

Understanding NDIS Roles and Responsibilities



A Metrocare Services Fact Sheet

At Metrocare Services, we understand that navigating the NDIS can feel overwhelming. To support participants and families, we've broken down the key roles involved in the NDIS and how each can help you on your journey to independence, inclusion, and wellbeing.



Key NDIS Roles Explained

The NDIA

The National Disability Insurance Agency (NDIA) is the government body responsible for delivering the NDIS. They assess eligibility for NDIS funding and make decisions on what supports are included in a participant's plan. While the NDIA oversees the program, they do not deliver support services directly.



Quick Fact:

Your NDIS plan can include multiple support roles—like a Support Coordinator, Psychosocial Recovery Coach, and Plan Manager—working together to help you achieve your goals. Each has a different focus, but all aim to empower your independence and choice.

Local Area Coordinator (LAC)

LACs work with NDIS participants aged 7 and above (or under 18 with a parent or guardian). Their role includes:

- Helping participants develop and review their NDIS plans
- Assisting with understanding and using the plan
- Connecting participants with local services and community supports

LACs are often the first point of contact for new participants and play a key role in plan development.

Early Childhood Early Intervention (ECEI) Coordinator

Families of children aged 0–9 years with a developmental delay or disability work with ECEI Coordinators. They:

- Help families access early supports
- Assist in building capacity and reaching developmental milestones
- Guide the transition into the formal NDIS if longer-term support is needed.



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Plan Support and Decision-Making Roles

Support Coordinator (SC)

A Support Coordinator helps you:

- Understand and implement your NDIS plan
- Build your capacity to make choices and live independently
- Connect with NDIS and mainstream services
- They are vital for participants who need assistance navigating multiple services or supports.

Psychosocial Recovery Coach (PRC)

A PRC is a specialised Support Coordinator who works with people experiencing psychosocial disabilities. They:

- Provide recovery-oriented support
- Help participants build skills for daily living
- Coordinate mental health supports within the NDIS

Plan Manager

A Plan Manager helps take the stress out of NDIS finances. They:

- Pay providers on your behalf
- Keep track of spending and provide monthly statements
- Offer guidance on using your funds effectively

Plan Management is funded separately and can be included alongside other supports.

Note: While Metrocare Services does not provide Plan Management directly, we collaborate with trusted Plan Managers across Adelaide to ensure you receive quality financial support.

Plan Nominee

A Plan Nominee is appointed to act on behalf of an NDIS participant who may need help making decisions. Important points to note:

- Nominees can be appointed by the participant or NDIA
- They cannot receive payment for their role
- Being a spouse or parent does not automatically make someone a nominee

Nominees support participants in making informed choices and managing their plan.

Need Help Navigating Your NDIS Plan?

Metrocare Services is here to assist. We offer tailored support services, helping participants build independence, confidence, and community connections.

Contact Us

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