



Support Coordination *Overview*



OC Connections

Support Coordination

What does the OC Connections Support Coordinator do?

The National Disability Insurance Scheme (NDIS) is the new way the Australian government is supporting people with disabilities. It can be confusing when you first receive your approved NDIS Plan and knowing how and where to start in setting up your support services. OC Connections can assist you to navigate NDIS with practical information and support.

OC Connections Support Coordinator assists you to get your NDIS plan up and running. We work with you to find the right provider and work through issues that may arise as you implement your NDIS plan. Our aim is to work with you to build your skills and confidence to manage and coordinate your services at your pace. We will tailor our support coordination to your budget and the assistance you need.

OC Connections Support Coordination provides advice and practical support for you to:

- Learn about the NDIS and how it works
- Set up the myGov account and navigate the NDIS Participant Portal
- Put your NDIS plan into action and monitor your progress to meet your goals within budget
- Present you with a range of choices about providers of NDIS funded supports
- Connect you to the services that you choose
- Work with you to establish service agreements
- Build confidence and skills to enable you to control and manage services and budgets
- Work through problems that may arise with support providers
- Connect with your community, your formal and informal supports
- Prepare for the annual NDIA Plan Review.

Why choose OC Connections' Support Coordination?

- We listen to you and explore what is important to you
- We support you to choose and connect to people, places and services
- We work with you to build your skills and confidence to manage your services
- We work with you to monitor your progress to ensure your NDIS plan is making a positive impact.

What can you expect from us?

When NDIS advises us that you have chosen OC Connections for Support Coordination, we will contact you within two working days to introduce ourselves and discuss what you expect from us.

We aim to meet you within 5 working days at a time that suits you to talk about how we will work together, discuss the Service Agreement and how to get your NDIS Plan started.

Where a participant chooses OC Connections Support Coordination there is no obligation to use any other OC Connections supports.

What if I have a concern with my services or with OC Connections?

Our Service Agreement outlines both your and our responsibilities. Our Complaints Policy provides information about how to make a complaint. We provide you with information on access to the Disability Services Commissioner and the NDIS Complaints processes.

How do I choose OC Connections?

It is easy. All you have to do is tell the NDIS Planner and he/she will contact us.

Contact

For more information please contact us

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