains current.

The most recent version can be found at [leapin.com.au](https://leapin.com.au).

## Introduction.

**With more than 680,000 Australians receiving support through the NDIS, there's so much to explore and learn about making the most of your NDIS plan and its funding. Here at Leap in!, many of our Members find that they can get even more out of their funding with the right guidance.**

And, that's where Support Coordinators make a real difference – guiding you to understand your NDIS Plan, connecting you with services, and helping you achieve your goals in a way that suits you.

This ebook explains what Support Coordination is, how it works, and how you can find the right Support Coordinator for you. It's full of helpful information about the role Support Coordinators play in your life and how to have a successful and fulfilling relationship that supports your choice and control. We've consulted with our community and our own team members with lived experience to bring you information that's relevant and practical.

\*NDIS statistics as of 30 September 2024.



If you're just getting started with the NDIS and haven't yet applied to get access to the scheme, we recommend starting with another ebook in our series, [\*\*Accessing the NDIS: A guide to eligibility and how to apply.\*\*](#)



Did you know that Leap in! offers Support Coordination? Would you like to find out more about the service?

Call us on **1300 11 78 78** (AEST) or email [\*\*supportcrew@leapin.com.au\*\*](mailto:supportcrew@leapin.com.au). We'd love to discuss how we can work together to help you get the most from your NDIS Plan.



# 01

## What is Support Coordination?

**Support Coordination is a type of NDIS-funded support that helps you understand and use your NDIS Plan. It's part of the *Capacity Building* budget category, which means it aims to build your skills and confidence so you can manage your supports more independently in the future.**

Depending on your needs, goals, and personal situation, you may receive funding for one of three levels of Support Coordination:



### **Support Connection (Level 1)**

- Helps you understand and start using your plan.



### **Coordination of Supports (Level 2)**

- Assists with organising and linking multiple services so you can achieve your goals.



### **Specialist Support Coordination (Level 3)**

- Provides higher-level support for people with more complex needs, helping remove barriers and reduce risks.

## What is the role of a Support Coordinator?

Support Coordinators (SCs) guide you through the NDIS, helping you understand your plan and make informed decisions about the supports you need. They're there to simplify the process, address any challenges along the way, and build your confidence in managing your own services. Ultimately, an SC empowers you to stay in control and reach your goals.

SCs can assist you to:

- Understand your NDIS Plan
- Make the most of your funding
- Access community and mainstream services
- Build your independence
- Involve family, friends, and carers
- Connect with providers
- Help you decide how and when to access supports.



## How does a Support Coordinator help me?



### Understand your NDIS Plan.

SCs understand NDIS budgets, how they can be used, and how to plan the use of your supports in a way that suits you. Your SC will work with you to help you understand your NDIS plan, including:

- Your support budgets and the kinds of things you can use your funding for
- How your funding is managed (plan managed, self managed or NDIA managed)
- What other requirements need to be met to access these supports such as quotes or assessments, what can or cannot be claimed and how much can be claimed
- Help you connect your goals and your NDIS Plan, track progress towards your goals and make adjustments along the way.



*"Initially, John was struggling to fully understand his NDIS Plan. Despite having access to various services, he was unsure about how to navigate the options available to him.*

*I have been working closely with him to help him gain clarity and confidence in managing his plan. I guide him through each step, ensuring he's aware of all the supports available and how to use them effectively. I help him understand how to use his NDIS funding in ways that best support his goals."*

– **Sandy, Leap in! Support Coordinator.**



## Connect with providers.

An SC is well connected, which means they can help you find local providers, services and supports that work together to help you achieve your goals. They can also connect you with non-NDIS supports such as community groups or mainstream supports. The mix of services and supports that you use should be based on your circumstances, needs and preferences.

You can work together to:

- Decide how you would like your supports and services to be delivered
- Set up a schedule of services that matches your goals and needs, suits how you want to use your plan and fits within your NDIS funding
- Find the right providers for you
- Try different providers and new supports to see if they suit you.

When setting up your supports, you can get help from your SC to:

- Set up service agreements and service bookings, which reflect the supports you need
- Understand what providers can and cannot charge (including travel and cancellation policies)
- Find any problems that might stop you from using your plan and how these can be fixed.

SCs know a lot about the NDIS. They can also help you understand:

- The difference between NDIS registered providers and unregistered providers and the different times you can use them
- Ensuring your chosen providers meet all NDIS Commission standards for quality and safety
- Any quotes, assessments or if you need to follow any processes.

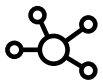


## What is a Service Agreement?

When you engage a provider it might be necessary to establish a 'Service Agreement' depending on the service they're delivering. A Service Agreement is a written document that outlines the relationship between you and your provider. It sets clear expectations and ensures you and your provider understand their rights and responsibilities.

