**Reflections from the Sector: Support Coordination**

# What are some of the important skills and attributes of a Support Coordinator?

## Cam Libbis

### Manager, NDIS Service Development, Leisure Networks

It’s a complex role, and there’s lots and lots of different things that make up a good support coordinator: Somebody who is able to set boundaries, somebody who’s really understanding of what the scope of the role is and the difference between support coordination, what has historically been case management, and the role of an advocate.

## Amber Erickson

### Support Coordinator, CoAbility

I think one of the important factors is adaptability. We’re obviously dealing with families. We deal with people, and no two families are the same.

## Sam Winzar

### Senior Support Coordinator, Pathways to Care

The key attributes of a support coordinator would be firstly a good communicator, an ability to speak and communicate with a whole range of different people. Understanding all the policies, procedures, things like reasonable and necessary and being able to be really clear to the participants what that’s all about.

## Amber Erickson

### Support Coordinator, CoAbility

Knowledge is really important, not just about the supports that are out there but knowledge about the NDIS, the inner workings of that, so that you’re – at the end of the day, you’re the information bearer and you feed that back to families, you feed that back to organisations. So that’s really important, that you’re open to learning all about that and keeping yourself up to date with the most recent information.

## Cam Libbis

### Manager, NDIS Service Development, Leisure Networks

The role of a support coordinator and under the NDIS framework is really around capacity-building, and that doesn’t just mean capacity-building with the individual who’s receiving the supports but also the informal support system around them. So again, understanding the role that family may play, that friends may play, that broader community may play in a person’s life, and educating them around how they can best support somebody as well following the planning, and the understanding, getting to know a person, and their support requirements. Navigating the different interfaces around other supports and other mechanisms that can support somebody, so whether it’s the justice system, whether it’s the health system, education, community and mainstream supports.

## Amber Erickson

### Support Coordinator, CoAbility

To really be mindful, I suppose, of their own views when working with families. Again, we’re working with such a diverse group of individuals that I think it’s really important from a personal perspective to be open-minded and not allow any of our own ideals and values sort of impact on supporting people.

## Libby Mears

### Chief Executive Officer, Leisure Networks

So we’ve been looking in our recruitment for people who are really open to, and excited about, working within the NDIS and are informed about that, who are flexible and able to, I guess, adapt, who have great knowledge about community, great knowledge about how to build a person’s capacity or connect with a range of new support providers, who are excellent communicators, who are willing to, I guess, go that extra mile to get the right outcome for the individual, so very individualised.

## Amber Erickson

### Support Coordinator, CoAbility

It’s about making that person feel like we’re on that journey with them, and that we’re willing to help them go in whatever direction they want to go in.

## Sam Winzar

### Senior Support Coordinator, Pathways to Care

One thing we do as well is try and celebrate those little wins each week and reflect on those as a team so we know we are making a positive difference for people.

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