

# COORDINATION OF SUPPORTS & SPECIALIST SUPPORT COORDINATION

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# What will we cover in our session?

All things “Support Coordination”

- The different types of support coordinators
- What do they do?
- Why are they important?
- How can I access them?




# What is a Support Coordinator?

A Support Coordinator or otherwise known as “Coordination of Supports” is a formal support that is funded by the NDIS to facilitate the implementation of supports to increase a participant’s capacity to live more independently.

They are available to all NDIS participants no matter their age or disability.

There are two types of Support Coordinators:  
Standard (Level 2) and Specialist (Level 3).



**WHAT IS THE DIFFERENCE BETWEEN  
COORDINATION OF SUPPORTS (COS) AND  
SPECIALIST SUPPORT COORDINATION (SCOS)?**



# Support Coordination (Level 2)

Support Coordinators (COS) are not required to hold any formal qualifications and may not have specific industry experience.

The role of the Support Coordinator is to put in place a mix of supports that increase a participant's capacity to maintain relationships, manage tasks, live more independently and be included in their community.

# Specialist Support Coordination (Level 3)

Specialist Support Coordinators (SCOS) are highly qualified allied health professionals, with extensive industry experience.

They provide a holistic and expert approach to supporting participants and their families to address persistent and complex barriers.



# What does standard Support Coordination include?

- Support coordination can be delivered through in person meetings, over the phone or video based on how you would like to communicate.
- Walk alongside participants and their family throughout their NDIS journey
- Identify and source service providers
- Oversee referrals, review service agreements and arrange initial engagements
- Interpret NDIS funding to develop budgets, provide ongoing monitoring of plan spending
- Prepare for NDIS review by collating supporting reports and assessments
- Complete COS report at the end of the plan period





**WHAT ARE THE KEY DIFFERENCES BETWEEN A  
(LEVEL 3) SPECIALIST SUPPORT COORDINATOR AND A  
(LEVEL 2) SUPPORT COORDINATOR?**

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- Specialist Support Coordinators take a clinical lead, oversee the support plans and implementation of services across the entire multidisciplinary team.
- Provide a higher level of support focusing on reducing or minimizing complexity in the child or young persons support environment, helping to work through immediate and/or significant barriers.
- Identify, source and engage service providers that have specialist knowledge and skills.
- Address persistent and complex challenges and assist participants to navigate obstacles whilst ensuring a consistent and collaborative approach to the delivery of services.
- Provide ongoing supervision of service appropriateness and suitability.
- Support families and service providers to work collaboratively and alleviate any barriers that may arise.
- Provide a high level of advocacy and education to service providers.
- Initiate regular multidisciplinary meetings with key stakeholders to ensure a comprehensive and holistic person centric framework.
- Reviews documentation, reports and recommendations from providers and provide feedback to ensure wording is NDIS appropriate and recommendations meet funding eligibility.
- Complete NDIS documentation and provide detailed reports.

## What are the benefits of having a coordinator that specialises in working with children?

- Thorough understanding of early intervention and childhood development.
- Work within a family preservation model advocating for children and young people to remain within the family home.
- Specialist experience supporting families through a trauma and grief informed approach.
- Extensive experience working in collaboration with families through a holistic and person centric lens.
- Established and longstanding working relationships with paediatric specialists, clinicians and therapists to support faster access to services.
- Thorough understanding of children specific pathways with key government departments.



# HOW IS SUPPORT DIFFERENT FOR CHILDREN AND YOUNG PEOPLE WITH BATTEN DISEASE?

- You require a coordinator that understands your child's individual needs and complexities and has knowledge surrounding both NDIS and mainstream health systems.
- It is critical that service providers work towards both a capacity building and capacity maintenance approach as your child's needs continue to increase.
- It is vital the multidisciplinary team have a thorough understanding that supports will vary for each child depending on the stage of their Batten's journey and all supports remain person centric.
- Understanding the additional support requirements for the entire family unit are pivotal, ensuring parents and siblings also have access to appropriate supports.
- Educate NDIS representatives on the complexities of Batten Disease and the projection of service provision.
- Advocate on the child's behalf to ensure adequate and appropriate funding is available as the young person's needs increase.





# ACCESSING SUPPORT COORDINATION

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All requests for Support Coordination must be submitted through a change of situation or requested at your next planning meeting with the approval of funding being determined by the NDIA delegate.

If you already have a standard Support Coordinator, they are able to advocate for you to receive specialist support coordination based on the complexity of your child or young persons Batten diagnosis if you are experiencing complex barriers to accessing adequate supports.

You may be allocated both level 2 & level 3 funding within the same plan to work with two separate coordinators or you can choose to use the same coordinator for both levels if your chosen specialist support coordinator agrees to this model of support.

If you don't currently have support coordination in your plan, there are alternate options within the **Capacity Building** that can be utilised to allow you to access temporary supports while awaiting the inclusion of support coordination or if you are requiring immediate support with your plan.



**I NOW HAVE MY FUNDING  
HOW CAN I FIND A COS OR SCOS?**

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## Where can you find a Support Coordinator?

- You are able to choose both registered and unregistered support coordination providers.
- Many recommendations for support coordination come from word of mouth, this could include participants, families, school, allied health professionals or other services providers.
- You can search for registered support coordination providers near you using the Provider Finder tool on the NDIS website.
- Search providers with the registration group 'Assistance in coordinating or managing life stages / transitions and supports' for providers who are registered to deliver Level 2 Coordination of Supports or Level 3 Specialist Support Coordination.

## Changing your Support Coordinator

- You can change Support Coordinators at any time.
- If you would like to change your support coordinator, you should discuss this with your current support coordinator before changing. You will need to follow the process in your service agreement.
- Your support coordinator should help you find a new provider if you have not identified a new provider already.
- If your COS is NDIS managed before you receive support coordination services from your new provider, you may need to update and end your service booking with your current support coordinator. Your current support coordinator can help you to do this. This is not required if your funding is Plan or self-managed.



# What are the differences between registered and non registered providers?

## Registered Providers

- A registered NDIS provider is a person or organisation that is registered with the NDIS Commission.
- Must comply with the NDIS code of conduct.
- Undergo annual auditing for compliance.
- Can support participants no matter how their funding is managed as long as they are registered for that support category.
- Have the ability to claim their invoices directly through the NDIS.

## Non Registered Providers

- Some providers, especially smaller providers, choose not to register due to the time, effort and money required to do so.
- Must comply with the NDIS code of conduct.
- Can only support participants that are plan or self managed but there are no restrictions to the support categories.
- There are many reasons you may wish to use a non-registered provider. You may live in an area that has a limited number of registered providers to choose from. Or, your favourite service provider is not registered with the NDIS. In cases like these, you may choose to use an non-registered provider as they best suit your needs.



Phone: 0435 123 101

Email: [enquiries@honocommunityservices.com.au](mailto:enquiries@honocommunityservices.com.au)

Website: [www.honocommunityservices.com.au](http://www.honocommunityservices.com.au)

[CONTACT US](#)