

Support coordination services

Support coordination services

The Victorian Department of Health and Human Services (the department) provides Support Coordination Services to help people with a disability and their supporters navigate the National Disability Insurance Scheme (NDIS). If the NDIS provides funding in your plan for Support Coordination Services this will be included under the 'support coordination' category of your NDIS plan.

The department's Support coordination teams:

- work with you to put your plan into action!
- help you to find the right providers that meet your needs
- empower you to use choice and control to identify your goals and arrange your service design
- work with you to monitor the progress of your goals
- help you to build your skills so you can manage more of your plan yourself.

Support coordination offered by the department

Support coordination

- Help with strengthening your ability to connect to and coordinate your funded, community and family supports. This includes helping you build the capacity you will need to navigate the NDIS and find the right providers to meet your needs.

Specialist support coordination

- Specialist support coordination where you have more complex support needs.

Why choose the department for support coordination?

- The department's support coordination teams are highly specialised in their field with a range of tertiary qualifications allowing them to provide skilled and professional support to service users.
- Our teams excel at providing support and removing barriers for people with more complex needs. We do this by working with the individual to build upon their strengths, source the right providers to meet their needs and build the resilience of formal and informal networks.
- The department's support coordination teams strive to:
 - ensure you have access to the information and supports you need to live a life you choose
 - ensure you realise your potential for physical, social, emotional and intellectual development
 - ensure your cultural, linguistic, spiritual and religious beliefs and values are acknowledged in the coordination of supports
 - ensure flexibility when working with you and the way you choose to manage and implement your plan.

How to request support coordination from the department

You need to tell your NDIA planner that you want the department to provide support coordination services to you. You or your representative, your NDIA planner or a Local Area Coordinator can then make a request for support via email.

For more information please contact

1800 783 783 or **TTY** 1800 008 149

- east.disability@dhhs.vic.gov.au
- west.informationandsupport@dhhs.vic.gov.au
- south.disability@dhhs.vic.gov.au
- north.intake@dhhs.vic.gov.au

To receive this publication in an accessible format phone 9096 5786 using the National Relay Service 13 36 77 if required, or email the [NDIS transition branch](#) <NDISBCommunications@dhhs.vic.gov.au>

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