

Case Coordination - National Disability Insurance Agency Fact Sheet

Coordination of Support - National Disability Insurance Agency

ConnectAbility Australia is registered through the National Disability Insurance Agency (NDIA) to provide Coordination of Support - **'Assistance to strengthen participant's abilities to coordinate and implement supports and participate more fully in the community.'**

What is Coordination of Support?

Coordination of Support can include initial assistance with linking you with the right providers to meet your needs, assist to find appropriate service providers, coordinate a range of supports both funded and mainstream and build on informal supports, resolving points of crisis, parenting training and developing connections important to you in your community.

The NDIA has a three-tiered approach to funded coordination of support

Support Connection

Supports are time limited (e.g. 1 hour per week) supports to strengthen your ability to connect with informal, mainstream and funded support, and to increase your capacity to maintain support relationships, resolve service delivery issues, and participate independently in managing your NDIS supports and plans.

Support Coordination

This level assists to strengthen your abilities to connect to and coordinate informal, mainstream and funded support in a complex service delivery environment. This includes resolving points of crisis, developing capacity and resilience your support networks and coordinating supports from a range of service providers who may be required to help you meet your needs and goals e.g. behaviour support; speech therapy; occupational therapy; physiotherapy.

Specialist Support Coordination

The highest tier of support set within a therapeutic framework, necessitated by specific high level risk in a person's situation. This support is time limited and focuses on addressing high risk/complex barriers and reducing complexity in the support environment, while assisting you to connect with appropriate supports and services.

Coordination of Support will only be provided by ConnectAbility for time-limited periods as negotiated with you and your NDIA planner.

ConnectAbility has a dedicated NDIS Case Coordinator employed to assist you with the delivery of support linked to this NDIS support cluster. Coordination of Support will only be provided by ConnectAbility when there is capacity to accept the referral.

The role of ConnectAbility Coordination of Support will include the following activities:

- receipt and confirmation of your plan request for coordination of support (and hours allocated)
- discussing your current NDIA plan with yourself and other relevant stakeholders and service providers
- meeting with you to identify your goals relevant to your coordination of supports and build a service agreement
- gathering information to help you identify appropriate services and supports
- liaise and meet with other service providers linked to your plan to ensure you are meeting and achieving your set goals.

How do I access ConnectAbility for Coordination of Support?

- Talk to your NDIA Planner and discuss what level of Coordination of Support to include in your plan.
- You, your Support Planner, NDIA Local Area Coordinator (LAC), family or other representative may complete the referral form.
- Complete the referral form and send it to ConnectAbility.
- Our NDIS Case Coordinator will contact the you or the person making your referral within three working days of receiving the referral to confirm that ConnectAbility will work with you or to explain why ConnectAbility is unable to accept your referral.
- ConnectAbility does not maintain a waiting list/need register for Coordination of Support services.
- If ConnectAbility does not have immediate capacity to accept your referral you or the person making your referral will be notified within 3 working days.

For more information you can visit the NDIS website [ndis.gov.au](https://www.ndis.gov.au) or contact ConnectAbility to find out how we can help you!