



## NDIS Support Coordination

Finding your way through the process of planning and connecting with services can be challenging and time consuming. If you have Support Coordination as part of your NDIS package, we can help you with this process to achieve your goals.

Extended Families Support Coordination services can help you to make sense and take control of your plan / your child's NDIS plan, make choices about the things that are important to you and your child and build your skills and confidence to maximise your NDIS funding.

### **How will Extended Families Support Coordination services help me with my NDIS plan?**

Extended Families provides independent support coordination to help you manage your plan. Our team of experienced staff will help you:

- source and assess support options
- connect with services
- access the NDIS portal
- coordinate services and manage your plan
- respond and deal with any crisis
- build your skills and confidence
- implement and monitor your NDIS plan and re-develop your goals prior to your plan review

Throughout the journey, we aim to empower you to gain independence in creating and maintaining supports.

### **How much will Support Coordination cost?**

Support Coordination is an additional funded item and is not deducted from your direct supports. You must raise and justify the need for Support Coordination in your NDIS assessment planning meeting, with the aim to be allocated a specific and separate budget for this service type (under the support category 'Capacity Building').

### **How do I receive the Extended Families Support Coordination service?**

Talk to your NDIA Planner and discuss what level of Coordination of Support to include in your plan. Once you have this in your plan, your Support Planner or Local Area Coordinator (LAC) will generally send Extended Families a service request, along with a copy of your plan; or a service request can be made via your NDIS portal with the help of your planner, LAC or friend. Once we receive the service request and a copy of your plan, our staff will contact you and arrange an initial meeting and develop a service agreement.

## Why choose Extended Families?

- Nearly 30 years' experience working with children and young people with disabilities.
- Our strong family centered approach and value of friendships and relationships helps to build strong connections for children and their families.
- Genuine, flexible, caring staff with experience in social work, case management and extensive disability services training.
- Our ability to link people to the community and services, helping build strong relationships.
- Our understanding of the needs of young people with disabilities and their families.
- We provide an informed choice when selecting and helping you to access services.
- Streamlined and coordinated processes for accessing other services and programs from Extended Families.
- We act in your best interest and ensure you are informed, empowered and able to maximize your choice and control.
- We support you to access interpreting and translating services where required to meet your language needs. Our culturally sensitive team include bi-lingual staff in Vietnamese, Mandarin, Cantonese and Arabic.
- We pride ourselves on our strong commitment to, and track record of, child safety; through quality practice and relevant screening checks of service providers.

## What other supports can Extended Families provide?

We support children and young people 0-30 and their families across Melbourne to build friendships, develop skills and create meaningful connections within the community. No matter who you are or where you're from, there's room to grow, learn and connect with Extended Families Australia.

Supports and services include:

- LinC – a new service that links your child to an Inclusion Support Worker for one on one support to feel included and increase skills and confidence to meaningfully participate in the community
- Recreation programs including fun activities such as Explorer Days, together groups and camps
- Parent and Peer Support groups
- Individualised volunteer matching for social, recreational and respite support
- Supported play groups, friendship groups and social events

We are a flexible organisation, able to develop and tailor service offerings to suit your needs. Let us know what you want and we will do everything we can to make it a reality.

## Contact us

We are ready to discuss your needs. For further information about Extended Families Support Coordination or other services please contact us.

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