



INSPIRE
SUPPORT COORDINATION

Participant

Handbook





Participant Handbook

This handbook is here to help you understand important information about using our service, as well as your rights and responsibilities, and information about the National Disability Insurance Scheme (NDIS) and the role of a Support Coordinator.

You can have printed copies of this resource by calling Tamara Frew-Wiese 0421 338 809 or emailing intake@inspiresc.com.au



Get help to read

The Translation and Interpreting Services (TIS National) is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English and for agencies and businesses that need to communicate with their non-English-speaking clients.



131 450



www.tisnational.gov.au

Contents

Who we are	1
Making everyone welcome	1
What is the NDIS?.....	2
What is a Support Coordinator?.....	2
Creating Your Plan	3
Help with your plan	6
How Inspire Delivers Support Coordination	7
Working with Providers	7
Your rights	9
Your responsibilities	10
Inspire’s responsibilities	11
Understanding Consent.....	12
Costs.....	13
Changing Your Provider	13
Making a complaint at Inspire SC	14
Meet our people	15
Useful contacts	24
Contact Inspire SC	25



Who we are

Welcome! Inspire SC looks forward to working with you to help achieve your goals!

At Inspire, we offer support coordination that focuses on empowering individuals and helping them reach their goals. Our Support Coordinators have personal experience with disability and believe that with the right support, anything is achievable.

We strive to provide outstanding service. We are skilled at assisting participants with the NDIS process and connecting them with suitable service providers to achieve their goals. We take care of the research, finding new and existing providers that match your needs.

At Inspire, we offer both level 2 and level 3 support coordination to NDIS participants.



Making everyone welcome

We are committed to embracing diversity in all its forms and providing inclusive services that respect individuals from various cultural backgrounds, identities, and orientations. We understand and value the cultural diversity of our clients and strive to provide service that is respectful, comfortable, and culturally sensitive.

Our organisation is LGBTQIA+ affirming. We welcome and support clients of all sexual orientations, gender identities, and expressions.

Please let us know if you have any accessibility needs or require accommodations based on your cultural or identity background. We are here to support you.



What is the NDIS?

The **National Disability Insurance Scheme** (NDIS) helps people with disabilities get the support they need. It gives you money to pay for things that help you live your life and achieve your goals.



What is a Support Coordinator?

A Support Coordinator is a person who helps you understand and use your NDIS plan, figure out your goals, and come up with ways to achieve those goals.

They can help you find and connect with services, arrange appointments and assessments, speak up for your needs, and they can support you in making decisions about your supports.

Inspire Support Coordinators are important because they empower people with disabilities to make choices and take control of their lives. They guide and assist throughout the process of putting an NDIS plan into action, making sure participants get the support they need to live a fulfilling life based on their unique needs and dreams.



Creating Your Plan

How NDIS creates your plan

Your plan is made just for you and guided by your choices. To create your plan, you'll meet with an NDIS planner. They will work with you to make a plan that fits your needs and helps you achieve your goals.

During this planning meeting, they will talk about you, your daily life, and what you want to do in the future. They will also discuss how the NDIS can assist you in doing what you want.

You can bring other people to your planning meeting if you like, such as your support coordinator.

For more information on how the NDIS creates your plan, visit the NDIS website or speak to one of our support coordinators at Inspire SC.

What kind of supports can the NDIS fund?

The supports that the NDIS can pay for in your plan need to meet certain criteria set by the NDIS. For details, check the NDIS website. These supports must be related to your disability, provide good value for money, and be effective and helpful. Since your NDIS plan is personalized, the supports funded by the NDIS will be different for each person.

The NDIS-funded supports are just one part of your NDIS plan. Your plan also includes information about supports provided by your family, friends, community, and other government services.

How long does your plan last?

The NDIS tries to make your plan last for as long as you want, if possible. Usually, a plan lasts up to 3 years. If your needs are likely to change within the next year or two, they may give you a shorter plan.

How will your funding be managed?

There are three ways you can manage your funding:

1. Self-managed
2. Using a registered plan manager
3. Agency-managed

Some supports must be managed by the NDIA. To learn more about your options for managing your funding, visit the NDIS website.

After your plan is approved

You will receive a copy of your approved plan in your preferred format, and anyone else you ask the NDIS to share your plan with will also get a copy.

Once you have your plan, you can start using it to purchase supports, including a Support Coordination budget.

