

How to navigate NDIS Support Coordination

MEET THE TEAM HELPING YOU LIVE
YOUR BEST LIFE



UNISSON | IT STARTS
DISABILITY *with heart*

Welcome

We understand navigating the NDIS can be complex and sometimes overwhelming.

As experts in the NDIS, our Support Coordination team have a great reputation and strong network of quality providers. Our mission is to help you understand and maximise your NDIS plan whilst connecting you with the support that will enable you to live the life you choose.

I would like to take this opportunity to personally welcome you to Unisson. We feel privileged to work collaboratively with you, and those closest to you, to be a part of this journey together.

Best regards,



BEN DROLL
General Manager, Community Services

What makes us unique?

The diverse Support Coordination team at Unisson Disability are qualified and educated - armed with the knowledge to provide trusted advice and referral through understanding your unique needs and circumstances.

We deliver this quality service over the phone or in person at a place local to you, as our team are members of your community.

We have developed a great relationship with the NDIA based on extensive resources and efficient services. We are continuously updating our knowledge, evaluating our network contacts, and looking for new opportunities for social participation within your community.

We want you to feel in control of your support, and rest assured that you have made the most out of your NDIS plan. We look forward to being part of this journey and hope to achieve great outcomes together.





MEET OUR TEAM



TERESA LAM
Support Coordinator
Leader

Teresa's first career was in technology where she enjoyed learning something new every day. Her first job involved writing games for the disabled, using specialised pointing devices with engineers. At that time, she also witnessed the development of the cochlear implant, for profoundly deaf persons.

For the past ten years, Teresa worked in Disability Employment Services, assisting persons with a disability to gain employment in the open market. During this time, she learned that her clients have many abilities and with an understanding employer and appropriate supports, they can have a job that they like. Often the job changed the person's life and outlook and the team helped clients' dreams to come true.

For her most recent 3.5 years, she is working under the NDIS framework, currently as the Leader for the support coordination team at Unisson Disability. Our team has assisted our clients to build their capacity, gain employment, move into appropriate housing arrangements, live their chosen life with supports, and participate in meaningful community activities.



ROS RICHARDSON
Support Coordinator
(Sydney)

Ros' original training is in nursing, working in Emergency, Palliative and Aged care settings. For many years, she has worked with bereaved parents with researchers and health professionals as an educator in Australia and New Zealand. She also managed Red Nose Day in NSW.

Prior to her work as a Support Coordinator, she worked with unpaid family and friend carers who support a person with disability. Ros' studies have been in nursing, community services, public health and health service management. Outside work her interests include keeping fit and healthy, yoga, walking and music, and spending time with her family and grandchildren. Ros and her husband are presently learning the tango.

Ros finds that support coordination is a dynamic and important role that allows her to assist people with disability and their families to get the most from their NDIS plan, increase their capacity and live their best lives.



MICHAEL HE
Support Coordinator
(Sydney)

Michael started working with Unisson in June 2019. With over 7 years experience in the disability industry, Michael has worked in various roles and capacities in disability employment services.

Michael is passionate about helping others and feels very grateful that he is able to empower someone in their lives. He possesses great knowledge in NDIA and is specialised in Process and Policies, SIL, SDA and SDA Application etc.

He witnessed there's a knowledge gap between Clients, Families and Carers, Registered Providers and the NDIA. Therefore, Michael aligns his goals to work collaboratively with the community and the NDIA to make changes and empower an individual's life, which shares the common vision and value with Unisson.



SHARON TARLINTON
Support Coordinator
(Sydney)

Sharon started with Unisson 8 years ago as a Disability Support Worker, becoming an Accommodation Team Leader in 2021.

After spending 6 years in a support worker role, she learnt the value of getting to know her clients and the people most important to them. Within her previous Team Leader role, she spent a lot of time networking with other people in the disability sector – her skills in fostering and building relationships will continue to be an asset in her role as a Support Coordinator.

She is creative and enjoys thinking outside of the box when it comes to supporting her clients – her goal as a Support Coordinator is ensuring her clients have access to quality personalised supports that will help them meet their individual goals and live the best quality of life.



