

The 'Improving Support Coordination for NDIS Participants' paper outlines the outcomes from reviewing the current support coordination model in the context of both the consultation process, and broader strategic design of the Scheme.

It clearly outlines the role of a support coordinator and the next steps we will take to improve support coordination for participants.

Greater clarity on the role of support coordinators will drive more consistent, quality outcomes from support coordination services.

Consultation feedback broadly agreed on the 4 key roles of a support coordinator:

1. Help participants connect to NDIS and other supports.
2. Build a participant's capacity and capability to understand their plan, navigate the NDIS and make their own decisions
3. Broker supports and services in line with participant wishes and their plan budget
4. Monitor plan budgets and support effectiveness.

As with all NDIS providers and workers, the safety and wellbeing of participants should underpin everything that a support coordinator does.

- [Improving support coordination for NDIS participants \(DOCX 115KB\)](#)
- [Improving support coordination for NDIS participants \(PDF 629KB\)](#)
- [Easy read \(text only\) -Improving support coordination for NDIS participants \(DOCX 56KB\)](#)
- [Easy read - Improving support coordination for NDIS participants \(PDF 8.7MB\)](#)

Read more about [support coordination](#) and providing [support coordination services](#).

Next steps

The consultation feedback helped us identify where the role of support coordinator was unclear and the next steps to improve support coordination for participants.

Working with the sector, we will:

- educate support coordinators on their roles
- lift quality by encouraging better engagement with existing quality standards
- lift quality through a range of initiatives led by the Australian Government and the broader sector
- support those who wish to develop specific expertise.

We will also work with the sector to address conflict of interests that may be impacting participant outcomes.

As part of the [Annual Pricing Review 2021-22](#), we will consider:

- the current tiers of support coordination pricing
- the experience and skills required to deliver quality support coordination services
- how pricing can best encourage innovation, improve quality of service and ensure value for money for participants
- how to avoid introducing further complexity
- how we can deliver higher quality outcomes for participants with the most complex needs.

We will continue to work with the sector to deliver consistency and equity in planning outcomes (including support coordination).

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