

The following information is about LWB Support Coordination and how these will be delivered to you.

Support Coordination



LWB Support Coordination is designed to assist and strengthen your ability to implement and coordinate the supports you require in your everyday life. LWB Support Coordinators will help you to develop your independence and capacity while assisting you to coordinate informal, mainstream and paid supports.

You have been funded for hours

- ☐ Support Connection
- ☐ Coordination of Support
- ☐ Specialist Support Coordination

Your Support Coordinator is

- **[Insert Support Coordinator Name]**
- **[Insert phone number]**

Conflict of Interest



All NDIS Providers must manage conflict of interest. There are additional requirements for LWB Support Coordinators, especially when we are delivering other services to you. LWB has a Conflict of Interest Procedure that our Support Coordinators understand. Our Support Coordinators will make sure any information we give you about the support available is full, clear and unbiased. We always respect your decision in choosing a provider. LWB Support Coordinators do not receive any financial incentive for client volume.



LWB Service Agreement

LWB Support Coordinators will ensure you have an LWB Service Agreement, outlining your agreed Support Coordination budget, your responsibilities, LWB's responsibilities and how you can provide feedback and make a complaint.

Tracking

Our Support Coordinators will keep track of the time spent working with you to show that we are claiming correctly from your NDIS plan for work we do with you. When we start work with you, we will ask you if you would like to receive this log. You may prefer to receive this via email, by mail, or in person. We will ask you how you would like to verify the hours on the log. You may prefer to send us an email, tell us over the phone or physically sign the record.

Activities that LWB will charge you for:

Reporting

Support Coordinators are required to submit a report/s to the NDIA. Typically, the following reports are submitted:

- Plan Review Report – in preparation for the review of your NDIS Plan
- Implementation Report – typically sent to the NDIA 8 weeks after commencing Support Coordination with you.





Communicating with You

LWB Support Coordinators will communicate via your preferred method of communications. This could include face-to-face or virtual meetings, phone calls, emails and text messages to ensure they clearly understand your needs, goals and the amount available in your NDIS plan to reach those goals.



Communicating with Others

LWB Support Coordinators will communicate with other providers, services and the NDIS. This may be to arrange meetings and to seek and understand information related to your supports. This is to assist you to coordinate and put supports in place, make connections and try new things.



NDIS Portal - myplace

Support Coordinators can assist you to register and access the NDIS Participant Portal – myplace. They will assist you to become familiar with myplace to build your capacity to access this system with minimal help from others.



Desk Top review of Support options

LWB Support Coordinators will complete “desktop” research identifying support options for you, such as providers and their availability, as well as mainstream and community opportunities that have no cost to your NDIS plan.



Preparing for your NDIS Plan Review

LWB Support Coordinators will support you to get the maximum support you require from your next NDIS plan. We will set aside some hours to work with you to review your current plan and prepare for your planning meeting. Your LWB Support Coordinator may attend your Plan Review meeting if you wish.



Travel

When LWB Support Coordinators are required to Travel to meet with you, LWB will charge you for this Travel in line with your LWB Service Agreement and the rules outlined in the NDIS Price Guide.



Other

From time to time there may be other activities undertaken by LWB Support Coordinators not outlined here. In these circumstances, we will clearly outline these activities to you and ensure they are in line with NDIS Rules.

**IF YOU HAVE ANY QUESTIONS REGARDING LWB SUPPORT COORDINATION
PLEASE CONTACT YOUR LOCAL LWB OFFICE**