**Day in the life of an LAC at Social Futures Transcript**

**Amanda:** The skills of a Local Area Coordinator are really unique.

**Staff Member:** The surprising thing that helps me being an LAC is my background in the corporate sector.

**Gina:** So you need to have an understanding of disability, you need to genuinely care and be good at communicating with people to ensure participants have an NDIS plan which meets their needs.

**Staff Member:** You also need to thrive in a high-paced working environment.

**Staff Member:** And be driven by continuous improvement.

**Gina:** We really strive to achieve the best possible outcomes for people accessing the NDIS.

**Staff Member:** We’re part of a high performing team and deliver services across 70% of regional NSW.

**Gina:** So that means hundreds of people in the community benefit from the work we do every day.

**Staff Member:** It’s really wonderful when you know you’ve created a plan that’s going to change someone’s life for the better.

**Staff Member:** To give people more freedom, more choice.

**Gina:** It’s incredibly rewarding.

**Staff Member:** It’s the balance between doing something meaningful and helping people in the community with balancing targets, and using my analytical skills with competing priorities that keeps this role interesting to me. I love that I can use the skills I have from my previous role … as a business analyst in continuous improvement …

**Donna:** … as a carer …

**Staff Member:** … as a teacher …

**Staff Member:** … as a service officer …

**Gina:** … in time management …

**Staff Member:** … case worker …

**Staff Member:** … at Lifeline …

**Staff Member:** … to really make a difference in people’s lives.

**Amanda:** There are so many benefits to working with Social Futures Local Area Coordination Program: extensive training and support, an inclusive and values driven workplace, our EAP program and a truly rewarding role. For more information, go to socialfutures.org.au