



Support Worker Central

What is a NDIS Support Coordinator and your role?

An NDIS Support Coordinator is a professional who helps NDIS participants to manage their NDIS plans and navigate the disability support system. They work with participants to understand their needs and goals, and to connect them with services and supports that can help them to achieve those goals.

What are the responsibilities of an NDIS Support Coordinator?

The responsibilities of an NDIS Support Coordinator include:

- Developing an NDIS plan with the participant that reflects their needs and goals
- Coordinating services and supports to ensure that the participant's needs are met
- Helping the participant to navigate the disability support system and access appropriate services and supports
- Monitoring the participant's progress and adjusting their plan as necessary
- Ensuring that the participant is receiving high-quality services and supports that are consistent with their NDIS plan and the NDIS Quality and Safeguards Commission's standards.

How does the law relate to NDIS Support Coordinators?

NDIS Support Coordinators are governed by the NDIS Act 2013 (Cth) and the NDIS Rules 2013 (Cth), which set out the framework for the NDIS and establish the National Disability Insurance Agency (NDIA) as the government body responsible for implementing and managing the scheme.

There are also a number of other laws that relate to NDIS Support Coordinators and support provision, including:

As an NDIS Support Coordinator, you are responsible for ensuring that the service providers you connect NDIS participants with are complying with the relevant laws and regulations. The laws and regulations that apply to service providers can vary depending on the type of support and service they are providing. However, some of the key laws that service providers must comply with include:

NDIS Act 2013 (Cth): This Act establishes the National Disability Insurance Scheme and sets out the powers and functions of the National Disability Insurance Agency (NDIA) and the National Disability Insurance Scheme Quality and Safeguards Commission (NDIS Commission). Service providers must comply with the provisions of this Act to be registered and operate within the NDIS. Support coordinators can ensure that service providers are registered with the NDIA and have the necessary approvals to provide the supports and services they offer. They can also ensure that service providers comply with the NDIS Code of Conduct, which sets out the standards of behaviour expected of service providers when delivering services to NDIS participants.

NDIS Quality and Safeguards Commission Act 2018 (Cth): This Act establishes the NDIS Commission and sets out the regulatory framework for the delivery of supports and services to NDIS participants. Service providers must comply with the Quality and Safeguards Commission's standards to ensure that the supports and services they provide meet the requirements of the NDIS. Support



coordinators can ensure that service providers have a current NDIS Commission registration and that they have undergone the necessary checks and assessments to ensure that they meet the NDIS Quality and Safeguards Commission's standards. They can also review the complaints and feedback received from participants about the quality of services provided by the service provider.

Disability Discrimination Act 1992 (Cth): This Act prohibits discrimination against people with disabilities in areas such as employment, education, access to goods and services, and provision of accommodation. Service providers must comply with the provisions of this Act to ensure that they do not discriminate against NDIS participants on the basis of their disability. Support coordinators can ensure that service providers do not discriminate against NDIS participants on the basis of their disability. For example, they can ensure that service providers make reasonable adjustments to enable participants to access their services, such as providing alternative communication methods or accessible facilities.

Work Health and Safety Act 2011 (Cth): This Act sets out the legal requirements for ensuring the health and safety of workers and others in the workplace. Service providers must comply with the provisions of this Act to ensure that their workplaces are safe for workers and participants. Support coordinators can ensure that service providers comply with their work health and safety obligations. For example, they can ensure that service providers have appropriate policies and procedures in place to manage risks to the health and safety of workers and participants, and that they provide appropriate training and supervision to workers.

Privacy Act 1988 (Cth): This Act sets out the legal requirements for the collection, use, and disclosure of personal information. Service providers must comply with the provisions of this Act to ensure that the personal information of NDIS participants is protected and used only for the purpose for which it was collected. Support coordinators can ensure that service providers comply with their obligations under the Privacy Act when handling personal information of NDIS participants. For example, they can ensure that service providers have appropriate policies and procedures in place to protect personal information and that they only use personal information for the purposes for which it was collected.

State and Territory laws: Service providers must also comply with state and territory laws that regulate disability services and supports. These laws can vary depending on the state or territory in which the service provider operates. Support coordinators can familiarize themselves with the relevant state and territory laws that regulate disability services and supports. For example, they can ensure that service providers are registered with the relevant state or territory authorities and that they comply with any additional requirements that apply in their jurisdiction. They can also ensure that service providers have appropriate insurance cover in place to protect themselves and participants in the event of a claim.

As an NDIS Support Coordinator, you should ensure that service providers you work with are complying with these laws and regulations to provide high-quality supports and services to NDIS participants. If you have concerns about a service provider's compliance, you should report your concerns to the NDIS Commission or seek legal advice from a qualified lawyer with experience in disability law.



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What are the rights and responsibilities of NDIS participants when working with a NDIS Support Coordinator?

NDIS participants have a number of rights and responsibilities when working with an NDIS Support Coordinator, including:

- The right to be involved in decisions about their NDIS plan and the supports and services they receive
- The right to receive high-quality supports and services that are consistent with their NDIS plan and the NDIS Quality and Safeguards Commission's standards
- The right to complain if they are unhappy with their NDIS plan or the supports and services they receive
- The responsibility to use their NDIS plan and supports and services in a safe and responsible way
- The responsibility to provide accurate and up-to-date information to their NDIS Support Coordinator

Until next time all the best with engaging with those your support.

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