

## What is the difference between Plan Management and Support Coordination?

The key difference between Support Coordination and Plan Management is the Plan Manager is only able to assist you to manage the financial side of your supports. A Plan Manager is appointed as a financial intermediary to pay your providers on your behalf, so you can have the choice of all providers and not only agency registered providers.

A Support Coordinator is appointed to assist and support you to understand your NDIS plan and how to use your plan. Support Coordinators assist you to arrange services including therapists and complete all referral of services to set these up, this is a part of implementing your plan. Plus more, please read on.

## What is Plan Management?

Plan Management is about making sure all your providers get paid and all your supports are in line with your plan, while Support Coordination is about getting your supports booked and making sure all your supports happen. Plan Management is an intermediary that you can appoint to pay your NDIS supports.

Plan-management is like self-managing your NDIS funds, except a Plan Manager pays the bills for you.

At your NDIS planning meeting, you need to choose how the funds in your NDIS plan are managed. That is, how you want your service providers and supports to be paid.

If you choose to have your funds plan-managed, you will receive funding from the NDIS in your plan to pay for this.

There are three ways that you can manage your NDIS funds:

- Manage your own funds (Self-Management)
- Get a professional to do it (Plan-Management)
- Let the NDIA do it (Agency-Management)

Or you can choose a combination of the above.

## What happens if you choose Plan-Management?

If you choose plan-management, you'll have a Plan Manager to:

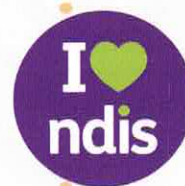
- Process invoices and claims
- Pay your providers for the supports you purchase
- Help you keep track of your funds, and
- Do any financial reporting for you.

## Do I have to pay extra for a Plan Manager?

You will not have to pay extra, or out of your own pocket for Plan-Management. If you choose to have your funds Plan-Managed, you can ask for this during your NDIS planning meeting.

If reasonable and necessary, it will be funded as a part of the funds in your NDIS plan.

If you choose to have your funds Plan-Managed, you can select registered or non-registered providers to deliver your other services. However, the Plan Manager you choose MUST be a registered NDIS provider.



REGISTERED  
NDIS  
PROVIDER



## What is Support Coordination?

Support Coordination aims to build the capacity of people with a disability, so they can reduce their reliance on funded services and supports by strengthening an NDIS participant's ability to coordinate and implement their supports and participate in the community.

### Support coordination can include:

- Initial assistance with linking participants with the right providers to meet their goals
- Assistance to source providers
- Coordination of a range of supports both funded and mainstream
- Building on informal and community supports
- Developing participant resilience in their own network and community.

Support Coordination is an item that may be funded in a participant's NDIS plan, at a level that reflects their needs. Support Coordination is funded under the 'Capacity Building' support category.

### What is not part of Support Coordination?

Support Coordination is not rostering of support, or management of the financial component of a person's plan it has a specific role in ensuring participants are empowered to select their preferred provider and develop an appropriate Service Agreement. Support Coordination is also not the same as case management in terms of support in times of crisis. Support Coordination is also not Plan Management.

### What will a Support Coordinator do?

1. Support Coordination supports NDIS plan implementation A Support Coordinator is a person who helps NDIS participants who are funded for Support Coordination, and their support network, too:
  - Understand their NDIS plan
  - Implement their NDIS plan
  - Connect with service providers
  - Enter into Service Agreements with providers
  - Monitor NDIS plan outcomes and expenditure, and report back to the NDIA, and
  - Support to prepare, and organise reports for the next NDIS plan review
2. Not everyone gets funded for Support Coordination in their NDIS plan. (If you do not, your Local Area Coordinator (LAC) will provide you with Support Connection, help you understand your plan/funding, and link you to supports/providers) Support Coordination supports people with implementing their NDIS plan. This could be people who:
  - Have high and complex needs
  - Need new accommodation arrangements
  - Are going through a big life change, such as transitioning from secondary school to work or other education, or
  - Have limited informal supports (such as a family member) who can help them to implement their NDIS plan.

For a person to get funding, the NDIA would need to determine that Support Coordination is a 'reasonable and necessary' support for them. Ideally, Support Coordination will mean you can become more independent with implementing and managing your own supports

Support Coordination is about capacity building, so it usually won't be funded for a participant long-term. The idea of Support Coordination is to build the capacity of the NDIS participant (and/or their support person); by giving them the confidence, knowledge and skills they need to manage their NDIS supports independently in the future.

3. You may need to make a case to get Support Coordination funded in your NDIS plan  
If you think you need Support Coordination funding in your NDIS plan, you should tell your NDIS planner or LAC at your NDIS planning meeting:
  - That you need Support Coordination, and
  - Why you need it.