Support Coordination Explained

What it is, who provides it, and how it fits into your plan

Support Coordination is a type of NDIS-funded support designed to help participants understand their plan, connect with the right service providers, and build the skills and confidence to manage their supports independently over time. For many participants, especially those new to the NDIS or navigating complex needs, Support Coordination can make a significant difference in how well a plan actually works in practice.

Levels of Support Coordination

There are generally three levels of support coordination that may be funded in a plan. **Support Connection** is a lighter-touch level focused on helping participants understand and connect with services in their first plan. **Support Coordination** (sometimes called Coordination of Supports) provides more hands-on assistance to build a participant's ability to coordinate their own supports, resolve points of crisis, and strengthen their support networks. **Specialist Support Coordination** is a higher level for participants whose situations are more complex, involving multiple service systems, and require a more intensive level of support to manage.

What a Support Coordinator Actually Does

A Support Coordinator typically helps a participant understand their NDIS plan and funding categories, research and connect with providers that suit their needs and preferences, negotiate service agreements, resolve any issues that arise with providers, and prepare for plan reviews by tracking how supports are working. Importantly, Support Coordinators work for the participant, not for any particular service provider, and should always act in the participant's best interest.

How It's Funded

Support Coordination is generally funded under the Capacity Building Support budget in an NDIS plan, and — like other Capacity Building funding — is typically intended to be used for its specific purpose rather than moved to other support categories.

Choosing a Support Coordinator

When choosing a Support Coordinator, it's worth asking about their experience working with people with similar needs to yours, how often they'll check in with you, and how they handle conflicts of interest if they, or their organisation, also provide direct services.

How Fiora Healthcare Can Help

Fiora Healthcare does not currently provide Support Coordination directly, but we regularly work alongside participants' Support Coordinators to deliver personal care, community nursing, and community participation supports across Albany and the Great Southern region. If you have a

Support Coordinator, we're happy to liaise with them directly — and if you don't yet have one, we can help point you in the right direction.

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