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# Roles and responsibilities of working as a support coordinator

A support coordinator helps participants make the best use of supports in their plan.

They are responsible for helping participants to:

- understand and use their NDIS plan to meet their goals
- [connect with NDIS providers, community, mainstream and other government services](#)
- build confidence and skills to use and coordinate their own supports.

Support coordinators also provide [regular progress reports](#). This lets the NDIA know if a participant's plan is meeting their needs.

## Different kinds of support coordinators

Depending on a participant's circumstances, there are 3 levels of support coordination that can be included in their plan. There are different kinds of support coordinators who provide these levels of support.

### Levels of support coordination

#### Level 1: support connection

Support to help a participant understand their plan, connect with NDIS providers and community, mainstream and other supports to get the most out of their NDIS plan.

#### Level 2: support coordination

Support to put in place a mix of supports to increase a participant's capacity to maintain relationships, manage tasks, live more independently and be included in their community.

### **Level 3: specialist support coordination**

A high level of support for participants with complex needs and who need specialist support.

## **What a registered support coordinator is**

A registered NDIS support coordinator has:

- applied for registration with the NDIS Quality and Safeguards Commission
- been audited against the relevant [NDIS Practice Standards](#) and assessed as meeting them
- undergone a suitability assessment by the NDIS Commission (of both the provider and its key personnel)
- been issued a certificate of registration.

These providers are generally registered for 3 years.

Support coordinators providing support to NDIA-managed participants must be registered.

Support coordinators can apply to be a registered provider on the [NDIS Commission website](#) .

## **What an unregistered support coordinator is**

Support coordinators can deliver supports and services to participants as an unregistered provider. Registration with the NDIS Commission is not mandatory.

Unregistered support coordinators can only work with participants who self-manage or plan-manage their NDIS funding. They can't work with participants whose plan is NDIA-managed.

## **What a specialist support coordinator is**

A specialist support coordinator provides a higher level of support for participants whose situations are more complex.

They help participants:

- address complex barriers that affect their access to supports
- design a service plan for their support needs, where appropriate.

A specialist support coordinator should be appropriately qualified and experienced to deliver the expert approach needed to address a participant's complex support needs and/or risks in their environment.

Level 3 specialist support coordination needs to be included in a participant's plan to deliver this level of service.

## **What a psychosocial recovery coach is**

A psychosocial recovery coach (or recovery coach) helps a participant in the same way a support coordinator does, but they specifically support people with their psychosocial disability.

They can help a participant to take more control of their life and manage complex challenges of daily living. A recovery coach works with participants to:

- increase independence
- build involvement in their community, employment or education.

Learn more about [recovery coaches](#).

## **Access provider portals**

Support coordinators need access to the my NDIS provider portal and the myplace provider portal.

You will need to use the provider portals to:

- view and [accept requests for service from participants](#)
- view participant information
- make payment claims.

Learn more about accessing and using the:

- [myplace provider portal](#)
- [my NDIS provider portal](#).

## **Find out how to get paid**

To learn more about [how to get paid](#).

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## **Related information**

## **How to connect with participants as a support coordinator**

## **What are support coordinator reporting requirements**

## **How to use the provider portals**

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