

Coordination Activities

In Scope Activities		Out of Scope Activities
<p>Support a participant to:</p> <ul style="list-style-type: none"> • Understand their plan, the price guide and how budgets can be used • Keep up to date with NDIS information, policy changes and ways of working • Use the myGov and myplace participant portal • Consider and find community and mainstream supports • Make decisions about their services and activities • Identify and connect with service providers • Liaise with providers, explaining their unique goals, needs and preferences • Understand and consider Service Agreements • Understand and complete service bookings and check service bookings are correct • Resolve points of crisis • Connect with advocacy services if required • Work to build the capacity of the individual to independently action the above points 	<p>Other activities undertaken:</p> <ul style="list-style-type: none"> • Submitting timely reports to the NDIA and support the participant to prepare for review • Constantly monitor, manage and demonstrate conflicts of interest • Support the participant's informal supports to be involved in helping the participant connect with services • Ensure required recommendations and quotes are complete • Ensure the participant is receiving adequate quality service • Monitor budgets and use of funds • Report on how receiving funded Support Coordination has built the participant's capacity, however incrementally, and provide justification of support delivered and/or support required going forward 	<p>A support coordinator shouldn't:</p> <ul style="list-style-type: none"> • Transport the participant • Manage paperwork associated with their supports • Choose services on behalf of the participant • Roster support staff • Collect or pay invoices • Provide personal care, community access or other supports • Accompany the participant to funded or unfunded services • Barter with providers to get the best deal • Sign Service Agreements on behalf of the participant • Analyse whether the participant should be receiving more money in their NDIS plan • Submit review requests without agreement from/ reference to the participant • Advocate for the participant • Provide an on call 24/7 service