

What to look for in a Support Coordinator?

When people on the NDIS are looking to engage with a Support Coordination provider, it's important to consider both practical and relational aspects. A good support coordination service not only helps participants navigate the NDIS but also empowers them to exercise choice and control in their lives. Here are some key **considerations** and **signs of a quality provider** when you first make an enquiry. At the end, we also provide further considerations as you commence engagement.



1. Timely Response

- How quickly do they respond to your initial enquiry?
- Do they make it easy to get in touch (phone, email, website contact form)?
- Are they flexible in how they communicate based on your preferences?

 *Good signs: Same-day response, clear contact options, friendly reception.*



Good signs: They listen first, ask open questions, and respect your choices.

2. Clear Explanation of the Role

- Do they explain what a Support Coordinator actually does?
- Are you informed about what is (and isn't) included in the service?
- Are they transparent about how your NDIS funds will be used?



Good signs: They listen first, ask open questions, and respect your choices.

2. Respectful & Participant-Centred Approach

- Do they speak with you, not at you?
- Are they genuinely interested in your goals, needs, and preferences?
- Do they ask about how you want to be supported, rather than assuming?

4. Discussion About Your NDIS Plan

- Do they ask to review your plan with you?
- Do they help identify how coordination fits with your goals and funding categories?



Good signs: They understand your plan and tailor their approach accordingly.

5. Intake Process

- Do they offer a phone call with Support Coordinators to see whether you connect, or provide team member profiles for you to review & consider?
- Are they clear about next steps, including paperwork?
- Do they go through the service agreement with you, explaining your rights and what you're agreeing to?
- Are they okay with you taking time to think about it or ask questions?



Good signs: No pressure, plain language, and a willingness to explain the fine print.

6. First steps of engagement

- Do they discuss completing a needs assessment with you to understand what support you specifically require, and who you are as an individual?
- Do they work with you to complete a care or support plan that identifies actions to be taken and outcomes to be achieved?
- Do they map out your available funding for Support Coordination and explain their intention over the course of your NDIS plan dates?



Good signs: Effective processes, genuine interest, goal oriented and fundamentally transparent.

7. Capacity Building Focus from the Start

- Do they talk about working with you rather than doing things for you?
- Are they already planting the seeds for helping you build your own confidence and independence?



Good signs: They're talking about long-term empowerment, not just short-term fixes.

As you continue to work with your Support Coordinator:

Signs of a Good Support Coordination Service



Listens First

Takes time to understand you before recommending services.



Goal-Oriented

Keeps your NDIS goals at the centre of planning and service connections.



Responsive

Quick to follow up on requests, questions, or concerns.



Well-Connected

Has strong relationships with a wide range of quality service providers.

→ **Reliable & Organised**

Keeps appointments, follows through on actions, and documents progress.

→ **Empowering**

Encourages your voice in decision-making and builds your confidence navigating the NDIS.

→ **Clear Communication**

No jargon, no surprises—everything is explained simply and clearly.

→ **Positive Reputation**

Recommended by others, including participants, families, and other professionals.

→ **Good Fit**

Ultimately, you feel respected, heard, and supported.

If you're looking for a Support Coordinator who use this pillars as their standard of practice, head to <https://www.unitedfoundation.org.au/> to complete a referral form or make an enquiry, or call us on 1300 405 260.



This resource has been developed by United Foundation Support Coordination and Access Services.
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