Support coordination: Easy Read

How a support coordinator can help you use your NDIS plan.

This is an **Easy Read** guide. It uses easy words and pictures.

You can ask someone you trust to read it with you.

Words in **bold** are important.

What is a support coordinator?



Your **NDIS plan** says what support you can get.

It also says how much money you have for your supports.



A **support coordinator** is a person who helps you use your plan.



Your support coordinator can help you:

- understand your plan
- find services that are right for you
- sign agreements with your services
- check how much money you have left
- get ready for your next plan.



You are in charge.

You choose your services. You can say yes or no.

Your support coordinator gives you information and helps you decide.

HARD WORD

Provider means a person or business that gives you a service. For example, a support worker, a physio or a cleaner.

What is a recovery coach?



Some people have a disability because of their **mental health**.

This is called **psychosocial disability**.



A **recovery coach** helps people with psychosocial disability.

They help you:

- set goals for your life
- plan what to do when you feel unwell
- manage appointments and daily life
- use your NDIS plan.



Your recovery coach works with your doctor and your mental health team.

A recovery coach is **not** a doctor. They do not give you medicine or treatment.

How we work with you, step by step



Step 1

We **call you** and say hello.

We ask if it is OK to share your information with your services.



Step 2

We **meet you**.

You sign an agreement with us. It says what we will do for you.

Step 3

We help you **find services**.

You choose the services you like.

Step 4

We **check in** with you often.

We make sure your services are working well for you.

Step 5

We help you **get ready for your next plan**.

We start about 3 months before your plan ends.

Your money

Your plan has money for different supports.

We call each part a **budget**.

We can work out **how many hours of support** your money pays for each week.

This helps your money last until your plan ends.

Support on **weekends**, **public holidays** and **at night** costs more.

So your money pays for fewer hours on those days.

GOOD TO KNOW

The **NDIS** decides the prices for supports.

You can find the prices on the **NDIS website**: **ndis.gov.au**.

We can help you understand them.

If you need help or something changes

IN AN EMERGENCY

If you or someone else is in danger, **call 000**.



Tell us if your life changes. For example:

- you move house
- you go to hospital
- you need more help than before.

You might be able to **change your plan**. We can help you ask the NDIS.



Do you **not agree** with a decision the NDIS made?

You can ask the NDIS to **look at it again**. This is called a **review**.

We can help you get your papers ready. We can also find you an **advocate**.

HARD WORD

An **advocate** is a person who speaks up for you and helps you stand up for your rights.

The NDIS is changing



The Government made a new law about the NDIS in **2026**.

Some things will change between now and **2028**.

We will help you with every change.



From October 2026

When you get a new plan, some budgets may be **smaller**.

This is money for things like activities in the community.

Money for **personal care**, like help with eating, showering and medicine, will **not** get smaller.



From April 2027

The NDIS will make plans in a **new way**.

You will talk with an NDIS assessor about the support you need.

We can help you get ready for this talk.

From July 2028

Support coordination will **not** come out of the money in your plan any more.

The NDIS will pay some services directly to help you.

We will help you through this change.

GOOD TO KNOW

These dates can change. We will tell you if they do.

Your rights

You can **choose** your services.

You can **change** your services if you are not happy.

Your information is **private**.

We only share it with people you say yes to.

You can **make a complaint** if you are not happy with us.

You will not get in trouble for making a complaint.

You can also contact the **NDIS Quality and Safeguards Commission** on **1800 035 544**.

Contact us



LUMI Support Coordination

Email: **info@lumisupport.com.au**

Website: **www.lumisupport.com.au**

This Easy Read guide was updated in October 2026. NDIS rules can change. For current prices, check the NDIS website.

LUMI Support Coordination acknowledges the Traditional Owners of country throughout Australia. We pay our respects to Elders past and present.