

## Support Coordination



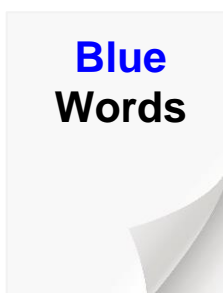
## Easy English



This sheet is about how our **support coordination** service can help you make your NDIS Plan happen.



You can ask someone to help you read this sheet.



Some words on this sheet are in **blue**. You can find out the meaning of these words on page 8.

## About Support Coordination



The NDIS is the new way the government supports people with disability.

If you use the NDIS you will get a **NDIS Plan**.

A NDIS Plan is a list of

- **goals** you have set
- and
- supports you need because you have a disability.



After your NDIS Plan is **approved** you will need to start setting up your support services.

You can manage your own plan

or

get help to make your plan happen from a Support Coordinator.



## How do I choose OC Connections?



If you want to choose our Support Coordination service you need to tell your **NDIS Planner**.

Your **NDIS Planner** will tell us you have chosen our service.



### What does a Support Coordinator do?

Your Support Coordinator will help you make your plan happen.

Your Support Coordinator can help you

- learn how to use the government and NDIS websites. These are called MyGov and My Place.



Your support coordinator will work with you to

- get the supports you need
- find the right **provider**
- join your local **community**
- check that you are happy with your plan
- help you make goals for your next plan





OC Connection support coordination will work with you to

- set up **service agreements**
  - keep track of your **goals** in your **NDIS Plan**
  - keep to your **budget.**
  - learn how to look after your NDIS plan yourself
- and
- help you get ready for your NDIS Plan review.

This happens once every year.

## What if I am not happy about something?



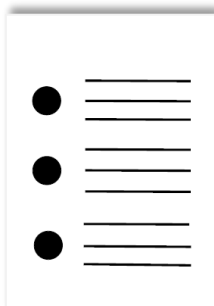
Before we start working with you we will make an agreement together. The agreement will say

- what we have to do
- and
- what you have to do while we support you.

This is called a **Service Agreement**.



We will make sure you know how to tell us if you are unhappy with our service. This is called making a **complaint**.



We will tell you who else you can talk to if you are unhappy with our service.

## How can I find out more?



You can find out more about our support coordination service.



You can

**Phone** 9569 0603



**Email** [info@occonnections.org.au](mailto:info@occonnections.org.au)



**Go to** [www.OCCconnections.org](http://www.OCCconnections.org)

## What do these words mean?

<b>approved</b>	Agreed to.
<b>budget</b>	<p>An amount of money you have that</p> <ul style="list-style-type: none"> <li>• you can spend</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>• you cannot spend more than that amount.</li> </ul> <p>A budget is usually for a set amount of time.</p> <p>For example you might have \$500 you can spend on clothes in one year.</p>
<b>community</b>	<p>The</p> <ul style="list-style-type: none"> <li>• people</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>• places</li> </ul> <p>around where you live.</p>
<b>goals</b>	<p>Things you want to do</p> <ul style="list-style-type: none"> <li>• now</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>• in the future.</li> </ul>



<p><b>NDIS Plan</b></p>	<p>A list of</p> <ul style="list-style-type: none"> <li>• goals you have set</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>• supports you need because you have a disability.</li> </ul> <p>The NDIS uses your plan to work how much funding you need.</p>
<p><b>NDIS Planner</b></p>	<p>A person who helps you make your NDIS Plan. This person may be from</p> <ul style="list-style-type: none"> <li>• the NDIS</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• a service provider.</li> </ul>
<p><b>provider</b></p>	<p>A business that has services for people with disability.</p>

<b>service agreement</b>	<p>A contract between you and a provider who gives you support. This says what</p> <ul style="list-style-type: none"><li>• the provider must do</li></ul> <p>and</p> <ul style="list-style-type: none"><li>• you must do</li></ul> <p>while they are giving you support.</p> <p>The law can be used if you or the provider do not do what is in the contract.</p>
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