A Service Agreement outlines:

- The supports to be provided
- Your rights and responsibilities
- The cost of the supports
- How to resolve any issues.



### Set up (and keep track of) your supports.

Your SC can help you not only find services and supports but also maintain them and track the progress with you.

To maintain your supports, you can get help from your SC to:

- Check how your current supports are working for you
- Create a plan for what to do when something goes wrong, like if a provider cancels or when you are not happy with the service
- Find new providers or change providers to make sure you continue to get the supports you need
- Help you address any concerns with your providers and if serious issues aren't resolved, guide you through your options for making a formal complaint.



### Make the most of your supports.

An NDIS Plan may not always fund all the supports you need. An SC can also help find alternatives to supports funded by the NDIS.

**For example:** Psychology isn't something that is automatically funded by the NDIS. Your SC can help you find a psychologist with a minimum gap fee or a social worker who can offer mental health supports instead.

### Build your skills and independence.

A Support Coordinator's ultimate goal is to help you become more confident in managing your own plan over time. They'll work alongside you to explore different ways you can exercise choice and control, find providers that suit your needs and communicate how you'd like your supports delivered. This might involve learning how to research services, negotiate with providers or schedule appointments on your own.

Your Support Coordinator won't make decisions for you. Instead, they'll provide information so you can make your own decisions. By gradually building your independence, you can feel more confident and empowered to manage your plan and supports in the future.



*"As a Support Coordinator, I feel privileged to have insight from various allied health professionals and practitioners. My role is to think outside the box and use that knowledge alongside the NDIS legislation to find personalised solutions for participants."* – **Christie, Leap in! Support Coordinator.**



## 02

### How is Support Coordination funded?

**If you think you might benefit from working with an SC, the first step is to discuss this with your NDIS partner who can help you get the funding for Support Coordination in your plan (an NDIS partner can be an NDIA Planner, your Local Area Coordinator or Early Childhood Partner).**

As with all NDIS funding, support coordination is only available to participants where the support is considered 'reasonable and necessary', so not everyone will be able to get support coordination in their plan. If you are eligible to receive support coordination, the costs are covered under the *Capacity Building* budget in your NDIS Plan.

Support Coordination will be funded for participants who:

- Are likely to develop the skills and confidence needed to be able to navigate the NDIS independently. This is called capacity building
- Don't have an informal support network that could otherwise provide a similar style of support. If you don't have family, friends or other contacts with the time and knowledge to help you find and connect with service providers, the NDIS might fund a Support Coordinator to provide that support
- Are likely to gain a tangible benefit from having the assistance of an Support Coordinator
- Are new to the NDIS and receiving their first plan or going through a significant life change.





## Here are examples of when you may be eligible for Support Coordination.

### Your disability.

- You have complex needs and/or multiple disabilities
- You have high health needs
- Communication can be challenging.

### Your social situation.

- You have multiple members of your family accessing the NDIS
- You have a limited or no support network
- You don't have any immediate family support.

### Your personal situation.

- You are new to the NDIS and don't know where to start
- You have substantial funding and need help accessing supports
- You are going through a challenging time in your life.

### Your cultural situation.

- English is not your first language
- You experience other cultural barriers.



**Note:** Support Coordination is a 'stated support', meaning it is specifically included in your NDIS Plan, and the budget for it is a fixed amount. Each level of Support Coordination has a different price point, depending on the complexity and expertise required. Because it's funded as part of your plan, you don't pay out of pocket for Support Coordination services.



*"I support Peter, a 48-year-old who had a stroke. Initially, they didn't have any kind of formal support in place, but during our interactions I noticed his passion for making the world a better place by raising awareness about disability in society. Firstly, I organised services for Peter and had regular conversations about the NDIS guidelines, such as choice and control and reasonable and necessary.*

*After a few months, Peter started asking more questions, which I loved providing answers to. We started working together as a good team and he started volunteering to do a few things, such as calling the NDIS or making calls to providers.*

*One day I received an email from him saying he would like to cease SC services as they are feeling confident and can handle things by themselves. I was so happy!"*

– **Priya, Leap in! Support Coordinator.**



# 03

## How to choose the right SC.

**It's always your choice who you work with and your SC is no different. Since this is a one-on-one relationship, it can help to think about what matters most to you, such as how they communicate, respect your preferences, and understand your goals. Some people find it useful to talk to a few SCs first to see who best matches their needs and values.**

### **1. Ask for recommendations.**

Talk to other NDIS participants or your support network for suggestions.

### **2. Research SCs in your area.**

Check service reviews online or even ask in local NDIS facebook groups to help you choose the best SC for you.

### **3. Prepare for meetings.**

Before meeting an SC, think about your needs and questions. This helps you determine whether they are the right fit.

#### **Questions to ask could be:**

- What experience do you have with my disability?
- How can your support help me with my goals?
- Are there extra costs, like travel fees?
- How will you check if the support is helping me?

