



1. Introduction

Nightlife Disability Services (Nightlife) is committed to the delivery of high-quality Support Coordination to assist people maximise their plan to achieve their goals. Support Coordination plays a critical role in supporting our service users to implement their plans, coordinate services and problem solve to minimise stress and achieve plan goals. Nightlife is registered to provide Level 1 and Level 2 Support Coordination. We will support referral to appropriate organisation for specialist support coordination in line with service users need, goals and preferences.

Nightlife is committed to ensuring that:

- (a) We consider and uphold each service user’s individual needs, preferences and circumstances, in the identification and selection of suitable NDIS and mainstream services to deliver required supports.
- (b) We ensure that providers are selected who have the appropriate skills and experience to deliver the required support
- (c) We consult and collaborate with service users and their supports to plan and coordinate supports to implement and reviewing their NDIS plan.
- (d) Each service user exercises meaningful choice and control over their preferred services and maximises the value for money for services they receive.
- (e) Each service user receives transparent, factual advice about their support options which promotes choice and control.
- (f) Conflict of interest policies are provided or explained to each participant in their preferred language or communication style.

This Policy and Procedures supports Nightlife to meet the NDIS Disability Standards for Independence and Informed Choice when providing Support Coordination services.

1.1 Scope

This Policy applies to the provision of all Support Coordination services and supports at Nightlife. All staff are responsible for committing to this Policy.

2. General

The application of the above NDIS Practice Standard is supported by our broader Nightlife policies outlined in the Policy Register.

Approved By: CEO	Version 2
Approval Date: January 2022	Next Scheduled Review January 2024