



As the NDIS evolves and changes over time, there are several emerging issues that support coordinators may face in doing their job. Some of the key emerging issues include:

NDIS price guide changes: The NDIS price guide sets out the prices that service providers can charge for their services. Changes to the price guide can affect the availability and affordability of supports and services for NDIS participants. Support coordinators need to keep up to date with changes to the price guide to ensure that participants can access the supports and services they need.

COVID-19 pandemic: The COVID-19 pandemic has had a significant impact on the delivery of disability supports and services. Support coordinators have had to adapt to new ways of working, such as providing support remotely or using personal protective equipment. The ongoing impact of the pandemic on the NDIS and disability sector may continue to present challenges for support coordinators.

NDIA and NDIS Commission changes: The NDIA and the NDIS Commission are key players in the NDIS system, and changes to their policies and procedures can affect how support coordinators do their job. For example, changes to the registration process for service providers can affect the availability of services for NDIS participants.

Participant eligibility changes: Changes to the NDIS eligibility criteria can affect the number of participants who are eligible for NDIS supports and services. Support coordinators need to keep up to date with any changes to the eligibility criteria to ensure that participants receive the supports and services they need.

Workforce shortages: The disability sector is facing a significant workforce shortage, which can affect the availability of supports and services for NDIS participants. Support coordinators need to work with service providers to ensure that they have the necessary workforce to provide high-quality supports and services to participants.

Mental health supports: The NDIS is expanding its coverage of mental health supports, which can present new challenges for support coordinators. Mental health supports can be complex and require a different approach to other types of disability supports. Support coordinators may need to develop new skills and knowledge to support participants with mental health conditions.

Technology changes: Technology is playing an increasingly important role in the delivery of disability supports and services. Support coordinators need to keep up to date with new technologies that can improve the quality and accessibility of supports and services for NDIS participants, such as assistive technology, telehealth and virtual supports.

Coordination with other systems: NDIS participants often require support from other systems, such as health, education and housing. Support coordinators need to work with these other systems to ensure that participants receive the support they need from all systems and that there is no duplication or gaps in support.

Culturally and linguistically diverse participants: The NDIS is becoming more diverse, with an increasing number of participants from culturally and linguistically diverse backgrounds. Support



coordinators need to have cultural competency skills to ensure that participants from diverse backgrounds receive appropriate supports and services.

Financial sustainability: The NDIS is a complex system with significant costs, and there are ongoing concerns about its long-term financial sustainability. Support coordinators need to be aware of the financial pressures on the system and work with service providers to ensure that supports and services are delivered efficiently and effectively.

Advocacy and empowerment: NDIS participants have the right to self-determination and to make decisions about their lives. Support coordinators need to empower participants to exercise their rights and support them to advocate for themselves. This may involve developing new skills in advocacy and leadership.

As the NDIS continues to evolve, support coordinators will need to stay up to date with emerging issues and adapt their approach to ensure that NDIS participants receive high-quality supports and services. Overcoming the emerging issues faced by support coordinators requires a range of skills, knowledge, and strategies. Here are some ways that support coordinators can address these issues:

Stay up to date: Support coordinators need to stay up to date with changes to NDIS policies, procedures, and regulations. This requires ongoing professional development, attending training and conferences, and networking with other support coordinators.

Develop partnerships: Developing strong partnerships with service providers, other systems, and community organizations is essential for ensuring that NDIS participants receive the support they need. This includes building relationships with service providers and advocating for participants' needs.

Adapt to new technologies: Support coordinators need to be comfortable using technology to support NDIS participants. This includes understanding how to use assistive technology, telehealth, and virtual supports to improve the accessibility and quality of supports and services.

Develop cultural competency: Support coordinators need to have cultural competency skills to support participants from diverse backgrounds. This includes understanding the cultural, social, and linguistic diversity of participants and developing strategies to ensure that their needs are met.

Advocate and empower: Support coordinators need to empower participants to exercise their rights and support them to advocate for themselves. This includes developing strategies to ensure that participants are informed, involved, and included in decision-making processes.

Work collaboratively: Support coordinators need to work collaboratively with service providers, other systems, and community organizations to ensure that participants receive the support they need. This includes developing a shared understanding of the roles and responsibilities of each party and developing effective communication strategies.

Monitor and evaluate: Support coordinators need to monitor and evaluate the quality and effectiveness of supports and services provided to NDIS participants. This includes collecting feedback from participants, tracking outcomes, and identifying areas for improvement.

Overall, overcoming the emerging issues faced by support coordinators requires a flexible and adaptable approach, a commitment to ongoing learning and development, and a focus on building



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strong partnerships and collaborative relationships. By developing these skills and strategies, support coordinators can help NDIS participants to achieve their goals and improve their quality of life.

Until next time all the best with engaging with those participants and service providers you support.

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