

Make Your NDIS Plan Work for You

Expert Assistance to Understand & Interpret Your NDIS Plan & Find Providers in the Community.



What is Support Coordination?

Support Coordination is an NDIS-funded service that helps participants understand their plan, connect with the right supports, and put their NDIS funding into action.

It is designed to make the NDIS easier to navigate by providing guidance, coordination, and practical assistance so participants can confidently work towards their goals and get the most from their supports.



Our Core Functions

Quality Living and Support Services (QLSS) Support Coordinators assist with:

- Translating NDIS plans into actionable pathways, making the complex simple
- Connecting participants with appropriate services
- Facilitating service agreements and monitoring progress
- Providing crisis response and inter-agency collaboration
- Building capacity for self-direction and independence
- Budget oversight with Plan Manager
- NDIS Reporting and documentation

Our approach is proactive, strengths-based, and holistic - ensuring participants are empowered, not just supported.



Understanding & Using Your NDIS Plan

A Support Coordinator helps you understand what is in your NDIS plan and how to use it effectively. This includes explaining funding categories, helping you interpret your goals, and showing you how different supports can work together.

The aim is to build your confidence so you feel more in control of your NDIS journey and understand how to make decisions that align with your needs and priorities.



Registered
NDIS Provider

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Plan Implementation

Support Coordinators assist you to find and connect with suitable providers, services, and community supports.

This may include NDIS providers, mainstream services, informal supports, or government programs. They can also help arrange service agreements, manage provider relationships, and ensure the supports you access are appropriate and working well for you.

Building Independence & Achieving Goals

Our Support Coordinators focus on empowering you to take control of your supports and build your independence over time.

They can provide assistance with helping you explore education and employment opportunities, access community activities, understand your responsibilities, and strengthen your decision-making skills.

We also assist with accommodation pathways, goal planning, and linking you to other services when needed.

Ongoing Support & Monitoring

QLSS Support Coordinators continue to work alongside you to monitor progress, adjust supports as your needs change, and ensure your NDIS plan is being used effectively.

We also provide outcome reporting to the NDIA and help troubleshoot any issues that may arise, ensuring your supports remain responsive and aligned with your goals.

Support Coordination Levels at QLSS

QLSS offers three levels of Support Coordination:

- **Level 1: Support Connection** - helping you get started and build the skills to connect with supports independently
- **Level 2: Coordination of Supports** - ongoing coordination to help you manage multiple services and work towards your goals
- **Level 3: Specialist Support Coordination** - more intensive support for participants with complex needs or situations

Each level is tailored to the participant's circumstances and the level of assistance required.

Why Choose QLSS?

The NDIS is evolving and so must the way we support participants. QLSS is leading that change.

With a proven track record across Brisbane, Townsville, Cairns, and Mount Isa, we deliver outcome-focused, culturally responsive, and ethically grounded Support Coordination that meets the real needs of participants and stakeholders.

We don't just promise we deliver. Our services consistently result in improved participant outcomes, strengthened inter-agency collaboration, and measurable progress toward independence and inclusion.



Australia-wide Registered & Accredited NDIS Provider

QLSS is a fully registered NDIS Provider in all states & territories of Australia.

We deliver high-impact, person-centred disability supports grounded in ethical practice, cultural responsiveness, and human rights advocacy.

As a trusted leader in Supported Independent Living (SIL), Community Access Support (CAS), and Support Coordination, QLSS empowers participants to live with independence, dignity, and meaningful community connection.

QLSS's Integrated SIL + CAS model provides flexible, real-time support that reflects everyday life.

By combining in-home and community supports, participants enjoy choice, independence, and spontaneous engagement, achieving strong outcomes for people with psychosocial disabilities, trauma histories, and CALD backgrounds.



Did You Know: We Also Offer Supported Independent Living?

QLSS provides Supported Independent Living (SIL) services to people with disability live as independently as possible in their own home while receiving the support they need with everyday activities.

SIL can include help or supervision with daily tasks such as personal care, preparing meals, cleaning, shopping, or managing household routines. The level of support is tailored to each person's needs and goals, helping them build skills and confidence over time.

Everyone's living situation is different, and SIL is just one of the home and living support options available through the NDIS. The right support will depend on the person's individual needs, preferences, and goals.

QLSS also offer alternative specialised accommodation options such as Medium Term Accommodation (MTA) and Short Term Respite (STR) providing a safe and supportive environment where participants can enjoy new experiences, build independence, and maintain their routines.



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Locations: All States & Territories of Australia.
Enquire Today for More Information.

Learn More: www.qlss.com.au

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