FREEMAN LIU
Support Coordinator
(Sydney)

Freeman comes from management consulting background, where he gained strong solution design, consultation & coaching, project management, customer relationship management skills. In addition to this, he has knowledge and deep understanding of the NDIS policies and procedures so he can assist his clients to address their individual support needs and design tailored support implementation plans.

He sees his work style as systematic, proactive with innovative problem solving and coordination skills.

He is naturally someone with attention to details and strong time management, which is essential for support coordination work.

He is compassionate and polite when assisting clients from diverse backgrounds and life experiences. He believes in keeping an open mind and loves to know his clients' life stories. Freeman is fluent in English, Mandarin and Japanese, having worked in various multicultural organisations in Asia and Australia.



ALISON MOONEY
Support Coordinator
(Sydney)

Alison started with Unisson 5 years ago as an Accommodation Team Leader. After spending 4 years in this role, she was looking for a position where she could use the experience gained as a Team Leader to support people to have a voice and live their best life.

Over the past 10 years, she has also provided people with visual communication aids to support the person to have choice and control over their lives. Alison is a yoga teacher and enjoys daily yoga and meditation.

Alison is passionate about supporting people to be able to make their own choices, reach their potential, access mainstream supports and build relationships in the Community.



ASHLEIGH MASON
Support Coordinator
(Sydney)

Ashleigh has been working for Unisson Disability for 9 years. The first 8 years of this, she was a DSP working with Independent Living Clients as well as within the Group Homes. She had also Acted as a Team Leader filling in for several Team Leaders over the years.

Her greatest passion as a Support Coordinator combines the role with the skills learnt as a DSP. Client centredness is the most important aspect that she considers when working with clients. Ashleigh believes that getting to know the clients and their families enables her to successfully assist them in their NDIS journey at a more personal level where she can combine her knowledge of what the client physically and emotionally needs, along with what their hopes and dreams are.



SARAH GRACE
Support Coordinator
(Sydney)

Sarah's career began in Early Childhood spanning twelve years, where she discovered her passion for working with children with disabilities.

From there, she accepted a support worker role covering shared homes, day services, independent living, aged care and community programs.

After raising three children, including one child on the NDIS, Sarah sought a role that would incorporate all of her knowledge in working with infants and adults with disabilities.

Sarah understands the complexities that come with NDIS plans and is delighted to be a Support Coordinator, as she continues to assist clients, families and caregivers and advocates for clients to achieve their unique goals.



JUDY MOASE
Support Coordinator
(Central Coast & Hunter)

Judy has diverse experience working with a wide range of client populations in the community including consumers of all ages in the mental health and the disability sector.

For 10 years Judy worked in private practice in the allied health sector as a Registered Music Therapist. Judy is a competent professional with a strong personal work ethic reflected in her ability to establish a strong rapport with all clients.

Judy is a collaborative and productive Support Coordinator, team member and communicator who understands the needs of people with disability.



CHRISTINA JEPPESEN
Support Coordinator
(Central Coast & Hunter)

Christina has been with Unisson for 16 years in several different roles down in Sydney within human resources and employment services.

She is working as a support coordinator in the Central Coast and Newcastle area for 4 years. She enjoys seeing people empowered and reaching their full potential. She cares about the supports that her clients receive and wants to help make a difference to someone's life. Her clients range from 21 years of age to 67 years of age.



