

# SUPPORT COORDINATION

Empowering great futures for our clients and their families ...

## What is SUPPORT COORDINATION?

Support Coordination is an NDIS-funded support designed to build the capacity of participants. There are three levels of Support Coordination:

- **SUPPORT CONNECTION**

Designed to increase your capacity to connect with informal, community and funded supports.

- **COORDINATION OF SUPPORTS**

Focuses on building the skills to understand and implement your plan. A Support Coordinator will work closely with you to choose providers that will deliver supports best suited to your individual needs and requirements. They also assist you to maintain relationships with providers, increase your independence and manage service delivery.

- **SPECIALIST SUPPORT COORDINATION**

Specialist Support Coordination is specifically for participants requiring higher level support. A Specialist Support Coordinator will assist you to manage challenges in a complex environment and ensure consistent delivery of service.

#AwesomeSupportCoordination • #AwesomeAuscareSupport • #OutcomeFocused

## Who is AUSCARE SUPPORT?

Auscare Support is a team of experienced and passionate disability sector professionals.

We understand that you, your NDIS plan and your needs are unique.

Our team has extensive front-line, support-linking and capacity-building experience, with a thorough understanding of the complexities of the NDIS. We are driven to ensure all clients:

- Achieve their goals;
- Build their capacity; and
- Exercise choice and control over the decisions that affect them.

**Auscare Support is responsive, proactive and outcome-focused.**

*Our Support Coordinators will take the time to understand your NDIS plan, your needs and your goals. This enables us to focus on your individual NDIS solutions.*



1800 940 515

info@auscaresupport.com.au  
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## #threesimplereasons to choose Auscare Support

# 1

### You are unique

Auscare Support has many clients, but to us you are as unique and individual as our first.

# 2

### We answer your call

Auscare Support Coordination encourages you to speak directly with your Support Coordinator, enabling direct and proactive communication.

# 3

### It is your choice

Auscare Support Coordination empowers your capacity for choice and control.



Rated **4.6/5 stars** on Trustpilot™  
- one of the world's largest review platforms

# Even more reasons to choose us



## Choice and control

Auscare Support Coordination gives you choice and control over the supports you receive and when and how you receive them.



## Endless possibilities

Auscare Support Coordinators will explore all the support possibilities available to find the right provider for you.



## Connect

We will connect you with supports and therapies best suited to your individual wants and needs.

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## Lead the way

Auscare Support Coordinators will guide you through the NDIS maze.



## Knowledge

We have a highly experienced Support Coordination team with an extensive understanding of the complexities of the NDIS.



## Client Focus

Our Support Coordinators are not focused on meeting KPIs - their focus remains entirely on you.

“

*My brother's current Support Coordinator has been an amazing resource that has allowed us to progress his needs.*

*He is continuously and consistently well prepared, reliable, personable and thorough. His diligence has seen us move forward in significant ways while balancing human resources and budget.*”

## Our other services PLAN MANAGEMENT

There are three main options NDIS participants can choose from to manage their NDIS funding. For those who select to be Plan-Managed, the NDIA will allocate funds in their plan to pay for a Plan Manager.

A Plan Manager is primarily responsible for:

- *Receiving invoices from service providers;*
- *Drawing funds from the NDIS portal; and*
- *Remitting those funds to service providers.*

Auscare Support has a team of experienced Plan Managers who will manage the day-to-day administrative tasks of your NDIS plan so you can focus on achieving your goals.

## Our other services AUSCARE SUPPORT+ MABLE

*Auscare Support + Mable* is an innovative partnership that provides a simple, flexible option for NDIS participants. It is a seamless solution to engage with local, fully-vetted, comprehensively insured and independent Support Workers.

*Auscare Support + Mable* gives you choice and control over who provides you with the supports you need to achieve your goals.



*contact us today ...* **1800 940 515**

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