Paying for your Supports and Services

- If your funding is self-managed, you will pay your providers through the myNDIS portal or myNDIS app.
- If you use a registered plan manager, they will pay your providers for you.
- If your funding is Agency-managed, the NDIS will pay

Understanding Support Categories

Your NDIS funding is divided into different categories:

- Core supports
- Capacity building supports
- Capital supports
- Recurring supports

For example, your core supports budget includes various categories to help with your everyday needs.

Following your plan

You must use your funding as described in your NDIS plan. The supports you purchase must meet the NDIS criteria for funding. You can ask your Support Coordinator at Inspire for more details about your support categories and how the budgets can be used and for more information visit the NDIS website.

Funding for support coordinators is part of the capacity building support categories. These supports help you understand your plan and connect with NDIS providers, community services, and other government supports. They also assist in building your confidence and coordinating your supports.





Help with your plan

Understanding the Plan and Budgets

Inspire Support Coordinators can help you manage your budget with personalised support and guidance, helping you to budget while maximising the benefits of your available supports and services.

Inspire SC can explain your plan details and discuss with you how the budgets can be used. We can provide information about different providers, their costs, and the quality of services offered.

Developing a Budget Management Plan

Support coordinators can work with you to develop a budget management plan. This plan outlines your goals and priorities and allocates funds across the different budget categories.

Inspire will ask about your goals and work with you to understand any challenges you face in reaching those goals. They'll also figure out with you what kind of support can help reduce these challenges. Inspire can connect you to these supports and help explain what supports the NDIS thinks are reasonable and necessary.

Identifying Funding Flexibilities

At Inspire we can help with funding flexibilities within your NDIS plan, such as moving funds between support categories (with approval), using unspent funds from previous plan periods, or help in seeking additional funding if needs change.

Plan Reviews and Renewals

If things change after the NDIS approves your plan, you can talk to your support coordinator about what changes you need.

Inspire Support Coordinators can also assist you during your plan review with the NDIS. We can help you prepare by gathering feedback on your current plan: how well it's working for you now, have your goals and needs changed, and speak up with you for budget allocations based on changing circumstances.



How Inspire Delivers Support Coordination

Our Support Coordinators can work remotely or in-person with participants, depending on what works best for you. Here's how we adapt our approach:

Remote Support:

1. **Communication:** Our Support Coordinators can talk with participants over the phone, through video calls, emails, or messages. This helps them keep in touch regularly to talk about goals and any challenges.
2. **Sharing Information:** Coordinators can send helpful resources or documents electronically to explain NDIS plans better.
3. **Finding Service Providers:** Our Support Coordinators can search for service providers in the participant's area and suggest good options.
4. **Managing Plans:** Coordinators can help participants manage their budgets online, guiding them through claiming and handling invoices.

Face-to-Face Support:

1. **Meetings in Person:** Some participants prefer meeting face-to-face for a more personal connection. Our Coordinators can arrange to meet at a convenient location like home or a community centre.
2. **Understanding Needs:** By meeting in person, coordinators can better understand what kind of support you need.
3. **Accompanying Participants:** Coordinators can go with participants to appointments or community services to provide support during these activities.

Overall, our Support Coordinators adjust their approach to fit each participant's needs, making sure they communicate well and work together effectively through the NDIS process.



Working with Providers

Creating a Service Agreement:

Before you start receiving services from a provider, you should make a service agreement. Inspire SC will create a service agreement with you if you choose them as your service provider.

A service agreement is a document that records what both you and your provider have agreed to. It will include details about the supports you will receive, how long they will last, and how you can make changes to or end the agreement.

Inspire SC uses its own standard service agreements. When you sign a service agreement with Inspire SC, it will list things such as:

- Your rights and responsibilities
- How your personal information and privacy will be handled
- Business hours of operation
- Fees and payment details
- Cancellation policies
- GST (Goods and Services Tax)
- How agreements can be changed
- How to end your service agreement
- Processes for providing feedback, making complaints, and resolving disputes
- Processes for reviews and audits

You are not required to agree to our terms if you don't want to; you always have the right to choose who you want to work with.



Your rights

As an Inspire SC participant you have rights.

Your rights are protected by law. They are also set out in national standards.

Your rights are outlined in this handbook but you can request information about your rights at any time.

Your Support Coordinator will talk to you about your rights when you first start working together. We will also discuss your rights with you throughout the time we work together.

If you are ever unsure about your rights, let us know. We can help you find this information.

