



CERTIFICATE OF COMPLETION

This is to certify that

Catherine Hamilton

has satisfactorily completed

Support Coordination Intensive (Online 2023) - Entry
Level

On 24/04/2023

Support Coordination: 2 Day Intensive Online Workshop

Length: 2 Days

Format: Online Workshop

Course Content

Understanding the Support Coordination Role

Knowing where your role starts and ends is essential to Support Coordination success.

This session covers:

- Support Coordinator tasks and roles
- Co-designing your role with individuals and supporters
- How Support Coordination differs from Case Management & Advocacy
- Elements of Support Coordination best practice

Connecting to Informal, Community & Mainstream Supports

- Support Coordination role in connecting to supports
- Reviewing the structure of an NDIS plan
- Identifying appropriate supports for different goals
- Strategies for identifying and reviewing providers
- Connecting to informal, community and mainstream supports and supported increased engagement

Connecting to NDIS Supports

- Plan management options and NDIS funds flexibility
- Transport funding rules
- "What can I spend my funds on?" checklist
- Navigating the NDIS Price Guide
- Understanding Service Agreements

Case Noting & Managing Billable Hours

- How and when to write case notes
- Identifying and tracking billable time
- Connecting with online communities of practice

Support Coordination in Context

- Understanding the rights-based context of the NDIS and the ways CoS support people to access their rights
- Explore how choice and control applies in practice

Quality & Safeguarding Responsibilities

- How the Code of Conduct applies to CoS
- Dignity of risk and duty of care
- Mitigating conflicts of interest
- Working with Public Guardians/Advocates, Trustees and Nominees

Supporting Plan Reviews

- Support Coordination role through different types of plan reviews
- Working with LACs and NDIS Planners
- Supporting people to prepare for plan review
- Interpreting reasonable & necessary
- Understanding why Support Coordination is funded in plans
- Supporting people to review their goals

Reporting

- Support Coordination reporting responsibilities
- Features of great CoS reports
- Reporting dos and don'ts

Managing Expectations & Role Boundaries

- Strategies to set and hold boundaries
- Fostering positive mental health practices within your role
- How and when to seek supervision
- Working effectively with Specialist Support Coordinators