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Step 1: Know what you want from your support coordinator

A support coordinator can help with understanding and using your plan.

They can do things like:

- link you to providers, community and mainstream services
- help you build your capacity to coordinate your NDIS supports and manage your funding yourself
- use your plan flexibly to make the most of your NDIS supports.

Support coordination funding is usually included in plans for a set amount of time. This is because as you become more comfortable and confident using your plan, you'll be less likely to need a support coordinator.

There are different levels of support coordination so it's a good idea to think about how you might benefit from working with a support coordinator.

You can ask your NDIA planner to include funding for this service in your plan if you think a support coordinator would be helpful.

Your NDIA planner will talk to you about which level of support coordination is right for you.

Step 2: Start with research

Speak to people you know

You choose your support coordinator. You can change your support coordinator at any time.

You don't have to wait for your current plan to end.

It can be helpful to ask people you know and trust for some advice to start your search for a support coordinator. They may be able to give recommendations.

Do an online search

Do an online search for support coordinators near you. You should research as many support coordinators as possible to check their online reviews and so you have all the right information.

It might help to create a list of support coordinators and their contact information. Write down what you like about them and any extra information that'll help you compare and decide.

Use the provider finder

The NDIS provider finder is a great way to search for support coordinators.

To start your search:

1. enter your suburb or postcode in the search bar
2. choose the most relevant suburb from the drop-down list
3. pick the level of support coordination in your plan.

Level 1 or Level 2 support coordination

To find providers registered to deliver Level 1 or Level 2 support coordination, click on 'registration group' in the sidebar and then tick 'assistance in coordinating or managing life stages / transitions and supports'.

Level 3 specialist support coordination

To find providers who are registered to deliver Level 3 specialist support coordination, click on 'registration group' in the sidebar and then tick 'support coordination'.

Step 3: Ask questions to learn more

Talk to a support coordinator before you sign up

It's important to have a good working relationship with your support coordinator. It helps to call them first to ask questions before signing up with one.

Questions you may want to ask include:

- How much do they charge?
- Do they work with people with your disability?
- What outcomes have they achieved for people like you?
- Who is the person you'll likely speak to or work with?
- What is their cancellation policy?

Pick the support coordinator that meets your needs

Only choose a support coordinator that you feel confident meets your needs.

Learn more about how to change providers if you need to change your support coordinator.

Step 4: Set up a request for service

We'll help you

Ask your NDIA planner to send your chosen support coordinator a request for service to ask them to work with you. Your NDIA planner will do this through the my NDIS provider portal.

We can send a request for service to up to 4 support coordinators.

Or you can contact your chosen support coordinator directly to confirm they're available to work with you.

Step 5: Make a service agreement

When you've found the support coordinator that's right for you, it's a good idea to make a service agreement with them.

You and your support coordinator can be clear about what each party has agreed to, for example:

- the services to be provided
- how these services will be provided
- how long they'll be your support coordinator.

Related information

What is a support coordinator

What is a request for service

NDIS Provider finder

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