

Support Coordination



EASY READ VERSION



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?



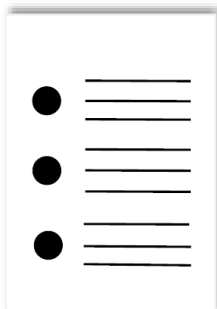
Before we start working with you we will make an agreement together. The agreement will say

- 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 admin@oconnections.org



Go to www.OCCconnections.org

What do these words mean?

approved	Agreed to.
budget	<p>An amount of money you have that</p> <ul style="list-style-type: none"> • you can spend <p style="padding-left: 40px;">and</p> <ul style="list-style-type: none"> • you cannot spend more than that amount. <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>
community	<p>The</p> <ul style="list-style-type: none"> • people <p style="padding-left: 40px;">and</p> <ul style="list-style-type: none"> • places <p>around where you live.</p>
goals	<p>Things you want to do</p> <ul style="list-style-type: none"> • now <p style="padding-left: 40px;">and</p> <ul style="list-style-type: none"> • in the future.

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

service agreement	<p>A contract between you and a provider who gives you support. This says what</p> <ul style="list-style-type: none">• the provider must do <p>and</p> <ul style="list-style-type: none">• you must do <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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