



Support Coordination & Plan Management

WHAT ARE THE DIFFERENCES?

It is a common misconception that Support Coordination and Plan Management are the same support. In fact, they are very different supports and have only one thing in common; that is that they both sit under the Capacity Building support purpose within the NDIS Price Guide.

To put it simply Support Coordination is a support funded to eligible NDIS participants which is provided by a Support Coordinator who will assist the participant to implement their NDIS plan and set up vital services and supports whereas Plan Management is a fund management option that can be chosen where the Plan Manager takes on the responsibility of paying for the participant's NDIS funded services and supports.

So Support Coordinators coordinate NDIS and mainstream supports while Plan Managers pay the NDIS bills, now let's delve deeper into each support.

SUPPORT COORDINATORS are typically people with Disability sector experience who are well connected in the disability space and who have skills to work together to support their clients to understand their NDIS plan, navigate the NDIS system and implement the plan. Marli and Moe's Support and Specialist Support Coordinators assist in the following ways;

- By strengthening a participant's ability to design and then build their supports.
- They focus on supporting participants to direct their lives, not just their services.
- They identify what participants expect from services and how participants want their service delivered.
- They work with participants to develop capacity and resilience in their network.
- By providing information to participants to better understand their rights and responsibilities as an NDIS participant and Australian Consumer.

When funded a Support Coordinator's service is shown on the NDIS plan under the Support Category 'Support Coordination'.

Support Coordination is based on eligibility therefore not every NDIS participant will receive it. Support Coordination is usually funded for NDIS participants who have minimal informal supports or have complex needs. If an NDIS participant is not eligible for Support Coordination they will automatically be eligible for Support Connection through their Local Area Coordination (LAC) team who work on behalf of NDIS.

A Support Coordinator is able to assist with other mainstream support and connections if it is within the goals of the participant's plan and the parameters of a Support Coordinators role.

Participants can choose their own Support Coordinator or request NDIS to make a referral to a suitable provider for them.

CONTACT MARLI AND MORE FOR FURTHER INFORMATION ON SUPPORT COORDINATION

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PLAN MANAGEMENT is a fund management option which a participant can choose for their NDIS plan. There is no eligibility criteria as it is a right of the NDIS participant to choose the fund management option that suits them best.

When funded Plan Management is shown on the NDIS plan under the Support Category 'Improved Life Choices', NDIS will add the amount needed to pay for the service for the full plan period so it comes at no 'out of pocket' cost to the NDIS participant.

When a participant has Plan Management in their plan the Plan Manager is responsible primarily for paying the funded services and supports that the participant chooses meaning the participant isn't responsible for the cash flow management or financial administration.

Plan Managers are registered providers who;

- Give increased control over plan implementation and utilisation with plan financial assistance
- Manage and monitoring budgets over the course of the plan
- Manage NDIS claims and paying providers for delivered service
- Maintain records and provide transparency of the NDIS funds spent
- Provide access to a wider range of service providers, including non-registered providers whilst remaining in line with the price limits contained within this Guide.

NDSPs specialist Plan Management service has a team of dedicated and knowledgeable staff who have a mixed skillset of the required financial administration skills combined with disability sector knowledge and experience which optimises capacity building opportunities for our customers as we help them to understand the 'reasonable and necessary' legislation. To put it simply – we get NDIS, we speak NDIS and we help take the stress out of the NDIS.

CONTACT NDSP FOR FURTHER INFORMATION ON PLAN MANAGEMENT

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OTHER HELPFUL RESOURCE LINKS

Reasonable and Necessary Supports:

<https://www.ndis.gov.au/understanding/supports-funded-ndis>

NDIS Price Guide:

<https://www.ndis.gov.au/providers/price-guides-and-information>

COAG Principles:

<https://www.coag.gov.au/sites/default/files/communique/NDIS-Principles-to-Determine-Responsibilities-NDIS-and-Other-Service.pdf>