# 04

## The different roles in the NDIS.

Role	What they do	How they're funded	Typical tasks
<b>Local Area Coordinator</b>	<ul style="list-style-type: none"> <li>• Helps you understand and access the NDIS</li> <li>• Involved in planning, building, implementing and reviewing your NDIS Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• No cost to access</li> <li>• No specific funding is needed in your NDIS plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Talk through your NDIS Plan</li> <li>• Suggest local providers</li> <li>• Provide general NDIS information</li> <li>• Connect you with community supports.</li> </ul>
<b>Support Coordinator</b>	<ul style="list-style-type: none"> <li>• Works with you to coordinate supports</li> <li>• Helps you build skills to manage your plan and confidence in working with service providers.</li> </ul>	<ul style="list-style-type: none"> <li>• Specifically funded in your NDIS Plan in the <i>Capacity Building</i> budget category.</li> </ul>	<ul style="list-style-type: none"> <li>• Arrange and manage services</li> <li>• Resolve provider issues</li> <li>• Build your capacity to arrange your supports</li> <li>• Monitor and adjust supports to meet goals.</li> </ul>
<b>Support Worker</b>	<ul style="list-style-type: none"> <li>• Provides hands-on assistance with daily tasks and activities to help you live more independently.</li> </ul>	<ul style="list-style-type: none"> <li>• Typically funded under the <i>Core</i> supports budget in your NDIS Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Personal care</li> <li>• Meal preparation</li> <li>• Transport assistance</li> <li>• Help with community participation or social outings.</li> </ul>
<b>Plan Manager</b>	<ul style="list-style-type: none"> <li>• Helps you manage the financial side of your plan, including paying invoices, tracking spending and monthly statements and updates.</li> </ul>	<ul style="list-style-type: none"> <li>• Additional funding is added to your NDIS Plan if Plan Management is approved (usually under 'Improved Life Choices').</li> </ul>	<ul style="list-style-type: none"> <li>• Pay provider invoices</li> <li>• Track and manage your budget</li> <li>• Monthly statements of your plan spending</li> <li>• Offer guidance to help you stay on top of your plan spending.</li> </ul>



## Common myths about Support Coordination.

### **Myth 1: Support Coordinators make all the decisions.**

**Truth:** You stay in control and choose what's best for you. SCs offer guidance and support, but your goals and preferences remain the priority.

### **Myth 2: You can only use registered providers for Support Coordination.**

**Truth:** If your plan is Plan Managed or Self Managed, you're free to choose from both registered and unregistered providers.

### **Myth 3: Support Coordination is just case management.**

**Truth:** Support Coordinators help you build skills and confidence so you can manage your plan as independently as possible.

## Ready to find out more?

- **Talk to your LAC or NDIA Planner** if you think Support Coordination would benefit you.
- **Reach out to different SCs** to see who feels like the right fit.
- **Ask questions** about their experience and how they measure progress toward your goals.

If you're looking for help with Support Coordination, call us on **1300 11 78 78** or email [supportcrew@leapin.com.au](mailto:supportcrew@leapin.com.au).

We're here to provide guidance, share knowledge and help make your NDIS journey smoother.



# 05

## About Leap in!

**At Leap in!, we're passionate about helping you get the most from your NDIS Plan.**

**We are Australia's leading NDIS plan manager, and we also offer Support Coordination.**

**Our friendly crew are knowledgeable, professional and many have lived experience with disability. We truly understand the NDIS and the complexities of getting the most out of your NDIS Plan.**

### **Connect with us.**

- Call us: **1300 11 78 78** (AEST)
- Email us: **supportcrew@leapin.com.au**
- Visit our website: **leapin.com.au**
- Chat with us online: Available on our website, Monday to Friday 9am to 5pm (AEST)
- TY voice call: 133 677
- Speak & listen: 1300 555 727
- SMS Relay: 0423 677 767
- If you need an interpreter: call 131 450 and ask them to call Leap in! on 07 3724 0368
- Via post: GPO Box 1744, Brisbane QLD 4001
- Our office hours are 9am to 5pm AEST, Monday to Friday.

# Leap in!

Call 1300 11 78 78

Email [supportcrew@leapin.com.au](mailto:supportcrew@leapin.com.au)

Visit [leapin.com.au](http://leapin.com.au)



The Leap in! Crew acknowledges the traditional owners of the land on which we work and live. We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.



At Leap in! we commit to being a safe and welcoming place for lesbian, gay, bisexual, transgender, queer, intersex, asexual and gender diverse (LGBTQIA+) people to work and to live as their authentic selves, without judgement, without discrimination and free from harassment.



Leap in! is part of Attain Healthtech, dedicated to helping people attain better outcomes.

Leap in! Australia | ABN 92 622 499 898 | NDIS Provider #4050030846