Inspire SC supports your right to:

- Be talked to and assisted in a professional manner
- Be treated respectfully and with dignity at all times
- Choice and control fully in planning and decisions about you and your supports
- Obtain assistance that is appropriate to your needs and NDIS Plan
- Privacy and securely stored information
- Accurate, relevant and up-to-date information
- An advocate of your choice
- Provide feedback or make a complaint and receive a timely and appropriate response

In Summary:

- You have the right to choose your supports and services.
- You have the right to be treated with respect and dignity.



Your responsibilities

Your responsibilities are outlined in your Service Agreement and outlined in this handbook. You can request information about your responsibilities at any time.

We will explain your responsibilities when you first start working with us, and when you sign a Service Agreement with us.

Your responsibilities:

- Use respectful communication with Inspire staff
- Reach our staff during their business hours via phone or email, refraining from contacting them outside of these hours for non-urgent matters
- Tell Inspire if there are any changes in your life, like where you live or any medication changes, or service provider changes
- Work together with Inspire on any issues that come up during your support and activities to help address your concerns constructively
- Pay your fees on time and communicate any issues as soon as possible
- Work within your service plan budget, use your NDIS plan funds wisely telling your support coordinator if anything changes
- Take part in creating and reviewing your support plan regularly





Inspire's responsibilities

- Inspire will respect your right to choose the activities you want to do.
- Inspire will work together with you to find the best ways to support your chosen activities while respecting your freedom as much as possible.
- Together, we will create a support plan that outlines the activities you will do and the help you will receive. You will get a copy of this plan, and your guardian or advocate will also receive a copy if you have one.
- Inspire will keep your information and activities private and confidential, following your wishes and privacy laws.
- Inspire will stay in touch with the funding organisation to make sure our support plan is working well.
- Inspire will manage and report on the funding used for your support.
- Inspire will respect your right to choose the range and types of activities you want to be part of.
- Inspire will respect your right to express yourself and have intimate relationships. We support your choices and respect your personal decisions about intimacy and sexuality. We are here to listen and help you feel empowered in your relationships.
- If needed, Inspire will handle your allocated funding on your behalf. Inspire Support Coordinators will keep track of your budget, income, and spending, providing updates regularly and whenever you ask.
- Inspire will let you know about any changes in the disability support sector or at Inspire that could affect the way we support you.
- If we need to stop providing services, we will give you 2 weeks' notice.
- We will treat you and others with respect and kindness at all times.
- We will listen to your needs and opinions.
- We will send invoices within the agreed timeframe for payment.



Understanding Consent

What is consent?

Consent is when you give permission for something to happen. If you're 18 or older, you have the right to decide about your dealings with Inspire SC. That's why we need your permission before we share your information with anyone else or let someone else act on your behalf.

If you have a guardian or someone else looking after your affairs, they can give consent for you. But they must involve you in the decisions they make.

Inspire will ask for your permission, and you can choose exactly what you agree to. Inspire SC will make sure we understand:

- What information you want to share or what you want someone to do for you
- How long you want to give permission for. It can be just once, until a certain date, or ongoing until you change your mind

A person you've given permission to can help you make decisions, but they can't make decisions for you.

How do you give permission?

You can give permission using one of Inspire SC's forms provided by your support coordinator or on our website. Or you can give your permission over the phone, in person, in writing, or in any way you prefer.

When you give permission, we make sure that your decision is:

- Informed (you know what you are agreeing to)
- Voluntary (you are not pressured into agreeing)
- Current and Specific (related to a particular situation)
- Understood and communicated clearly

If you want to change or cancel your permission

You can change or cancel your permission at any time. This includes if you want to:

- Change who has permission
- Change how long the permission lasts
- Change the types of permissions you've given
- Cancel permission and manage things yourself

You can contact Inspire SC by phone or email to change or cancel your permission.



Costs

The cost of our services are in line with the NDIS Price Schedule. You can view this on the NDIS website. Costs will be clearly outlined in your Service agreement with Inspire SC.



Changing Your Provider

You can change providers for any reason you like. If you are unhappy with the support you are receiving, you should first talk to Inspire SC about your concerns. You can also ask someone you trust or an advocate to help you communicate with Inspire SC.



Making a complaint at Inspire SC

If you have a problem with Inspire, we will guide you the complaint process. We'll explain what will happen while we check into your issue. We'll handle complaints fairly and openly, and we'll explain our decisions. Your privacy is important to us.

You can complain about how Inspire services are given or about how staff behave. We can also help with complaints about service providers.

