

# Support Coordination

Support Coordination is a service that is funded in your NDIS plan. We will generally be your point of contact with the NDIS and work with you throughout the life of your NDIS plan.

**Here is what you can expect us to support you with during your NDIS plan:**



## **Help you to understand your NDIS plan**

This includes your support budgets, how your funding is managed and what requirements need to be met to access these supports (including understanding changes within NDIS as they happen).



## **Plan and coordinate your supports**

This might include connecting you with providers, supports or mainstream services. We can talk about how you would like your supports to be delivered, set up a schedule of supports and help you to manage your budget.



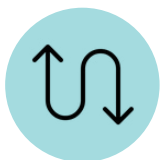
## **Establish and maintain your supports**

This includes setting up and understanding service agreements, knowing what providers can and cannot charge you, understanding cancellation policies, changing providers if needed, and connecting with mainstream services or programs in your local community.



## **Build your confidence to manage your NDIS supports**

As a 'capacity building' support, we will assist you to better understand your plan and your services, to help you to feel more comfortable to navigate the NDIS and communicate with your service providers.



## **Prepare for and manage unexpected events or changes**

We can work with you to prepare for, or work through, unexpected changes in your life, such as changes in your support network, getting a new job, starting or finishing school or moving house. We can also help you to set up a plan for crises and connect you with the right services if you need them.



## **Report to the NDIA**

We are required to provide the NDIA with reports about how we have supported you and the progress you are making towards your goals. We will spend time writing and submitting reports shortly after we start supporting you (about eight weeks), mid-way through your plan and about three months before your plan ends.



## **Preparing for NDIS reviews**

If your circumstances change, we can assist you to submit and prepare for a plan reassessment, and explore avenues to appeal a decision if you're not happy with your NDIS plan.

# Meet the team

## Our Support Coordination Team

Support Coordination helps you make the most of your NDIS plan by linking you with the right services and building your confidence to navigate the system, especially important for people with low vision or blindness.

Our Support Coordination team is a dedicated group of professionals with deep NDIS expertise and broad experience across the disability sector. As a client, you'll be matched with a Support Coordinator who will work closely with you to understand your needs, coordinate your supports, and help you work toward your goals.

You'll have a primary point of contact, but our whole team is here to support you. If your Support Coordinator is away, you can contact Guide Dogs directly and another team member will assist.

With our collaborative approach and wealth of knowledge, we're committed to helping you make informed decisions, access the right services, and live a life without limits.



**Alice Maffei**



**Gemma Reid**



**Elisa Phillips**



**Russell Butler**



**Rachel Trimboli**

## Accessing Support Coordination at Guide Dogs Victoria

Guide Dogs Victoria has been providing Support Coordination for nearly 10 years, supporting people with low vision or blindness to navigate the NDIS with clarity and confidence.

There are several easy ways to get started:

- Ask your NDIS Planner or Local Area Coordinator to make a referral using our provider number **4050000113**.
- If you're currently working with a Guide Dogs practitioner, they can send a referral directly to our Support Coordination team.
- Or you can contact us yourself at any time by emailing [sc@guidedogsvictoria.com.au](mailto:sc@guidedogsvictoria.com.au) or calling **1800 804 805**. We're here to help.