

# 'SC and SSC – What are they?

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## WHAT IS SUPPORT COORDINATION?

Support Coordination is a service provided under the National Disability Insurance Scheme (NDIS). It aims to assist individuals with disabilities in effectively implementing and managing their NDIS plans by providing them with guidance, information, and coordination support.

The primary purpose of Support Coordination is to help NDIS participants navigate the complexities of the NDIS system and access appropriate supports and services. Support coordinators work closely with participants, their families, and relevant stakeholders to build their capacity and empower them to achieve their goals.

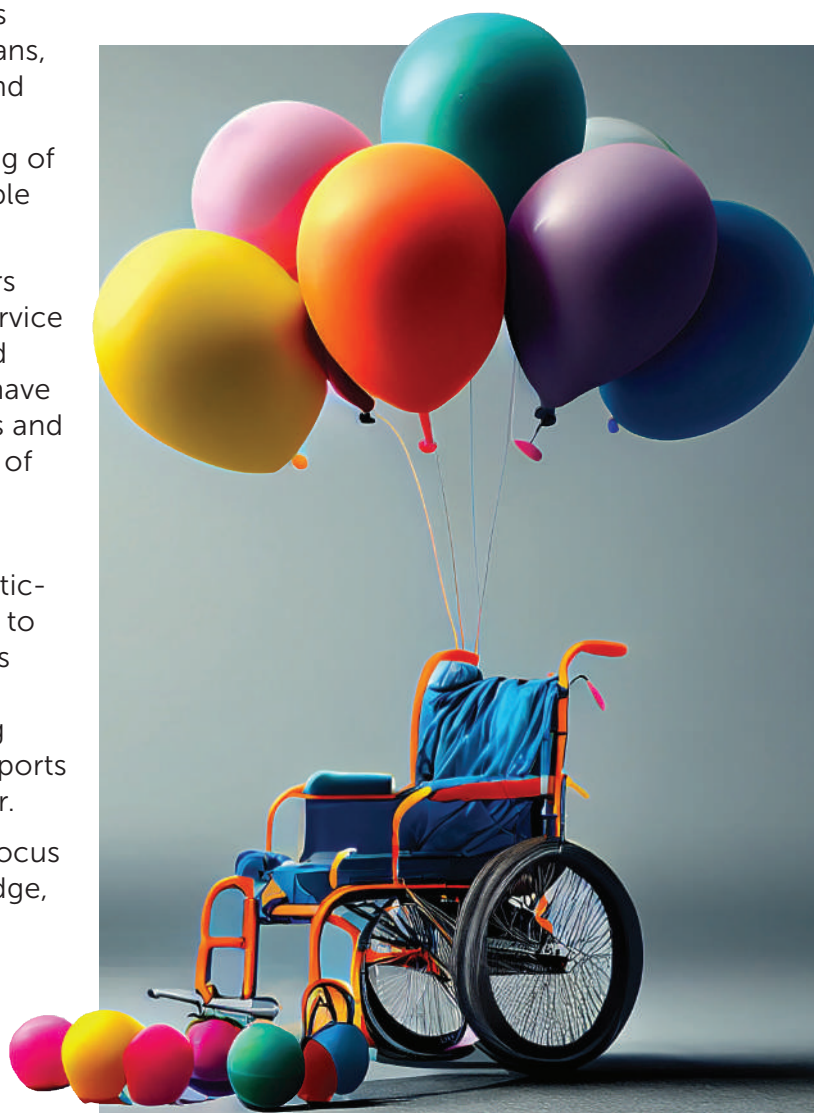
Here are some key aspects of Support Coordination:

- 1. Plan Understanding:** Support coordinators help participants understand their NDIS plans, including the funding allocations, goals, and supports outlined in the plan. They ensure that participants have a clear understanding of their rights, responsibilities, and the available options.
- 2. Support Connection:** Support coordinators assist participants in identifying suitable service providers and connecting with them based on their individual needs and goals. They have knowledge about various service providers and can help participants navigate the process of engaging with them.
- 3. Coordination and Collaboration:** Support coordinators work collaboratively with participants, their families, and service providers to coordinate and integrate different supports across various areas of life. They facilitate effective communication, provide ongoing guidance, and ensure the participant's supports are working together in a cohesive manner.
- 4. Capacity Building:** Support coordinators focus on building the participant's skills, knowledge, and confidence to self-manage their NDIS plans over time. They provide information, resources, and training to enhance the

participant's ability to make informed decisions and actively participate in their support arrangements.

- 5. Problem-Solving and Advocacy:** Support coordinators assist participants in resolving any issues or challenges they may face in implementing their NDIS plans. They advocate for the participant's needs and rights, ensuring that they receive the supports and services they are entitled to.

