

# Support Coordination



Quality Care

'Meeting the needs of the individual'

[www.qualitycare.com.au](http://www.qualitycare.com.au)

1300 534 431

# Support Coordination

**What is Support Coordination at Quality Care?** At Quality Care we can support you with two levels of coordination.

**Quality Care are registered to support you with:**

**Support Connection** – This support is to build your ability to connect with informal, community and funded supports enabling you to get the most out of your plan and pursue your goals.

**Support Coordination** – This support will assist you to build the skills you need to understand, implement, and use your plan. A support coordinator at Quality Care will work with you to ensure a mix of supports are used to increase your capacity to maintain relationships, manage service delivery tasks, live more independently and be included in your community.

Depending on your individual goals, plan objectives and aspirations, you may receive funding for these supports in your NDIA plan.

## How can a Support Coordinator at Quality Care help me?

A Support Coordinator at Quality Care will support you to understand and implement the funded supports in your plan, and link you to your community, mainstream and other government services.

Quality Care's Support Coordinators will focus on supporting you, to build skills and direct your life as well as connect you to providers.

Quality Care Support Coordinators will assist you to negotiate with providers about what they will offer you, and explain to you, how much it will cost out of your plan.

Quality Care Support coordinators will ensure service agreements and service bookings are completed.

Quality Care will help build your ability to exercise your choice and control, to coordinate supports and access your local community.

Quality Care will also assist you in planning ahead to prepare for your plan review.

Our Support coordinators will assist you to 'optimise' your plan, ensuring that you are getting the most out of your funded supports.

If you have **Support Coordination** in your NDIA plan, please give Quality Care a call on **1300 534 431** between Monday and Friday 9am to 4pm.

Our areas of Support Coordination are Hunter New England, Central Coast, and the Western region.