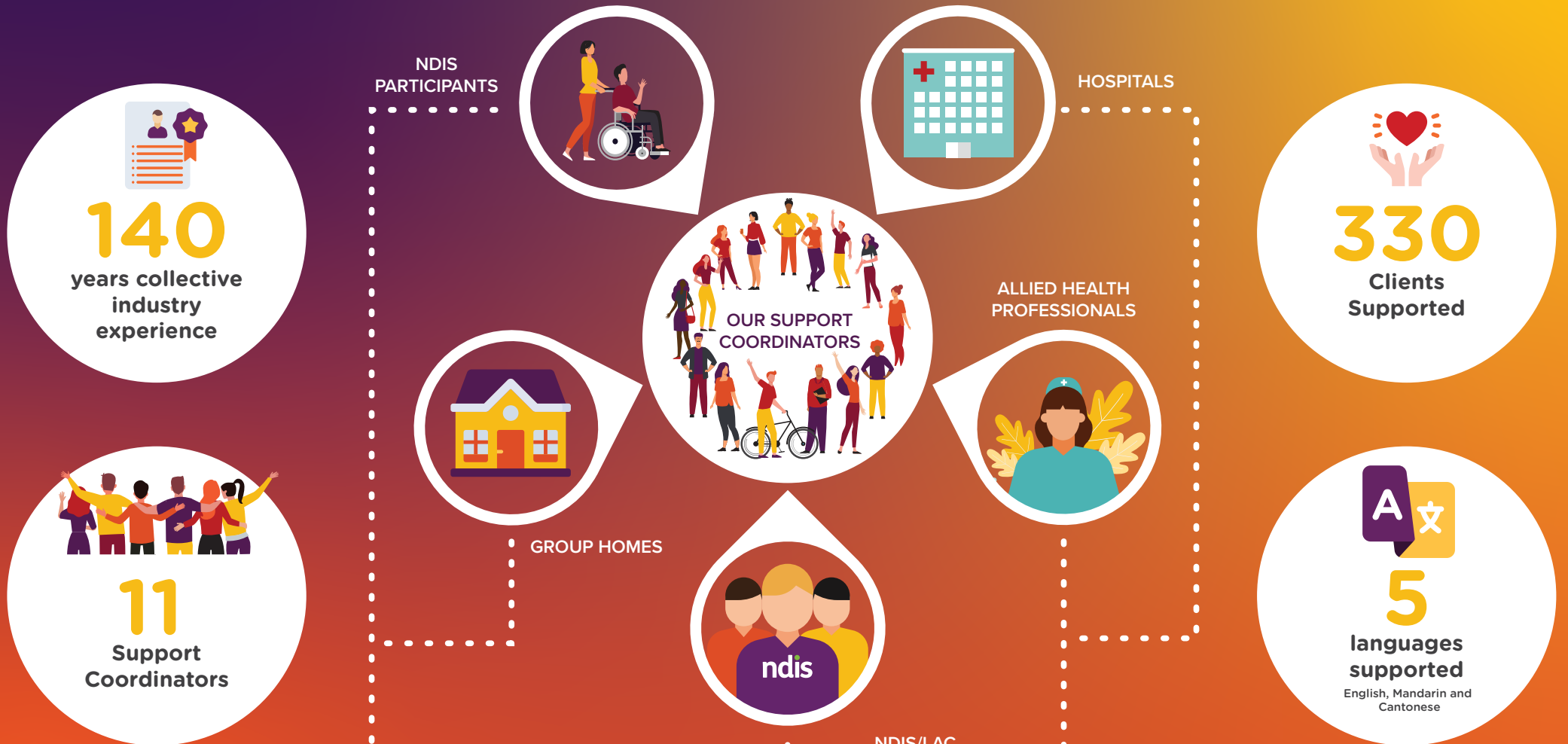
JAMES MORISSON
Support Coordinator
(Hunter)

James has worked in various disability organisations prior to joining Unisson as a Support Coordinator. His professional experiences ranged from support worker to house manager.

As a Support Coordinator, he finds the role to be integral in interpreting a Participants NDIS plan. This includes assisting the participant to establish the supports in their plan, develop their capacity over time to coordinate their own supports, build their relationships with the community and maintain a focus on the participants needs/ wants and aspirations.

Impressive reputation

Our referrals are growing from our existing participants as well as trusted industry partners.