It's important to note that the specific role of a support coordinator may vary depending on the participant's individual circumstances and needs. Support Coordination is designed to be flexible and person-centered, aiming to empower individuals with disabilities to exercise choice and control in their lives.



## HOW MARLI AND MOE SUPPORT COORDINATORS CAN ASSIST WITH YOUR NDIS PLAN:

- Inform you about the different possible things you can do with your NDIS funds
- Fully exercise choice and control
- Comb through NDIS marketplace and choose the best providers that suit you, your goals and location
- Adequately implement your NDIS plan
- Have better capacity to manage/direct your own supports
- Have more opportunities to explore and connect with community and alternative support
- Identify options (funded, mainstream and informal networks)
- Investigate options
- Understand funding flexibility
- Reach decisions regarding services
- Reach agreement with providers
- Commence service and ensure new support arrangements thrive
- Ensure you get value for money from your plan
- Assist in monitoring your NDIS budget and funding expenditure

## WHAT IS SPECIALIST SUPPORT COORDINATION?

Specialist Support Coordination aims to assist participants with complex needs, significant mental health issues, or specialised support, in navigating and accessing appropriate support services and resources.



*“Specialist Support Coordination is a higher level of support. The focus is on reducing complexity in the participant’s support environment and helping the participant overcome immediate and/or significant barriers in plan implementation.”*

- NDIS

## The key responsibilities of a Specialist Support Coordinator may include:

- 1. Assessment and planning:** Conducting a thorough assessment of the person’s needs, strengths, and goals. Developing an individualised support plan that outlines the necessary services, resources, and interventions.
- 2. Service Coordination:** Identifying and coordinating the relevant mainstream and funded support services, such as healthcare providers, therapists, social workers, housing services, employment services, and educational programs. Ensuring that these services are aligned with the person’s NDIS goals and preferences.
- 3. Crisis management:** Providing support during crisis situations or significant life transitions.
- 4. Address complex barriers that affect access to supports.**

## THE MARLI & MOE SPECIALIST SUPPORT COORDINATION BENEFITS

- We develop a support plan that identifies clear actions
- Coordinate complex support and services which are developed and delivered within the funding plan
- Develop and implement positive behaviour support plans and strategies
- Ensure support and service is developed and delivered according to the wishes of each client and their families
- Maintaining effective transparent relationships and communication with internal and external providers and allied health care professionals
- Assisting clients to achieve goals through building capacity, knowledge, resourcefulness and confidence.
- Working with local service providers and community members.



## WHAT IS THE DIFFERENCE?

While Support Coordination and Specialist Support Coordination share similarities in terms of assisting individuals with disabilities in accessing and coordinating their NDIS supports, there are some key differences between the two.

### 1. SCOPE OF EXPERTISE:

- **Support Coordination:** Support Coordination focuses on helping participants understand their NDIS plan, connecting them with service providers, and coordinating various supports across different life areas. Support coordinators work with participants to build their capacity and skills to navigate the NDIS and achieve their goals.
- **Specialist Support Coordination:** Specialist Support Coordination, on the other hand, is specifically designed for participants who have complex needs or require specialised support due to significant challenges or high-level risks. Specialist support coordinators have advanced knowledge and experience in supporting individuals with complex disabilities and have a deeper understanding of available support options and service systems.

### 2. LEVEL OF INTENSITY AND INVOLVEMENT:

- **Support Coordination:** Support Coordination is typically provided to participants who require moderate assistance and coordination of supports. It involves regular meetings and ongoing support to ensure the participant's NDIS plan is implemented effectively.
- **Specialist Support Coordination:** Specialist Support Coordination is more intensive and is provided to participants who require a higher level of support due to complex needs or challenging circumstances. Specialist Support Coordinators work more closely with participants, their families, and service providers to address complex issues, manage risks, and develop comprehensive plans.

### 3. PROVIDER QUALIFICATIONS:

- **Support Coordination:** Support Coordinators may have a range of qualifications and experiences, including backgrounds in social work, disability services, or community development. They are generally required to have a good understanding of the NDIS and the disability sector.
- **Specialist Support Coordination:** Specialist Support Coordinators possess additional qualifications and expertise in supporting individuals with complex needs. They may have specialised knowledge in areas such as mental health, behavioural support, or specific disabilities.

## HOW TO MAKE AN APPOINTMENT WITH MARLI AND MOE

Booking online is quick and easy and can be done by filling out our online form below, follow this link - [marliandmoe.com.au/online-booking](https://marliandmoe.com.au/online-booking)

In completing your online appointment form we have a few essential questions to ask and then we will contact you to discuss your requirements as soon as possible.

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