



Client Information

i'ara Specialist Support Coordination

This page explains who we support, what we offer, and how to get started with i'ara Specialist Support Coordination.

Who We Support

We support people who have an NDIS Plan that includes funding for Support Coordination or Specialist Support Coordination. We specialise in working with people navigating complex situations, including:

- Psychosocial disability
- Hospital discharge and transitions home
- Justice system involvement
- Child protection interface
- First Nations communities

We also deliver case management under the National Injury Insurance Scheme QLD (NIISQ) and the Transport Accident Commission (TAC).

What We Offer

- Support Coordination: helping you understand and use your NDIS Plan, connect with providers, and build your confidence to manage your own supports over time.
- Specialist Support Coordination: for higher-complexity situations, working intensively to reduce risk and navigate multiple systems at once.
- Psychosocial Recovery Coaching: recovery-focused coaching for people with psychosocial disability.

How to Get Started

Referrals can come from you, your family or advocate, the NDIA, a Local Area Coordinator, a hospital, or another provider. To get started:

- We'll check your NDIS Plan funds the support you're referring for.
- We'll ask a few questions to understand your needs, goals and any risks we should know about.
- We'll develop a Service Agreement with you, in a format and language that works for you.

What to Expect

Once you're a client, we'll work with you to build a Support Plan around your goals, review it with you at least once a year (or sooner if things change), and support you to build your own confidence to direct your NDIS supports over time. If your Support Coordinator is ever unavailable, another i'ara team member will step in, so your support isn't interrupted.

Costs

Our services are funded through your NDIS Plan, at the rates set out in the current NDIS Pricing Arrangements and Price Limits. There is no out-of-pocket cost for supports covered by your plan.

Where We Work

i'ara supports participants across regional, rural and metropolitan communities in Australia, with a strong presence in Far North Queensland and a growing footprint nationally. For a detailed list of the towns and regions we cover, see the location pages on our website.

Many of our services can also be delivered remotely by phone or video call. Remote support helps save on travel costs within your plan, meaning more of your Support Coordination funding goes toward the time we spend directly supporting you.

Get in Touch

To make a referral or ask a question, contact us at hello@iarasupport.com.au or call 0483 101 410.

*i'ara Specialist Support Coordination, Iara Support Services Pty Ltd (ABN 83 603 688 348), NDIS Registration 4050078987.
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