Support Coordination Guide

Working Together: Understanding Support Coordination

A Support Coordinator (SC) works alongside you to help you understand your NDIS plan, connect with services, navigate systems, and build the skills and confidence to manage your supports over time.

SC is a Capacity Building support funded by the NDIS. Our role is not only to help coordinate supports today, but also to build your knowledge, confidence, and ability to make informed decisions in the future.

For many people, SC is intended to be temporary. As your confidence, networks, and skills grow, you may need less support from us. We see this as a positive outcome. Our goal is not to create dependence on Support Coordination, but to help you build sustainable supports, strong relationships, and greater choice and control in your life.

We believe the best outcomes are built through partnership. Your SC provides information, options, coordination, and guidance, while you (or your representative) remain the decision-maker.

We bill for the time we spend working with you or on your behalf. This may include meetings, communication, coordination, research, referrals, reviewing information, preparing reports, and completing documentation related to your NDIS goals and support needs.

At Lumina Connections, we do not measure success by how long you need us. We measure success by how confident, connected, and empowered you become.

We DO	We DON'T
Help you understand your NDIS plan	Make decisions for you
Connect you with supports and services	Provide direct support work, therapy, or transport
Help build your confidence and skills	Manage your budgets or spending choices
Coordinate services and systems	Act as an independent advocate
Support planning, reviews, and problem-solving	Provide emergency, crisis, or after-hours services

What we DON'T do as SCs

- SCs do not make decisions for you or sign service agreements on your behalf.
- SCs do not act as an independent advocate. We can support you to understand your options, prepare for meetings, communicate your views, build self-advocacy skills, and connect with independent advocacy services when needed.
- SCs do not provide direct supports (such as support work or therapy).
- SCs do not manage staff rosters or day-to-day scheduling.
- SCs do not replace family, carers, or other supports in your life.
- SCs do not take over responsibility for your plan, your budgets or your spending choices.
- SCs do not provide participant transport.
- SCs do not provide emergency, after-hours, or crisis-response services. In a crisis we can help connect you with the appropriate emergency, health, housing, safeguarding, or crisis support services.

What we do but DON'T charge you for (non-billable tasks)

There are some things we **don't charge you for**, including:

- We do not charge for general business overheads such as routine staff training and supervision unrelated to your support needs.
- We do not charge for pre-engagement discussions, preparation of service agreements, and client onboarding administration.
- We do not charge for administrative tasks related to closing your file.

What we DO charge you for (billable tasks)

We charge for time spent working with you or on your behalf. Examples include:

- Meetings, phone calls, emails, and other communication.
- Coordinating supports and services.
- Research, referrals, and problem-solving.
- Reviewing information and preparing reports.
- Documentation and administrative tasks related to your support needs.

What is Specialist Support Coordination (SSC)?

The NDIS may fund Specialist Support Coordination (SSC) for some people who require a higher level of coordination due to complex support needs or circumstances. SSCs are sometimes funded to help people experiencing significant service complexity, high levels of risk, service breakdown, housing challenges, safeguarding concerns, involvement with multiple systems, or barriers to accessing appropriate supports.

In addition to the SC role, an SSC may help with:

- Bringing providers, services, and systems together to work collaboratively around your goals.
- Liaising with supports across multiple systems such as the NDIS, health, housing, mental health, education, justice, and community services.
- Identifying, managing, and helping to reduce risks and safety concerns.
- Preventing and addressing barriers that make it difficult to access or maintain supports.
- Supporting complex decision-making, planning, and problem-solving.
- Developing more detailed support plans, risk management strategies, and service coordination approaches.

What we DON'T do as Specialist Support Coordinators

In addition to the Support Coordinator role boundaries outlined above, SSCs also do not:

- Replace therapists, doctors, psychologists, health professionals, or crisis services.
- Provide emergency, after-hours, or crisis-response services.
- Become a long-term substitute for providers, services, or systems that are not working effectively. Our role is to help identify barriers, coordinate solutions, and build more sustainable support arrangements.

Every person's journey is different.

Our role is to work alongside you, help you understand your options, navigate challenges, and build the confidence, skills, and connections needed to move towards your goals.

We believe people and systems work best when they understand one another and move forward together.