140

years collective industry experience

11

Support Coordinators

NDIS PARTICIPANTS

HOSPITALS

330

Clients Supported

OUR SUPPORT COORDINATORS

ALLIED HEALTH PROFESSIONALS

GROUP HOMES

ndis

NDIS/LAC

A 文

5

languages supported

English, Mandarin and Cantonese

BY THE NUMBERS:

30%

of all referrals are word of mouth

54%

of referrals are from external providers and NDIS (Local Area Coordinators)

A photograph of a man and a woman sitting at a table, laughing together. The man, on the left, is wearing a blue t-shirt and has a wide, joyful expression. The woman, on the right, is wearing a black top and glasses, also smiling broadly. They are both holding white mugs. On the table in front of them are plates of food, including what looks like a sandwich. The background is bright and out of focus, suggesting an indoor setting with large windows. A yellow rectangular box is overlaid on the center of the image, containing the text 'CLIENT SUCCESS STORIES' in white, bold, uppercase letters.

**CLIENT SUCCESS
STORIES**



Rhett's Story

With support from Unisson and his father Laurie, Rhett experienced a smooth transition to his new supported home.

“

Rhett's already developed positive relationships with his support staff. They come across as very professional, proactive and caring.

”

RHETT'S DAD

READ FULL STORY



Damien's Story

When he retired at age 60, after 20 years of working at Unisson's supported employment business, Pack Works, Damien faced one of life's most challenging transitions. But with the right supports in place, he's now embracing the change of pace.

“

For people who have family members transitioning (to retirement), it's imperative to have a Support Coordinator who knows exactly what they can access.

”

MARGOT (FAMILY MEMBER)

[READ FULL STORY](#)



Darrin's Story

Through Unisson's Support Coordination service, Darrin is connecting with new support services and seeing positive outcomes.

“

When I found the Chefs That Care program, I knew it would be a great fit for Darrin, and help him to reach his goals and increase his independence.

”

**ROS, DARRIN'S SUPPORT
COORDINATOR**

READ FULL STORY

FAQs

Here's some of the most frequently asked questions we're asked. Please get in touch with us to help demystify Support Coordination and answer any queries you may have.

What is Support Coordination?

Support Coordination is an NDIS funded service that's designed to help eligible participants to understand and implement a mix of supports in their NDIS Plan and get the best out of their funding to increase their capacity to maintain relationships, manage tasks, live independently and be included in their community. Supports include informal (family and friends' network), mainstream, (such as health providers), community (such as local council, churches, community groups) and funded supports (disability support providers).

What is 'Capacity Building'?

Support Coordination has a 'Capacity Building' approach. This means that, over time, your support coordinator can help you to build your skills and confidence to increase your choice and control over the management of your NDIS Plan, for example, to make arrangements, monitor budgets or find providers yourself.

What's the difference between a Support Coordinator and a Plan Manager?

A Support Coordinator's role is to help NDIS participants to understand their NDIS Plan, identify their needs and goals, monitor their progress and connect with the people and support that will enable them to live with choice and control. A Plan Manager is responsible for the financial/administrative side of a participant's NDIS Plan. For example, the Plan Manager is responsible for organising payments, processing claims and invoices and tracking budgets. If you require plan management services, your support coordinator can help you to arrange this.

How do I apply for Support Coordination?

If you would like funding for Support Coordination, you will need to request it at your NDIS plan review meeting. Check if you are eligible and, before the meeting, consider how Support Coordination will help you to build capacity and achieve your goals.

How many hours of support coordination will I get?

Like other supports in your NDIS plan, hours of funding for Support Coordination are determined on a case-by-case basis in response to your individual circumstances and support needs. At your NDIS plan review meeting you can assist the Planner to work with you to create a high-quality plan by providing them with a comprehensive list of your current supports and the supports you need to achieve future goals within the plan period. They will use this information to provide adequate hours of Support Coordination.

Does having Support Coordination reduce the funding available for other supports in my Plan?

No. Support Coordination is included in a participant's NDIS Plan in addition to other supports.

[MORE DETAILS](#)



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Contact Us

Let's start a conversation.
To find out how our Support
Coordination team can help meet
your individual needs, please
contact our friendly team on:

1300 266 222

hello@unisson.org.au

unissondisability.org.au

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