

What a Support Coordinator Can Do vs. what they cannot do

A Support Coordinator helps NDIS participants understand and use their plans effectively, focusing on empowering participants to achieve their goals. Here's what they can do:

Support Coordination Responsibilities

1. Understand Your NDIS Plan

- Explain your plan, including funding categories and goals.

2. Find and Connect with Services

- Research and recommend service providers (e.g., therapy, personal care, community participation).
- Support participants to choose and engage providers.

3. Coordinate Supports

- Help link informal, community, and funded supports for a holistic approach.

4. Build Capacity

- Teach participants to manage their supports independently over time.
- Build skills for decision-making and self-advocacy.

5. Resolve Issues

- Address challenges with service providers.
- Assist with changing providers if required.

6. Monitor and Review

- Keep track of services and their alignment with participant goals.
- Help prepare for plan reviews.

7. Crisis Support

- Assist with managing unexpected situations, such as critical gaps in care.

What a Support Coordinator Cannot Do

Support Coordinators have limits to ensure they maintain an independent, capacity-building role. Here's what they can't do:

Prohibited Tasks

1. Directly Provide Therapy or Care Services

- They cannot act as therapists, personal care assistants, or other service providers.

2. Spend or Manage NDIS Funds

- They cannot purchase items or services for participants using plan funds.
- Managing financial transactions remains the participant's or plan manager's role.

3. Make Decisions for Participants

- They can advise but cannot make decisions about services, supports, or providers on behalf of participants.

4. Act as a Legal or Financial Advocate

- They cannot provide legal, financial, or other professional advice outside of NDIS support coordination.

5. Guarantee Provider Performance

- They can recommend providers but cannot ensure their quality or outcomes.

6. Carry Out Administrative Tasks Beyond Scope

- Activities like rostering shifts, managing invoices, or supervising care staff fall outside their role.

This delineation ensures Support Coordinators focus on empowering participants while remaining impartial and avoiding conflicts of interest.