

Easy Read Fact Sheet



Civic Disability Services wrote this fact sheet.

When you see the word 'we' it means Civic Disability Services.



This document has been written in an Easy to Read way.

We use pictures to explain some ideas.

Some words are written in **bold**. We explain what these words mean.



You can ask for help to read this fact sheet.

A friend or family member or support person can help you



Support Coordinators

Support Coordinators are people who help people with disability plan and use their supports.



The NDIA will decide if you need a Support Coordinator.



They will give you funding to pay for a Support Coordinator.



The NDIA will ask you if you want someone you already know to be your Support Coordinator or if they should find someone for you.

You should choose a Support Coordinator you want to help you use your plan.



What does a Support Coordinator do?

Your Support Coordinator will

- help you understand your NDIS plan
- talk to you about the services you want
- find at least three providers that can deliver the services you want
- complete the paperwork needed by your chosen providers

Your Support Coordinator will help you find providers but you must decide which provider you want to deliver your services



Once you decide on the service provider your Support Coordinator will

- meet with you whenever you want to check you are happy with your supports
- help make it better if your supports aren't working
- help you choose a different provider if you need



Your Support Coordinator will help you understand how your funding is being used.



They will try and get more funding for you if you need it for your supports.



Civic offers Support Coordination Services.

If you choose a Support Coordinator from Civic, they will tell you about the services Civic provides.

This includes

- Support Coordination
- Specialist Support Coordination
- other NDIS supports.



If you choose Civic to provide your Support Coordination, you do not have to choose Civic for any of your other supports.

You can choose Civic to provide your other supports if you want.

This is your choice and your right



Your Civic Support Coordinator will

- help you find the right services by giving you choices
- make sure you receive the supports that were agreed
- make sure you are happy with the services
- help you change services if you are not happy
- send reports to the NDIA about your services
- help you understand how your NDIS funding is being used
- try to get more funding for you from the NDIA if you need it for your services

Understanding Support Coordination



Your Civic Support Coordinator will not provide other supports to you in Civic.

Other Civic teams will provide your services if you choose them.

If you are not happy with your Civic Support Coordinator you must tell someone.



You can tell

- Civic
- An NDIS planner
- A member of your family or friend
- Your Service Staff



You can contact Civic on

Phone 1300 692 484

Email enquiries@civic.org.au



If you make a complaint about your Support Coordination to Civic

- a manager from Civic will talk to you about the problem.
- the manager will try to make the service better.



If you are not happy, the Manager will help you contact the NDIA for a new Support Coordinator.