A complaint can be made in writing or verbally to:

- The staff member involved;
- Tamara Frew-Wiese, founder of Inspire (tamara@inspiresc.com.au)
- intake@inspiresc.com.au via the Inspire webpage

If you do not feel comfortable talking to Inspire SC first, you can always call the NDIS Quality and Safeguarding Commission on 1800 035 544



Meet our people

Tamara

Director Support Coordinator

Tamara is an accomplished and Experienced Professional who has dedicated over 18 years to working in the disability sector. With extensive knowledge of Disability and the NDIS, Tamara is committed to making a difference in the lives of individuals with disabilities.

As an individual with a disability herself, Tamara has a unique perspective that allows her to understand the challenges faced by her participants. She takes great pride in her work and finds it rewarding to help others, as well as spending time with her family.



Tamara is also the founder of Inspire Support Coordination, a company that is committed to providing high-quality support coordination services to participants on the NDIS. She has handpicked each of her Support Coordinators for their integrity, skill, and passion for building people's capacity and improving their lives. Tamara's dedication and passion for her work are evident in everything she does. She is a true asset to the disability sector and an inspiration to those around her.

Megan

Team Leader / Senior Support Coordinator

Megan is a seasoned expert in the NDIA and disability field since the scheme rolled out in Victoria. With an extensive background in children's services, Megan is passionate about providing excellent support to carers and family members.

Megan has a wealth of knowledge in ILO, SIL, and SDA, which she uses to help participants navigate the NDIS and achieve their goals. Despite her busy schedule, Megan always finds time to support her family and enjoy quality time with friends.

Megan's positive attitude and sense of humour are infectious, and she is always good for a laugh. Her ability to put a smile on people's faces is a testament to her compassionate and caring nature. Megan is a valuable member of the NDIS community, and her commitment to making a difference in people's lives is truly inspiring.



Bernice

Senior Support Coordinator

Bernice is a highly skilled professional with expertise in all home modifications and developing community options for complex participants. With extensive experience working in the community, Bernice has been a Support Coordinator since the rollout of the NDIS in Victoria.

As an individual with lived experience of disability, Bernice understands the challenges faced by participants and is committed to delivering a person-centred service. She works exceptionally hard to ensure that her clients receive the support they need to achieve their goals and live fulfilling lives.

In addition to her professional achievements, Bernice enjoys spending time outdoors, from camping to deep-sea scuba diving. Her adventurous spirit and love of nature are a testament to her positive outlook on life. Bernice dedication to supporting participants makes her a highly valued member of the NDIS community and Inspire.



Alex

Support Coordinator



Alex is a compassionate and knowledgeable part-time Support Coordinator, dedicated to helping individuals access the right supports to live more independently and confidently. With over 20 years of experience across Australia and the UK in both the disability and hospitality sectors, Alex brings a diverse skill set and a strong commitment to person-centred care.

Her previous role as a Service Manager in residential care for people with disabilities

was pivotal in developing her leadership capabilities and deepening her understanding of complex support needs. During this time, Alex began building her expertise in Positive Behaviour Support (PBS), working closely with teams and allied health professionals to implement proactive, strengths-based strategies that promote wellbeing and reduce restrictive practices.

Alex is passionate about inclusion and is driven by a genuine desire to see people thrive. Her growing knowledge in PBS continues to enhance her ability to respond effectively to challenging situations and support individuals in achieving their goals in safe, respectful ways.

Outside of work, Alex enjoys gardening and floristry, taking pleasure in nurturing plants and creating beautiful arrangements. She also stays active through Zumba and yoga, embracing a holistic approach to health and wellbeing.

Debbie

Support Coordinator

Debbie is a dedicated and compassionate professional with a deep-rooted passion for supporting individuals on the NDIS. With experience in the disability & mental health sector, Debbie has honed her skills in providing empathetic and effective support to those facing diverse challenges. Her commitment to her work is evident through her hardworking nature and readiness to embrace any task that comes her way.

Driven by an unwavering enthusiasm for learning, Debbie continually seeks out new opportunities to expand her knowledge and expertise, ensuring she can offer the best possible assistance to those under her care. Her proactive approach and eagerness to explore innovative solutions make her an invaluable asset within the field of disability support.



Outside of her professional life, Debbie finds joy in spending quality time with her grandchildren. Together, they embark on adventures that not only strengthen their bond but also enrich Debbie's personal life with unforgettable memories. These experiences provide a well-deserved balance to her busy career, allowing her moments of relaxation and family connection amidst a life dedicated to serving others.

