



CERTIFICATE OF COMPLETION

This is to certify that

Kristen Wilson

has satisfactorily completed

Support Coordination Online Intensive (2020)

On 15/12/2020

Support Coordination: Online 2 Day Intensive

Course Details

Length: 2 days (6 x 1-1.5hr sessions)

Format: Online Workshop

Course Content

Roles & Responsibilities

This module explores the scope of the Support Coordination role, including:

- Support Coordinator tasks and roles
- Actively designing your practice with Participants
- Setting expectations and boundaries
- How Support Coordination differs from Case Management & Advocacy
- Understand who is likely to be funded for Support Coordination

NDIS Price Guide & Funds Flexibility

This module will leave you feeling ultra-confident using the Price Guide as a tool, with a focus on:

- The flexibility of each support category
- How funds management options impact flexibility
- Interpreting line item definitions
- Understanding line item codes and how they can help your work
- Low Cost Assistive Technology

Transport Funding

This module clarifies how the NDIA fund transport for Participants and how Participants are able to use their funds flexibly on transport.

Working with Individuals and the People Around Them

This module explores how to effectively work with people who are assisted by others in decision making, including:

- Maximising choice and control for individuals
- Supported decision making principles
- Understanding the role of Nominees, Guardians and informal supports
- Working with families who may want something different to the individual

Key NDIS Policy & Principles

This module breaks down policy to make it accessible for Support Coordinators, including:

- Reasonable & Necessary criteria
- Operational Guidelines
- Sources of key NDIS intelligence and information

Supporting NDIS Reviews

This module explores plan reviews and internal reviews. It includes:

- Supporting a participant to prepare for their plan review
- Supporting a participant to negotiate with the NDIA or LAC planner
- Internal Reviews
- External Reviews
- Advanced understanding of Reasonable & Necessary

Service Agreements & Service Bookings

This module clarifies how to support people to connect with providers, including:

- The difference between a service agreement and a service booking
- Non compliant terms to look out for in service agreements
- Who should sign a service agreement?
- Supporting individuals to engage in service agreements

Crisis Support

This module explores the Support Coordinator's role in supporting Participants during crises.

Capacity Building

This practical module explores how Support Coordinators can build opportunities for Participant capacity building into their practice.