

## On this page:

[What a support coordinator is](#)

[What a support coordinator is for](#)

[What working with a support coordinator is like](#)

[Video](#)

## What a support coordinator is

A support coordinator helps you use your plan effectively.

They can help you:

- understand and use the supports in your plan
- choose the right providers for your needs
- connect with [community, mainstream and other government services](#)
- build your confidence and skills to manage your supports

Support coordinators can be registered or unregistered providers.

## What a support coordinator is for

Support coordinators help you with different things depending on your goals, needs, situation and funding.

## Help understanding and using supports in your plan

Support coordinators can help you understand your plan, including:

- your [support budgets](#) and what you can use your funding for
- choosing [how your funding is managed](#)
- what you can claim
- when you need [service agreements](#).

They will talk to you about how you want your supports to work together to meet your needs.

## Connecting you with supports and services

Support coordinators will help you find services and supports to help you work towards your goals.

They will talk to you about:

- how you want your supports delivered
- finding the right providers for you
- choosing the right supports and services to line up with your plan
- accessing community and other government services
- when you need to use registered providers, or if you can use unregistered providers.

## Building your confidence to manage your plan

Your support coordinator can show you how to:

- set up service agreements
- understand what providers can charge
- check if your current supports are working for you
- plan for [when things go wrong](#)
- [change providers](#) or find new providers if you're not getting the supports you need
- use the participant portals and my NDIS app.

They will give you the right information so you can make your own decisions about your plan and NDIS supports.

**Tip: Support coordinators are different to plan managers.**

A [plan manager](#) helps keep track of your funding. A support coordinator helps with your supports.

You can use plan managers and support coordinators to help you work towards your goals.

## What working with a support coordinator is like

If you would like to [work with a support coordinator](#), you can ask for this to be funded in your plan.

You can get in touch with your [my NDIS contact](#) or visit us in person at your local office.

There are 3 levels of support coordination we can fund.

### Level 1: Support connection

This level helps you:

- understand your plan

- build on your ability to connect with community and mainstream supports
- increase your confidence to manage your plan.

### Level 2: Support coordination

This level helps you build confidence and skills to direct your life, including:

- maintaining relationships
- living more independently
- being part of the community.

### Level 3: Specialist support coordination

This is a higher level of support coordination for if you have a more complex situation.

A specialist support coordinator makes sure you have consistent services during any challenges in your support environment.

## Video

Learn about support coordination in this video.

## What is support coordination

[Transcript for 'What is support coordination'](#)

## Related information

[How to find a support coordinator](#)

[Guide to NDIS support budgets](#)

[Guide to your management options](#)

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