



Video: What do you think about support coordination?

Cathy:

One of the biggest benefits to me is having an excellent coordinator of supports.

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I've got someone that I can just phone and say, help, it's not working, just to get that

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support through when you feel like you want to rip your hair out.

Tina:

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It's called coordination of supports.

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That is a service where someone will help you work out all the bits and pieces of the

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plan, for a little while anyway, to help you put it into action so you're not having to

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do all that juggling yourself in the beginning, because it can be a tad overwhelming, especially

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if you've got trouble with your thinking, which is what psychosocial disability is about

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for lots of people.

Erika:

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I could not function without him.

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He doesn't just help me manage my NDIS supports, he helps me with any supports I need.

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So, if I need health appointments or I have a problem in the health system, he'll help

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me, and it's having somebody that can kind of hold your problems for you and I think

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everybody with a psychosocial disability needs a good coordinator,

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but having said that there are so many bad coordinators.

Karen:

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Your support coordinator is working for you, and if they're not asking you how happy you are

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if they're not asking you to dream, they're not doing their job.

Debbie:

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Make sure it's separate from the NGO that is providing you the service because the

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NGO itself can never be objective.

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So the person who's doing your support coordination, their allegiance will also always be with

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the organisation so having an external coordinator of supports is important.

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Cathy:

I wouldn't be without one.

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Unless you are really on top of things, you could coordinate everything yourself,

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and some people are quite capable of doing that, but for me, just having that support,

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I've got a go-to person if things aren't going well, who will stand up and advocate and fight.