

COORDINATION OF SUPPORTS & SPECIALIST SUPPORT COORDINATION



What will we cover in our session?



- What is NDIS Support Coordination?
- Do my students need Support Coordination?
- How can my students access Support Coordination?
- Are my students receiving the best supports for their individual needs?
- What post school options are available to my students through NDIS.
- Questions!


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?**

- 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 and young people?

- 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.



DO MY STUDENTS NEED SUPPORT COORDINATION?

- Does your student have a disability diagnosis but is not currently accessing the NDIS?
- Do you believe your student may require a new diagnosis or require re-diagnosis?
- Do your student have a NDIS Plan but have no direct supports in place?
- Does your student have a NDIS Plan, but the current funding is not sufficient?
- Do your parents/carers understand their child's NDIS funding?
- Do your student's have supports in place that aren't adequately equipped to support their needs?
- Do you have concerns that your parents/carers are unable to sustain their caring role due to burn out?
- Does your student's parents struggle with mental health or have a disability?
- Does your student come from a family with multiple family members with special needs?
- Are your student's non-attenders or on partial attendance due to their disability?
- Are your students showing consistent behaviours within the school environment and you need help?





ACCESSING SUPPORT COORDINATION

All requests for Support Coordination must be submitted through a change of situation or requested at the students 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 the students needs if they are experiencing complex barriers to accessing adequate supports.

Students 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 students don't currently have support coordination in their plan, there are alternate options within the **therapy budget** that can be utilised to allow temporary access to supports while awaiting the inclusion of support coordination or if they are requiring immediate support with your plan.



**WHERE DO MY FAMILIES FIND A SUPPORT
COORDINATOR?**

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.



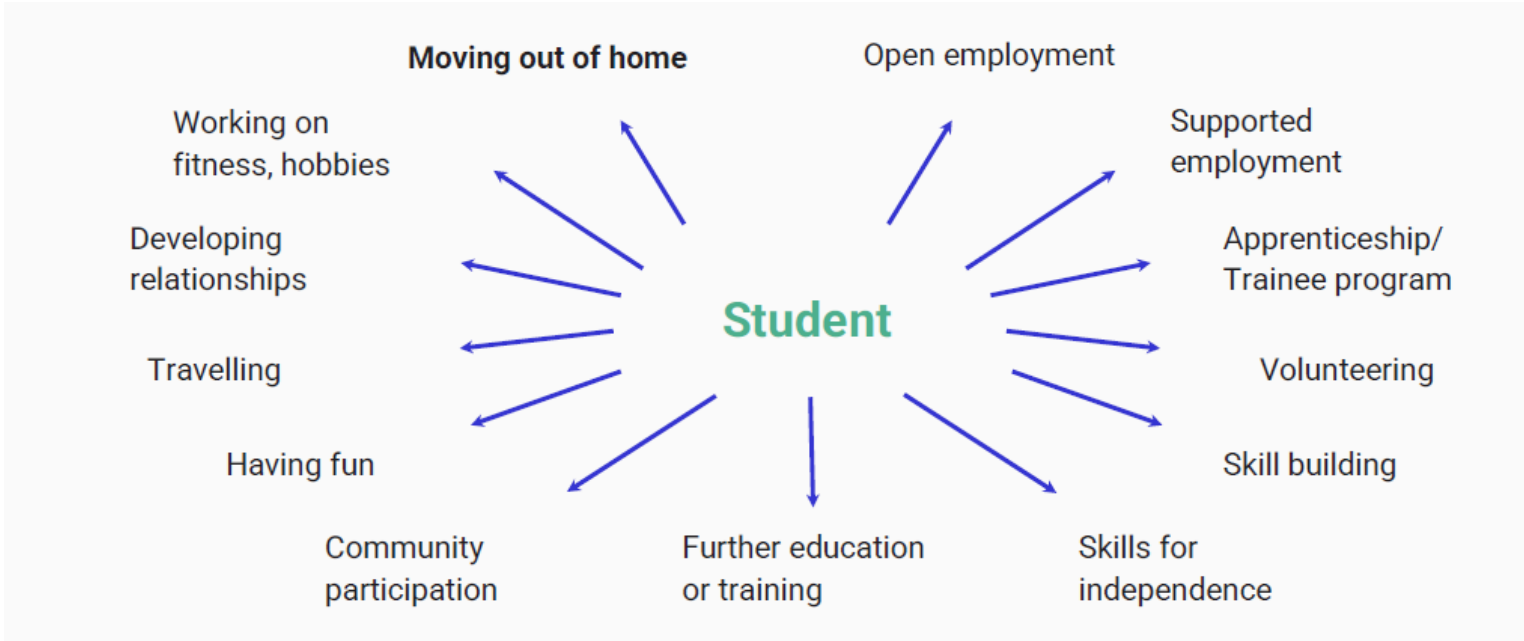
**ARE MY STUDENTS RECEIVING THE BEST
SUPPORTS FOR THEIR INDIVIDUAL NEEDS?**

- Are your student's positively engaged with their therapy teams and their support workers?
- Are the therapist's providing supports within the school environment?
- Are the therapist's approachable and open to a collaborative approach?
- Have you been consulted on strategies and interventions to ensure consistency across all environments?
- Are the therapist's sharing reports and assessments with your team?
- Are your student's improving in their functional capacity?
- Are you invited to attend multidisciplinary team meetings?
- Do the therapist's skill set and knowledge align with the student's needs?





**WHAT POST SCHOOL OPTIONS ARE AVAILABLE
FOR MY STUDENTS THROUGH NDIS?**



Employment Options

- School Leaver Employment Supports (SLES)
- Core supports in employment
- Finding and Keeping a Job - Capacity Building
- Customised Employment, Microenterprise
- Voluntary work
- Disability Employment Services (DES) - an Australian Government program that offers specialist employment assistance to help people with disability, injury or health conditions, find and retain suitable employment in the open labour market.
- Australian Disability Enterprises (ADE) - Not-for-profit organisations providing 'Supports in Employment'
- Social enterprise



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