Debbie's blend of experience, passion for helping others, willingness to tackle new challenges head-on, and love for family adventures truly encapsulates who she is both as a professional in the NDIS space and as an individual.

Sarah

Support Coordinator

Sarah is an experienced and compassionate NDIS Support Coordinator with a strong foundation in mental health, complex support needs, and hospital-to-home transitions. Her professional journey began in direct support work, where she developed a deep, practical understanding of person-centred care and the diverse needs of individuals living with psychosocial disability, dual diagnosis, and other complex conditions.



Over the years, Sarah has built on this foundation by completing qualifications in Mental Health, Alcohol and Other Drugs, and Suicide Prevention, and has grown into a confident and knowledgeable Support Coordinator. She now brings several years of experience navigating the NDIS space, providing thoughtful, tailored coordination that empowers participants to access the supports and services they need to live more independently and with dignity.

Sarah's strengths lie in her calm and empathetic approach, her ability to build strong and respectful relationships, and her skill in working with individuals and families through periods of transition—particularly from hospital to home or into supported living.

Her work is grounded in a genuine commitment to advocacy, clear communication, and helping people feel heard and in control of their journey.

Outside of work, Sarah is a devoted mother who values time with her children and family. These personal connections continue to ground and inspire her in the work she does every day—helping others navigate complex systems with confidence, care, and heart.

Lynne

Support Coordinator

Lynne is a dedicated and compassionate professional with a strong background in disability services. With extensive experience in Support Coordination and Self-Directed Support (SDS), she has developed a deep commitment to empowering individuals to take control of their lives and achieve their goals.



In her current role, Lynne excels at working alongside participants to ensure their supports are tailored to their unique needs, preferences, and aspirations. She is passionate about fostering independence, promoting choice and control, and supporting people to live fulfilling lives in ways that are meaningful to them.

Known for her kindness, professionalism, and person-centred approach, Lynne builds strong and trusting relationships with the people she supports. She believes in a holistic approach to disability services, ensuring that each individual's wellbeing, dignity, and aspirations remain at the centre of all planning and decision-making.

Lynne's warmth, expertise, and unwavering dedication make her a valued member of the Inspire SC team and a strong advocate for the people she supports.



Natasha

Support Coordinator

With over 25 years of experience in the disability sector, she built a career grounded in compassion, advocacy, and strong operational leadership. Beginning as a support worker and progressing through roles such as Team Leader, House Supervisor, and Accommodation Manager within the Autism Spectrum Disorder (ASD) field, she has developed a deep understanding of complex support needs and person-centred practice.

For the past six years, Natasha has worked as a Support Coordinator, navigating the evolving NDIS landscape and helping participants achieve meaningful, practical outcomes. She is committed to using her extensive knowledge to guide individuals and families through the NDIS, ensuring they understand their plans and can access the supports that genuinely improve their quality of life.

Natasha takes pride in helping people identify the right services for their unique needs, fostering independence, stability, and better day-to-day living. Her approach is grounded in transparency, collaboration, and a strong sense of responsibility to advocate for fair, effective support.

Sharon

Support Coordinator



Sharon is an experienced Support Coordinator with extensive knowledge within the disability and community services sector. She is passionate about supporting participants to achieve their goals and works from a strong person-centred and strengths-based approach, ensuring each individual feels heard, respected, and empowered throughout their journey.

Sharon is known for her kind, compassionate, and approachable nature, and she values building genuine relationships with participants, families, and providers. She is committed to helping people navigate the NDIS with confidence while promoting independence, choice, and meaningful outcomes.

Outside of work, Sharon enjoys spending quality time with her family and loves camping and exploring the outdoors.



Useful contacts

NDIS (National Disability Insurance Scheme)

Access information about the NDIS and the support it provides to participants



1800 800 110



www.ndis.gov.au

NDIS Quality and Safeguarding Commission

Will help you, and your families and carers, by responding to your concerns or complaints



1800 035 544



www.ndiscommission.gov.au

The National Relay Service

Free phone solution for people who are deaf or have a hearing or speech impairment.



TTY/Voice 133 677



Voice Relay 1300 555 727



SMS Relay 0423 677 767



www.accesshub.gov.au/about-the-nrs



Contact Inspire SC



Tamara on 0421 338 809



tamara@inspiresc.com.au



www.inspiresc.com.au/contact-us